

**CONTAINER CORPORATION OF INDIA LTD.**  
**INFORMATION UNDER SECTION 4 (1) (b) OF RIGHT TO INFORMATION ACT 2005**

## **INTRODUCTION**

Container Corporation of India Ltd (CONCOR), A Govt. of India Enterprise, has taken concrete actions to provide information to the citizens of the country in accordance with the Right to Information Act, 2005 (Act). This section of CONCOR's official website along with other relevant sections contain information as required to be published under Section 4 (1)(b) of the Right to Information Act, 2005.

### **Chapter I: Particulars of Organization, Functions and Duties.**

#### **Particulars of Organization**

Container Corporation of India Ltd. (CONCOR) was incorporated in March 1988 under the Companies Act, 1956, as a Central Public Sector Enterprise under the Ministry of Railways. The Company was set up with the prime objective of developing multimodal transport and logistics infrastructure to support country's growing international trade as well as for the transport of domestic cargo in containers by adopting latest technology and practices. The company commenced operations on 1<sup>st</sup> November 1989.

In last 35 years, CONCOR has developed a vast network of container terminals all over the country at prime cargo generation or consumption centers. At present it has a total of 61 locations in India, of which 05 are export & import (EXIM) , 17 domestic container terminals, 36 terminals perform the combined role of domestic as well as international terminals offering requisite multi modal logistics services and 3 strategic tie-ups.

President of India, presently holds 54.80% of the total paid up share capital of Rs. 304.65 crore in the Container Corporation of India Ltd. The share holding pattern of CONCOR as on 31-12-2022 is as under:

#### **Shareholding Pattern as on 30.06.2024**

#### **Organisational pattern of CONCOR**

#### **Functions and Duties**

##### **MAIN FUNCTIONS**

- a) Set up and manage a network of Inland Container Depots and Container Freight Stations in the country.
- b) Make available the service of various agencies involved under one roof for the benefit of shippers.
- c) Provide close co-ordination among the various agencies.
- d) Reduce the cost to the users by efficient management and faster transport.
- e) Simplify procedures.
- f) Develop a computerized management information system.
- g) Handle domestic containers also wherever feasible.

#### **CORE BUSINESS**

**CONCOR's** core business is characterised by three distinct activities, that of a carrier, a terminal operator, and a warehouse operator.

##### **Carrier:**

Rail is the mainstay of **CONCOR's** transportation plans & strategy. Majority of **CONCOR** terminals are rail-linked, with rail as the main carrier for haulage. Facilities are, however, provided for first and last mile transportation by road also. As rail is price-competitive over long distances, the price advantage can be passed on to clients, thus allowing for flexible and competitive pricing. The rail link also plays a major role in decongesting our ports and the road corridors that lead to these ports.

Though rail is the mainstay of **CONCOR's** transportation plan, some **CONCOR** terminals are exclusively road-fed as well. Road services are mostly in the form of supplementary services to provide the door to door linkages having carried the bulk of long lead by rail. However, wherever it is operationally or economically a superior option, road is used as an alternative to rail as well.

## **Terminal and CFS Operator:**

**CONCOR** started operations in November 1989 with 7 Inland Container Depots (ICDs). We have since extended the network to a total of 61 terminals. (Terminal map)

**CONCOR's** customs bonded Inland Container depots are **dry ports** in the hinterland, and serve the purpose of bringing all port facilities including Customs clearance to the customer's doorstep.

The terminals are almost always linked by rail to the Indian Railway network, unless their size or location dictates that they be linked by road. The rail links enable us to facilitate the moving of large volumes over long distances in the most cost effective manner.

**CONCOR's** terminals provide a spectrum of facilities in terms of warehousing, container parking, repair facilities, and even office complexes. As CFS operator, **CONCOR** adds value to the logistics chain by offering value added services such as

- Transit warehousing for import and export cargo
- Bonded warehousing, enabling importers to store cargo and take partial deliveries, thereby deferring duty payment
- Less than Container Load (LCL) consolidation, and reworking of LCL cargo at nominated hubs
- Air cargo clearance using bonded trucking

In the area of domestic business door pick up and door delivery services are the most popular. We also use our terminal network to plan hub and spoke movements that allow single customers to move cargo to multiple locations at a single time, with **CONCOR** taking care of the distribution and re distribution requirements.

The key value we offer is the provision of a single-window facility coordinating with all the different agencies and services involved in the containerized cargo trade, from Customs, Gateway Ports, and Railways, to road hauliers, consolidators, Forwarders, Custom House Agents and shipping lines. To achieve a high degree of customization, we offer packages designed to provide the most cost-effective combination of road and rail. This enables us to offer services which can be individually tailored to every customer's specification, minimizing customers own efforts.

## **Mission and Objectives of the Company:**

### **CONCOR - CORPORATE MISSION:**

- To join its community partners and stake holders to make CONCOR a Company of outstanding quality.
- To provide responsive, cost effective, efficient and reliable logistics solutions to its customers through synergy with community partners and ensuring profitability and growth.
- To be the first choice for our customers, the Company remains firmly committed to its social responsibility and prove worthy of trust reposed in it.

### **CONCOR- CORPORATE OBJECTIVES**

- To be a customer focused, performance driven, result oriented organization, focused on providing value for money to its customers.
- To maximize productive utilization of resources, deliver high quality services and to be recognized for setting the standards for excellence.
- To look constantly for new and better ways to provide innovative services. It will aim for customer convenience and satisfaction, learn from its competitors and constantly strive for excellence.
- To set measurable performance goals to support the objectives and mission of the organisation and work as a professional, competent and dedicated team for the organisation to achieve excellence in all areas of business and operations.
- To follow highest standards of business ethics and add social value for the community at large by discharging social obligations as a responsible corporate entity.
- To maintain absolute integrity, honesty, transparency and fair-play in all its official dealings and strive to maintain high standards of ethics.

## **Chapter II: Powers and Duties of Officers and Employees:**

The powers and duties of the officers and workmen are derived mainly from the job descriptions, manuals, terms and conditions of appointment and Delegation of Powers enunciated by the Corporation. The officers and workmen of the company are appointed for carrying out the business operations of the company, which are in line with the objectives specified in the Memorandum of Association of the Corporation. While discharging duties and responsibilities, officers and workmen are complying with the applicable provisions of statues and rules and regulations framed thereunder. The powers and duties of CONCOR officers are given below:

**Powers and Duties of Officers of CONCOR:**

<b>S.No.</b>	<b>Name</b>	<b>Designation &amp; Address</b>	<b>Duties</b>
1	Sh. Sanjay Swarup	Chairman & Managing Director (CMD)	Chairman of the Board & Chief Executive Officer of CONCOR & Overall Head of entire business of CONCOR.
2	Sh.Mohammad Azhar Shams	Director (Domestic)	In charge of All Domestic & HR matters.
3	Sh.P R Parhi	Director (Intl. Marketing & Ops.)	Incharge of International Business operations of CONCOR.
4	Sh. Ajit Kumar Panda	Director (Projects & Services)	Incharge of Projects, Planning & Development& IT.
5	Sh. Manoj Kumar Dubey	Director (Finance)	Incharge of all Financial/ Accounting matters.
6	Sh. Shanti Priye Beck	Chief Vigilance Officer, Corporate Office, New Delhi	Incharge of all Vigilance related matters.
7	Sh. Sanjay Bajpai	Exec. Director (SP, DL & Customs)	Incharge of Strategy Planning, Business Development and Customs.
8	Sh. Shrikant V Janbandhu	GGM,Head of Area-II (West)	Overall Incharge of Area-II (West)
9	Sh. Vineet Mathur	Exec. Director (CC & CPRO)	Incharge of Corporate Coordination and Public Relations Function.
10	Sh. Sharad Verma	Exec. Director, Head of Area-I (North)	Overall Incharge of Area-I (North)
11	Sh. Harish Chandra	Exec. Director (Finance & CS)	Incharge of Finance & Company Secretary Function.
12	Sh. Santosh Sinha	Exec. Director (P&S and CSR)	Incharge of Projects & Services Function and Corporate Social Responsibility
13	Sh. Kamal Jain	Exec. Director(LML, BD & Operations)	Incharge of Last Mile Logistics Function, Business Solutions and Operations)
14	Ms. G. Gayatri	GGM, Head of Area - III	Overall Incharge of Area-III (South)
15	Sh. Ravi Prakash Chaturvedi	GGM,Head of Area-IV, Training & Rajbhasha.	Overall Incharge of Area-IV(East), Training and Rajbhasha.
16	Sh. Rajeev Bhardwaj	Exec. Director (HR & MIS)	Incharge of Policy Vertical of HR & MIS

17	Sh, Shankar Mazumdar	Exe. Director (Law)	Incharge of all legal matters
18	-	Gr. General Manager (C&O), I & III, Area 1 (North)	Incharge of Commercial & Operations in Area 1 (North)
19		Chief General Manager, TKD Cluster Head, Area 1 (North)	Incharge of TKD Cluster in Area I (North)
20		Chief General Manager, Jaipur Cluster Head, Area I North	Incharge of Jaipur Cluster in Area I (North)
21		Gr. General Manager (P&S), Area 1 (North)	Incharge of Project & Services in Area I (North)
22	Sh. N K Waikar	Gr. General Manager (Tech.)-1, Area 1 (North)	Incharge of Technical in Area I (North)
23	Sh. Dev Raj	Gr. General Manager (Tech.)-2, Area 1 (North)	Incharge of Technical in Area I (North)
24	-	Gr. General Manager (F&A), Area 1 (North)	Incharge of Finance & Accounts in Area I (North)
25	-	Chief General Manager, Mumbai Cluster Head, Area II West	Incharge of Mumbai Cluster in Area II (West)
26	-	Chief General Manager, Ahmedabad Cluster, Area II West	Incharge of Ahmedabad Cluster in Area II (West)
27	Sh. Akash Gupta	Executive Director (Projects)	Incharge of Projects
28	Sh. Abu Thakir	Gr. General Manager (Tech.), Area II (West)	Incharge of Technical in Area II (West)
29	Sh G B Das	Gr. General Manager (F&A), Area III (South)	Incharge of Finance & Services in Area III (South)

31	-	Gr. General Manager (HR), Area IV (East)	Incharge of Establishment Vertical in HR Area IV (East)
32	-	GGM (P&S)-4, Area IV (East)	Incharge of Projects & Services in Area IV (East)
33	-	Gr. General Manager (F&A), Area IV (East)	Incharge of Finance & Services in Area IV (East)
34	Sh.B.Prasad	Gr. General Manager(Engg-Area-III(South))	Incharge of Engg Services in Area-III(South)
35	-	Gr. General Manager(Engg-Area-I(North))	Incharge of Engg services in Area-III(North)
36		CGM, Hyderabad cluster-Area-III(South)	Cluster Head-Hyderabad-Area-III
37	-	Sr. GM-Visakhapatnam Cluster Head-Area-III-(South)	Incharge of Visakhapatnam Cluster-Area-III(South)
38		Add.charge of DDL-Cluster-Area-I	Incharge of DDL-Ludhiana cluster-Area-I(North)
39	-	SGM(C&O)/Area-II	--
40	Sh.K.Srinivasan	SGM-Chennai-Cluster Head-Area-III	--

- CONCOR is a company managed by its Board of Directors, constituted under the Companies Act consisting of Government of India nominees and independent Directors.
- The day-to-day activities of CONCOR are managed under the leadership of the Board of Directors assisted by the in-charge of the respective departments.
- Detailed execution of the job is being done under the leadership of the in-charge of the respective departments.

**Chapter III: Procedure followed in decision making process and norms set by it for discharge of functions:**

The decisions making process of the Company follows the following Channel

- Board of Directors
- Chairman
- Functional Directors
- Executives

Chart of Management Structure containing the channel of supervision & accountability

**Management Structure**

The Board of Directors has been vested powers to transact the business of the company as per Articles of Association of CONCOR. Some of the powers vested in the Board of Directors have been delegated to the Chairman & Managing Director. The Chairman & Managing Director has further delegated some of these powers to the Functional Directors and the officials of the company.

**Chapter IV: The Norms Set for Discharge of Functions:**

The company has its Article of Association and well-defined procedure and guidelines in the form of delegation of powers, laid down policies and guidelines, manuals, compliance provisions of various

statutes, rules and regulations, guidelines of Department of Public Enterprises, guidelines of Chief Vigilance Commission, etc.

The Service Delivery Standards containing the description of services and service performance standards including the time-limits are provided. ([Click here](#))

**SERVICE DELIVERY STANDARDS TO BE CHECKED**

We aspire to provide the following key services within specified timelines: -

S.NO.	DESCRIPTION OF SERVICE.	SERVICE/PERFORMANCE STANDARDS
1	Opening pre- deposit accounts	Two days excluding ay of receipt of written request
2	Processing of refund cases for wrong billings/excess collection	Within 5 working days from the date of request excluding day of request
3	Cargo claims settlement	Within 30* day
4	Complainants /Grievances**	Acknowledged within 48 hours
5	Provision of running status of containers handed over to CONCOR	30 minutes during working hours of ICD

\*Days will be reckoned from the day of submission of all requisite documents

\*\* Email complaints to be acknowledged by first main recipient of the e-mail within 48 hours of receipt at the Terminal and Regional Level.

**Chapter-V: The Rules, Regulations, Instructions, Manuals and Records held by the Company or under its control or used by its Employees for Discharge of Functions:**

The overall objectives and framework of rules and regulations of the Company is laid down in the Memorandum and Articles of Association of the Company. Each Department of Company, while discharging its functions, is guided by manuals, policy and guidelines, which are periodically reviewed and updated. The conduct of the employees is regulated by CONCOR Conduct Rules and CONCOR Discipline & Appeal Rules/CONCOR Certified Standing Orders. In addition, the Company follows the directives and guidelines issued by the Government of India on various matters. The operations of the Company is also guided by the Memorandum of Understanding entered into with the Government of India.

Corporate policy decision of running the businesses of CONCOR is being taken, depending upon the changing scenario of the Business by the Board of Directors. The day to day activities to be carried out are being decided by the respective departments and are being executed in conformity with the corporate decision taken by CONCOR in the meeting of its Board of Directors.

**Chapter-VI: Statement of Categories of Documents that are held by the Company or under its control:**

The Company maintains various statutory documents, various functional HR policies, Vigilance Policies, Accounting policies, IT Policies, instructions, etc for the business operation of the Company. Some of the documents maintained are as follows:

Policies and procedure pertaining to Vigilance and Transparency including:

1. CONCOR Whistle Blower Policy
2. Policy on safe custody of official documents
3. Instructions on several areas including Engg. Works, tenders/ quotations, H&T contracts, compliance of statutory instructions, prevention of fire incidents, estimates for quotations/limited tender, Letter of Intent, Insurance Policy, maintenance of reach stackers, TOC, inspection, delayed and late tender, Engg. Consultancy services, duties and responsibilities i.r.o. Civil and Electrical works, and several other areas.
4. Rights to Service for Time Bound Delivery of HR services and Benefits
5. Rotation of Employees posted on sensitive posts
6. CONCOR Quality Policy
7. CONCOR PR Policy
8. Integrity Pact
9. Equal Opportunity Policy for Persons with Disabilities (PWDs)
10. Policy on Transfer and Rotation of Employees Posted on Sensitive Posts

The indicative list of categories of Documents held by various Departments in CONCOR Corporate Office are as under:

#### **DEPARTMENTS ABBREVIATION**

(i) Secretariat of CMD	CMD
(ii) Secretariat of Dir. (Dom)	DD
(iii) Secretariat of Dir. (IM&O)	DIMO
(iv) Secretariat of Dir. (P&S)	DPS
(v) Secretariat of Dir. (F)	DF
(vi) Finance & Accounts	FA
(vii) Planning & Dev.	PD
(viii) Projects & Services	PS
(ix) Business Development	BD
(x) Operations	Ops
(xi) Training	Trg
(xii) Corporate Social Responsibility	CSR
(xiii) Distribution and Logistics	DL
(xiv) Corporate Coordination	CC
(xv) Chief Public Relation Officer	CPRO
(xvi) Last Mile Logistics	LML
(xvii) Company Secretary	CS
(xviii) Commercial & Administration	C&A
(xix) Commercial & Operations	C&O
(xx) Engineering	Egg
(xxi) Technical	Tech
(xxii) Management Information System	MIS
(xxiii) Strategy Planning	SP
(xxiv) Business Solution	BS
(xxv) Commercial & Marketing	CM
(xxvi) Human Resources	HR
(xxvii) Information Technology	IT
(xxviii) Technical	TM
(xxix) Customs & Training	CT
(xxx) Engineering Projects	EP
(xxxi) Company Secretary	CS
(xxxii) Vigilance	VG
(xxxiii) Operations	OP
(xxxiv) International Marketing	IM

The categories of Documents held by various Areas are as under:

(i) Area I	-	North
(ii) Area II	-	West
(iii) Area III	-	South
(iv) Area IV	-	East

Concerned Departments to which the information relates are the Custodian of the Documents.

#### **Chapter VII: Particulars of any arrangement that exists for consultation with the members of the public in relation to formulation of CONCOR's policies and implementation thereof:**

CONCOR being a commercial organization for provision of logistics services, there is no formal committee or forum where representatives of the public can attend to formulate policies for ICD, DCT/CFS operations and transport of containers and/or implement such policies.

CONCOR, however, collects customers' feedback by various modes of communication and carries on its business by satisfying various customers' needs in the business interest of CONCOR.

#### **Chapter VIII: Statement of the Boards, Councils, Committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meeting of those boards, councils, committees and other bodies are open to the public or the minutes of such meeting are accessible for public :**

Board of Directors is constituted following the provisions of the Companies Act, 1956 consisting of

Government of India nominees and independent directors.

While decision taken or minutes of the meeting of the Board of Directors are not accessible by the public, important decisions regarding the company and/or its management are being communicated to the statutory authorities as also to the public as required under the law from time to time. However, company is publishing the Annual Report of the company for its functioning and this can be viewed in company website "[concorindia.com](http://concorindia.com)".

Some of the Committees are as follows:

- Nomination and Remuneration Committee,
- Audit and Ethics Committee,
- Stakeholder's Relationship Committee,
- Corporate Social Responsibility Committee,
- Risk Management Committee,
- Share Transfer Committee,
- Internal Complaints Committee for the prevention and prohibition of Sexual Harassment at Workplace.

**Chapter IX: Directory of Officers of CONCOR :**

Information regarding officers of CONCOR can be viewed on company website as under:

**[Directory of Officers of CONCOR](#)**

**Chapter X: Statement on Monthly Remuneration Received by Each of Officers & Employees including System of Compensation as provided in its Regulations:**

The remuneration of the Employees of the Company is governed by the guidelines of the Department of Public Enterprises, Government of India and evolved by the company duly approved by its BOD. The pay scales of Employees are on Industrial DA pattern.

<b>Pay Scales of Executives (Effective from 01.01.2017) Grade Code</b>	<b>Representative Designation</b>	<b>Pay Scale (in Rs.)</b>	<b>No of Employees as on 01.01.2023</b>
Sc A (CMD)	Chairman & Managing Director	200000-370000	1
Sc A (Dir.)	Director	180000-340000	4
E9	Executive Director	150000-300000	12
E8	Group General Manager	120000-280000	10
E7	Sr General Manager	100000-260000	15
E6	General Manager	90000-240000	17
E5	Dy General Manager	80000-220000	37
E4	Sr. Manager	70000-200000	27
E3	Manager	60000-180000	36
E2	Dy. Manager	50000-160000	65
E1	Asst Manager / Management Trainee	50000-160000	136
S3	Additional Officer	48000-159000	48
S2	Jr. Officer	44000-153000	98
S1	Asst. Officer	40000-136000	410
<b>Pay Scales of Workmen (Effective from 01.01.2017)</b>	<b>Representative Designation</b>	<b>Pay Scale (in Rs.)</b>	<b>No of Employees as on 01.01.2023</b>



<b>Grade Code</b>			
N7	Sr. Exe. / Sr. Tech. Exec./ Sr Secretary	39000-132000	64
N6	Exe. / Tech. Exec./ Secretary	38000-123000	34
N5	Jr. Exec./Jr. Tech.Exec/Steno _II	35500-121500	104
N4	Asst. Exec./Asst. Tech.Exec/Steno _II	32500-113000	154
N3	Sr. Assistant /Steno	31000-107500	9
N2	Assistant	27000-100000	39
N1	Jr. Assistant	26000-94000	5

The Annual Increment is 3% of Basic Pay and the same will be rounded off to the next multiple of rupees ten.

#### **Employee Benefits:**

In addition to the above following allowances, reimbursements, perks, advances, incentives , leave as per rule, group insurance, retirement benefits, provident fund and other statutory and non- statutory benefits are also admissible as per Company Rules.

- Professional Updation Allowance
- Hard and Soft Furnishing Allowance
- Conveyance
- Lunch Subsidy
- Medical Expenses Reimbursement
- Residential Accommodation/Company Lease
- Marriage Gift
- House Building Advance
- Vehicle Advance
- Children Higher Education Loan
- Performance Related Pay (PRP)

#### **Superannuation Benefits:**

- Payment of Gratuity
- Contributory Provident Fund
- Employee Pension Scheme from EPFO
- CONCOR Superannuation Scheme (Defined contribution)
- CONCOR Post-Retirement Medical Scheme

#### **CONCOR Housing Colony:**

To provide convenient accommodation to the employees especially those working in remote areas, CONCOR has developed Housing Colonies at various parts of the country. The main locations where housing colonies are developed include New Delhi, Dadri, Mumbai, Chennai, Bengaluru, and Kolkata.

#### **Chapter XI: Budget allocated to each of company, plans, expenditures, disbursements made etc.**

<b>Budget of the Year</b>	<b>FY 2020-21</b>	<b>FY 2021-22</b>
Capital expenditure Plan for Year	800	400

**Revenue Target for Financial is as under:**

<b>Particulars</b>	<b>FY 2020-21</b>	<b>FY 2021-22</b>
Total Income	6685	7207
Gross Profit	1895	1592

**Chapter XII: Manner of Execution of Subsidy Programmes, including the amounts allocated and the details of Beneficiaries of such programmes:**

CONCOR being a commercial organization under the Administrative control of Ministry of Railways is engaged in the business of Multimodal Logistics of containerized cargo and due to its nature does not have any subsidy framework offered by it.

However, CONCOR undertakes donations, contributions, community development and other CSR activities besides contribution to the Prime Minister's Relief Fund on the happening of any calamity.

**Chapter-XIII: Particulars of Recipients of Concessions, Permits or Authorisations granted by it:**

CONCOR being a commercial organization under the Administrative control of Ministry of Railways is engaged in the business of Multimodal Logistics of containerized cargo and due to its nature does not provide any concessions and authorizations.

**Chapter-XIV: Details of information available or held in Electronic Form:**

Details in respect of the information available to or held by it reduced in electronic form. The following information can be easily accessed on CONCOR's website <http://www.concorindia.com>

- List of Board of Directors,
- Annual Report including Balance Sheet,
- Press Releases,
- Container track and trace both EXIM and DOM,
- Careers,
- Tenders/Auction,
- Customer facilities and services towards EXIM Dom
- Terminal Network
- Claim Procedure
- Sailing/Port Schedule
- Custom/EXIM policy procedure
- Hazardous commodities
- Company Directory
- Vigilance complaints
- Public Grievance
- Feedback Form

**Chapter-XV: Procedure for Seeking Information from CONCOR:**

Any citizen of India who desires to obtain any information under the Right to Information Act, 2005 (Act) may make a request preferably in writing or through electronic means to the Public Information Officer/Assistant Public Information Officer.

**Application Fee:**

The application for obtaining information under sub-section (1) of section 6 must be accompanied by prescribed application fee as under:-

**Application fee :** ₹10/-(Rupees Ten)

**Mode of payment:** By cash against proper receipt or by demand draft/banker's cheque/ Indian Postal Order, in favour of Container Corporation of India Ltd.

Persons who belong to BPL category are not required to pay any fee provided necessary documents are produced in support of their BPL claim.

**Additional fee:**

In case it is decided to provide the information, the Requester shall be informed of the additional fees, if any, required to be deposited by him/her for the information sought and information shall be furnished after the deposit of the fee by the Requester, as per the Act.

At present additional fee shall be charged at following applicable rates, which are subject to change from time to time: -

(a)	For each page (in A-4 or A-3 size paper)	₹2/- per page
(b)	For a photocopy in larger size paper	Actual charge or cost price
(c)	For samples or models	Actual cost or price
(d)	For inspection of records	No fee for the first hour; and a fee of ₹5/- for each hour (or fraction thereof) thereafter
(e)	For information provided in diskette floppy	₹50/- per diskette or floppy
(f)	For information provided in printed form	At the price fixed for such publication or ₹2/- per page of photocopy for extracts from the publication

The mode of payment of above-mentioned additional fees shall be the same as application fee

**Appeal:** In case the Requester who does not receive a decision within the time specified in sub-section (1) of clause (a) of sub-section (3) of section 7 of the Act or is aggrieved by decision of the Public Information Officer, as the case may be, may within thirty days from the expiry of such period from the receipt of such a decision, prefer an appeal to the Appellate Authority.

**Contents for First Appellate Authority:** An appeal to the First Appellate Authority shall contain the following information, namely:

- i. Name and address of the appellant;
- ii. Name and address of the Public Information Officer against the decision of whom the appeal preferred;
- iii. Particulars of the order including number, if any, against which the appeal is preferred;
- iv. Brief facts leading to the appeal;
- v. if the appeal is preferred against deemed refusal, the particulars of the application, including number and date and name and address of the Public Information Officer to whom the application was made;
- vi. Prayer or relief sought;
- vii. Grounds for the prayer or relief;
- viii. Verification by the appellant; and
- ix. Any other information, which the Corporation may deem necessary for deciding the appeal

**Documents to accompany appeal** -Every appeal made to the First Appellate Authority shall be accompanied with the Self-attested copies of the Orders or documents and copy of application against which the appeal is being preferred.

**Chapter-XVI: Names, Designation and other Particulars of Central Public Information Officers:**

Information can be easily accessed on CONCOR's website under:

[NameofAppellateAuthority/CentralPublicInformationOfficer/AssistantPublicInformationOffice  
rofContaine rCorporationofIndiaLtd.with subordinateUnits/Branches](#)

**Chapter XVII: Other Relevant Information**

**STQC Certification and Validity**

CONCOR has STQC Certification ISO 27001: 2013 which is valid Up to Year 2025.