



# Container Corporation of India Ltd.

भारत सरकार का उपक्रम  
(A Govt. of India Undertaking)

## VIGILANCE BROCHURE



केन्द्रीय सतर्कता आयोग  
(CENTRAL VIGILANCE COMMISSION)



(R. Sri Kumar)  
Vigilance Commissioner



(Pradeep Kumar)  
Central Vigilance Commissioner



(J. M. Garg)  
Vigilance Commissioner

### Message

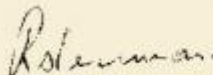
#### Vigilance Awareness Week 29<sup>th</sup> October to 3<sup>rd</sup> November, 2012

Central Vigilance Commission has been striving to promote transparency and integrity in various Central government offices and public sector organizations. Observance of Vigilance Awareness Week every year is an effective outreach measure for inclusive participation of citizen and stakeholders. The Commission expects all public officials to work with utmost sincerity and integrity. This demands consistency between core values of integrity and public actions. It also requires moral courage to act on these values even if doing so requires sacrifice. Public officials need to act without fear or favour.

The theme for this year's Vigilance Awareness Week is "Transparency in Public Procurement". Public procurement encompasses procurement of goods, works and services by all public organizations. Public Procurement is an activity vulnerable to corruption. While lack of transparency and violation of laid down procedures needs to be curbed, steps are also required to ensure fair competition and objectivity in selection assuring value for money. Therefore, the Commission's effort is to emphasize transparency, accountability and probity in public procurement.

The Commission expects that the public authorities will undertake a review of their public procurement policies/methods and introduce systemic changes. The Commission emphasizes these authorities to act as enabler for leveraging of technology and make substantial measurable progress in this regard in the coming days.

Let us all take a pledge to unite in the fight against corruption.

  
(R. Sri Kumar)

Vigilance Commissioner

  
(Pradeep Kumar)

Central Vigilance Commissioner

  
(J. M. Garg)

Vigilance Commissioner



भारत सरकार  
रेल मंत्रालय (रेलवे बोर्ड)  
नई दिल्ली-110 001  
GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)  
NEW DELHI-110 001

### MESSAGE

I am happy to learn that CONCOR is publishing a vigilance Brochure during the ensuing Vigilance Awareness Week commencing from 29th October to 3rd November, 2012. The CVC has been emphasizing on the need to inculcate in society, the desire and determination to fight corruption and promote probity in public life. The theme for this year's Vigilance Awareness Week is "Transparency in Public Procurement".

I believe that regular publication and circulation of such bulletins among officers and staff helps in educating and creating alertness among them on vigilance issues. Publication of vigilance brochure is a positive effort and such proactive approach on vigilance issues will benefit the staff and organization.

I wish vigilance functionaries all success in their efforts.

  
(A.K. Maitra)  
Adviser (Vigilance)

### MD's MESSAGE



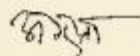
I am happy to note that the Vigilance Division of CONCOR is bringing out a Vigilance Brochure to commemorate the Vigilance Awareness Week, being observed from 29<sup>th</sup> October 2012 to 3<sup>rd</sup> November, 2012.

The corrupt practices have deep negative impact on our psyche and hinder company's development in more than one way. They reduce the credibility of the organization in the eyes of stake holders. We, in CONCOR, are unwaveringly committed to efficiency and transparency to root out corruption. The message of zero tolerance to corruption is loud and clear to all.

Our Vigilance brochures and publications have provided us with an excellent tool to spread awareness against corrupt practices and spread anti-corruption campaign. They have also helped us to educate our field functionaries on the rules and procedures to be observed in matters related to contract management and execution.

I convey my sincere appreciation for the efforts taken by Vigilance Division for bringing such a brochure. It is a right step forward in spreading the message of honesty, sincerity and creation of a corruption free environment in the organization.

*With best wishes,*

  
ANIL K. GUPTA



### CVO's MESSAGE

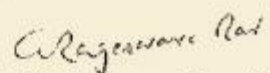
The objective of Vigilance Awareness Week 2012 is to reaffirm our commitment to fight corruption and undertake a review of public procurement policies/methods and introduce systemic changes, to promote integrity.

Corruption can be effectively countered by keeping in place transparent and accountable processes and also by creating awareness among the employees' and stakeholders'. Vigilance is not a onetime event or stand alone activity, but a continuous process. Preventive vigilance calls for constant review of rules, procedures and practices in order to eliminate any scope which affords opportunity for corruption. Effective vigilance surely translates into quality output that puts the growth of the organization on a higher trajectory.

In order to achieve this goal, Vigilance Division had initiated and successfully accomplished a campaign, viz. "Preventive Vigilance Campaign- Empowering Field Functionaries", to educate field officers and staff at the regional and terminal level. The campaign helped in creating awareness about vigilance practices and also to ensure quality customer service, through efficient management of contracts.

It is a matter of great pride for vigilance team to present a Vigilance Brochure on this occasion. By bringing out this publication, 6th in the series, we expect that it would create further awareness about positive vigilance initiatives of the company.

*With warm regards,*

  
Dr. K. Rajeswara Rao, IAS

related to benefits and services for employees was discussed in the structured meetings of CVC. CONCOR's Human Resource Department has issued guidelines vide letter No: CON/HR/60/1/2599 dated 27.12.11 announcing the initiative.

The initiative is aimed with the objective of Right to Service to stipulate reasonable time limits within which the benefits and services that are due to employees are rendered by the organization. The guidelines are uploaded on the company's website. System of monthly follow-up is put in place to ensure its effective implementation.

**iii) Employee Portal**

The employees' information has been made available in the Website in the employee portal through individual password. An initiative towards bringing transparency and to speed up the delivery of HR Services, an Employee Portal has been developed for the Employees at the link <http://employeeportal.concorindia.com>. Employees can access the Employee Portal by entering their username and password regarding all HR/Personnel matters.

**iv) Introduction of Know Your Container Location (KYCL):**

To overcome difficulty of locating a container, KYCL (Know Your Container Location) was introduced at ICD/Sanathnagar by CGM/SCR. For this purpose, stack locations were identified and defined in the system. Each stack location was updated through RDTs (Radio Data Terminals). Each and every shift/shuffle of container is captured in the RDTs round the clock, which has got connectivity to Export Terminal Management System. Each container has got unique stack location. Customers can trace their container through touch screen/RDTs and also through CCILWEB.COM.

KYCL has resulted in reducing the dwell time in handling of containers and also resulted in customer satisfaction. A feedback session on 7th October, 2011 attended by the CVO with major customers on KYCL, revealed that this initiative immensely benefited customers, increasing confidence in the company, bringing transparency and reliability. Management is examining the issue of replication in other terminals.

**v) Closed Circuit Televisions (CCTV) has been installed in the major terminals and training has been imparted to the staff for monitoring the same. Efforts have been made to install the CCTV in other terminals also.**

## II PROACTIVE VIGILANCE – EMPOWERMENT OF FIELD OFFICIALS AND AWARENESS GENERATION

**i) Brief Introduction:**

Even though detection and punishment of corrupt and other mal-practices are certainly important, what is more important is initiating preventive measures, instead of only hunting for guilty at a post corruption stage.

The philosophy of prevention acknowledges the need for continued review of systems and procedures to eliminate the potential for corruption. Preventive vigilance calls for education/awareness, constant review of procedures and practices, in order to eliminate any scope/opportunity for corruption.



*Launch of Vigilance Brochure*

**Major Features of the Initiative:**

- Regional/Terminal level interactive sessions.
- Participation of terminal and regional level officers including Supervisors & Executives.
- Participative vigilance – Check list for vigilance scrutiny are finalized.
- Shortcomings/ deficiencies of previous inspections of contracts (H&T, Security, Survey etc.) and case studies on penal action, D&AR actions taken etc. discussed.
- Minimizing award and extension of ad-hoc contracts – Time bound measures to award regular contracts.
- Inter-departmental issues affecting quality of contract management discussed: Engineering, Commercial & Operations, Accounts and Finance.
- Best practice of selected terminal in each region discussed for improvements / learning in other terminals.
- Publications for dissemination/awareness of vigilance findings for learning of others.

09 regional seminars has been conducted covering the participants from all the terminals, 16 training programmes

## Positive and Pro-active Vigilance in CONCOR – Certain Initiatives

Dr. K. Rajeswara Rao IAS  
Chief Vigilance Officer

On the eve of Vigilance Awareness Week (29 Oct – 3 Nov 2012), this publication is attempted to disseminate information to all stakeholders, on the vigilance initiatives in CONCOR, focusing on positive vigilance.

Fight against corruption is seen as the job of a few anti-corruption agencies, whereas in reality, it is the responsibility of every employee and every stakeholder.

For integrity to become embedded in public life, it is important that we shift from a punitive approach to a more holistic preventive and participatory approach. Hence, preventive vigilance was given a high priority in the organization and empowerment of field functionaries on effective contract management has been a focus area.

A three pronged strategy has been developed to ensure value addition, contributing for overall development of the company.

- I) Predictive Vigilance - System Improvement
- II) Proactive Vigilance – Empowerment of Field Officials and Awareness Generation
- III) Punitive Vigilance - Proceedings/cases for Deterrence

### I) PREDICTIVE VIGILANCE - SYSTEM IMPROVEMENT:

#### i) Launching of On-line Vigilance Clearance System (OLVC):

Vigilance Clearance (VC) is an instrument to certify whether an employee is involved in any misconduct or criminal offence or violation of any of the provisions of Conduct, Discipline & Appeal Rules of the organization. Accordingly, a system had been evolved for according vigilance clearance for certain management decisions.

#### Purposes for issue of VC:

Posting on deputation, foreign trainings/seminars/visits, issue of NOCs for private visits abroad/passport, promotions, appointment on absorption in CONCOR, confirmation, forwarding of applications for deputations to other organizations, grant of award, superannuation/resignation/extension/re-employment etc.

#### Launch by CVC:

“Online Vigilance Clearance” was formally launched by Sh. J.M. Garg, Vigilance Commissioner and Sh. R. Sri Kumar, Vigilance Commissioner, Central Vigilance Commission on 18th May 2011 at Corporate Office/ CONCOR.



Launch of Online Vigilance Clearance by Vigilance Commissioners, CVC and Advisor (Vigilance), Railway Board

#### OBJECTIVE:

Main purpose of launching of OLVC is to provide online NOC, reduction in processing time, increasing transparency and to move towards paper less transaction. Also to leverage technology for enhancing response levels.

The major features of the initiative are:

- Secured by digital tokens, certificates and password
- Auto mail intimation at each level
- Unique system generated number for each request
- Various search options i.e. on date, for a period, employee no., name etc.
- Available on intranet

It takes upto two working days in issuing NOC through Online Vigilance Clearance system. Now OLVC has been extended to the Terminal level also. Ten terminals have been selected for terminal level processing of OLVC.



Extension of Online Vigilance Clearance to the terminal level by Sh. A.K. Maitra, Advisor (Vigilance), Railway Board

Seeing the positive results of OLVC, other CPSEs like THDC, HAL, AAI, NMDC, MECON, Railway CPSEs, CPCL etc. have sent Officers to CONCOR, for study and replication.

#### (ii) The Right To Service For Time Bound Delivery Of Benefits & Services For Employees:

The issue of time bound action for processing cases

has been conducted in various regions on "Vigilance Aspects" and 16 workshops/interactive sessions has been organized on Participative Vigilance and Quality Aspects of Contract Management.

These programmes/workshops/interactive sessions were also aimed at removal of apprehensions and doubts about vigilance procedures, creating confidence to enable them to give their best to the organization. During workshops, it was emphasized that the contract management and enforcing various contractual obligations shall remain the focus area for the officers, both at regional and terminal levels to ensure the value for money being spent. From this point of view, Preventive Vigilance Campaign was a grand success, as the same has covered all levels of officials of the organization, even at small terminals. This resulted in better awareness among employees and stakeholders, about issues in contract execution.



*Vigilance Workshop at South Central Region, Hyderabad*

**ii) Special Preventive Vigilance Campaign**

Recently, a fortnightly campaign was also launched for checking Handling & Transportation Contracts, Security and Survey contracts, Maintenance of CONCOR owned equipments and Review of ad-hoc contracts, time frame, action taken for regularization of the ad-hoc contracts during the period from 15th June to 30th June, 2012 covering all terminals of CONCOR.

**iii) Dissemination of Information:**

Various vigilance aspects were published to educate the officers and staff for ensuring transparency in the official activities in the organization. Shortcomings/ mistakes committed by officers in various terminals were brought out in the case studies, so that other officers will avoid these mistakes. Reference to important circulars / instructions etc. was also mentioned.

**iv) Five publications released are:**

- ✓ Handbook on Vigilance
- ✓ Handbook on Vigilance Case Studies

- ✓ Introduction to Online Vigilance Clearance
- ✓ Vigilance Brochure
- ✓ Preventive Vigilance Campaign



*Five Vigilance Publications*

v) "Vigilance Corner" has been incorporated in the official website of CONCOR i.e. [www.concorindia.com](http://www.concorindia.com), which includes all circulars, activities of vigilance, hand books of vigilance etc.

**vi) CONCOR's Whistle Blower Policy:**

Whistle Blower Policy is formulated to provide an opportunity and an avenue to CONCOR employees, to raise concerns and to access in good faith the Audit and Ethics Committee, in case they observe any unethical and improper practices or any other wrongful conduct in the company.

Whistle Blower Policy came into force w.e.f. 19.01.2012 in CONCOR to achieve highest standards of ethical, moral and legal business conduct and to fulfill CONCOR's commitment to open communication.

In order to achieve greater awareness among the public including employees of every organization/ Deptt. for lodging whistle blower complaints, following have been implemented:-

- i) Guidelines have been uploaded in Vigilance Corner of CONCOR website and circulated to all concerned.
- ii) Publication of a brief article on PIDPI in Madhu Bhashika and in CONCOR newsletter.
- iii) 02 Seminars/02 trainings has been organized to create awareness among the public.

**III) PUNITIVE VIGILANCE - PROCEEDINGS/CASES FOR DETERRENCE:**

**i) Preventive / Surprise Checks:**

- Preventive / Surprise Checks conducted in 21 Terminals/ Regional Offices from Jan-2011 to September-2012.
- 05 Intensive Examination of works conducted from Jan-2011 to September-2012.

**ii) Recoveries:**

During the various preventive/surprise checks,

deficiencies have been noticed in the implementation of contractual provisions on account of which action had been taken to recover the same from the contractors. Details of recoveries made from contractors for contractual violations are:

- Rs. 3.11 crores from Jan-2011 to September-2012 &
- Cumulative recoveries from Jan-2010 to September-2012 – Rs. 4.35 crores.

iii) **System Improvements recommended by the vigilance and orders have been issued by the management:**

- Standardized the testing proforma in respect of the test registers to be maintained at Project sites for testing of materials.
- Model Tender Document has been issued for Handling & Transportation Contracts.
- Model Tender Document has also been issued for hiring of service provider for conducting Internet auction.
- **Exceeding DOP Powers:** While processing the file for sanction, Delegation of Power (DOP) Chapter, under which sanction was required is not being quoted in the proposal, resulting error with regards to competence to sanction the proposal. DOP powers shall be quoted.

1. Name of Client	: Container Corporation of India Ltd., New Delhi.
2. Name of the Works	: Construction of additional Pro-Engineered warehouse in non-notified area at ICD Dronagiri
3. Name of the Contractor with address	: Amiya Commerce & Construction Co Pvt. Ltd. "AMIYA HOUSE" SA ORIENT ROW KOLKATA - 700017
4. Awarded value of work	: 7, 72, 53, 374 / 84
5. Date of start	: 5th October 2009
6. Target date of completion	: 5th October 2010

*Sample of Display Board at Site*

- **Display Boards:** Display Boards indicating physical / financial aspects of the project such as name of work, name of contractor, awarded cost, target date of completion etc. have been introduced.
- **Check lists for maintenance audits of Konecrane make Reach Stackers (i.e Reach Stacker owned by CONCOR)-** wherein it was emphasized that a proper system of ensuring usage of genuine spares as per contract need to be ensured and regular checks & monitoring etc. may be done to ensure quality work and compliance of contractual provisions relating to payment for idle hours.
- **Security Contract :** Compliance of statutory instructions as per DGR norms to be checked for which necessary instructions have issued.
- **Work done not as per specifications - CEMENT CONCRETE BLOCKWORK:**  
In one of the projects, on random checking of CC block works, samples of CC blocks of M-50 grade were collected and got tested from approved labs. Some of the blocks were found not meeting the strength requirements. Further actions have been initiated.
- **Non-maintenance of proper records:** Acknowledgment from the bidders / despatch record found not maintained to show receipt of quotation papers by the prospective bidders. Proper procedures to be adopted.
- **Site Records:** A list of Registers to be maintained at construction site have been prescribed. Proforma for the registers have been standardized and have also been uploaded on the CONCOR website.

**Disclaimer**

This Brochure is only indicative, not exhaustive. The provisions herein do not in any way supersede the rules contained in any of the CVC/Railway/CONCOR codes and the circulars referred to herein should be read both individually and in conjunction with other relevant policy circulars for proper appreciation of the issues involved. This brochure also should not be produced in any court of law and wherever necessary, reference should always be made to the original orders on the subject. Primary purpose of the brochure is for reference only.



**CONTAINER CORPORATION OF INDIA LTD.**

(A Govt. of India Undertaking)

CONCOR Bhawan, C-3, Mathura Road, Opp. Apollo Hospital, New Delhi-110076

Phone: 41673009, 94, 95&96, Fax: 41673020

E-Mail: cvo@concorindia.com Website: www.concorindia.com