



केन्द्रीय भण्डारण निगम  
(भारत सरकार का उपक्रम)  
**CENTRAL WAREHOUSING CORPORATION**  
(A Govt. of India Undertaking)  
जन-जन के लिए भण्डारण/Warehousing for Everyone



NO. CWC/XIII-13/25/2020/AV

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**CIRCULAR**

In order to have better monitoring on the complaints received at the Corporation it has been decided to change way of receiving and processing of the complaint. Earlier mode of offline complaint submission has dispensed with the newly introduced online complaint management system for better transparency & expeditious redressal of complaints. To ensure the same effectively, **Grievance Redressal Portal** has been opened in the Website of the Corporation, which can be accessed through following steps:

The said portal can be accessed, by following steps;

1. Open website <http://cewacor.nic.in>
2. Click on “**Grievances Redressal Portal**”.
3. Upon clicking, it will redirect to **LOGIN** page.
4. Please refer to “**Grievance Redressal Portal Manual**”, for creation of **LOGIN ID and PASSWORD**.
5. After completion of verification process and upon submission of all requisite details, it will redirect to the Homepage. On clicking on “**ADD COMPLAINTS**” tab in the menu bar, Grievances related to VIGILANCE or GENERAL matters, may be submitted.
6. Upon Submission of the Complaints, the status of the same can be tracked through the portal using the created **LOGIN CREDENTIALS**.

**No further complaint through any other online mode will be entertained.**

(S. J. SANGARE)  
Asstt. General Manager (Vigilance)

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