



HANDBOOK OF THE FIELD OFFICIALS OF WBF&SS

**Department of Food and Supplies
Government of West Bengal**

<https://food.wb.gov.in>



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শুভেচ্ছাবার্তা

“সকলের জন্য খাদ্য” এই অঙ্গীকার পালনে বদ্ধপরিকর পশ্চিমবঙ্গ সরকার এবং আপনারা খাদ্যদপ্তরের জেলা নিয়ামক, সহ জেলা নিয়ামক, মহকুমা নিয়ামক, যুগ্ম/উপ অধিকর্তা (সংভাগ অধিকার), রেশনিং আধিকারিক (সংভাগ অধিকার) যে এই মানবিক অঙ্গীকারের সফল রূপায়ণের অন্যতম প্রধান কারিগর তা বলাই বাহুল্য।

গণবন্টন ব্যবস্থাকে আরও জনমুখী, উপভোক্তাবান্ধব, স্বচ্ছ, কার্যকরী, সুদূরপ্রসারী ও আধুনিক করার লক্ষ্যে সাম্প্রতিক অতীতে বেশ কিছু পরিকল্পনা গ্রহণ করা হয়েছে। তারমধ্যে অন্যতম হল ব্যাপক তথ্যপ্রযুক্তির ব্যবহার এবং যা ক্রমবর্ধমান। এর সুবাদে বর্তমানে জনসাধারণ ঘরে বসেই ডিজিটাল রেশনকার্ডের জন্য আবেদন করতে পারছেন, আবেদনের পর অতিক্রান্ত তার সাথে ঘরে বসেই ই-রেশন কার্ড ডাউনলোড করতে পারছেন, আধার প্রমাণীকরণের মাধ্যমে পশ্চিমবঙ্গের যে-কোনো রেশনদোকান থেকেই রেশনকার্ডের মাধ্যমে রেশনসামগ্রী তুলতে পারছেন এবং NFSA কার্ডের ক্ষেত্রে আধার প্রমাণীকরণের মাধ্যমে ভারতের যে-কোনো প্রান্তের রেশন দোকানের মাধ্যমে রেশনসামগ্রী তুলতে পারছেন, মোবাইলফোনে SMS-এর মাধ্যমে উপভোক্তা তার প্রাপ্য রেশনের পরিমাণ জানতে পারছেন, ই-পস মেশিনে authenticated লেনদেনের মাধ্যমে প্রকৃত উপভোক্তাই যাতে রেশন তুলতে পারে তা নিশ্চিত করা যাচ্ছে এবং সর্বোপরি ‘দুয়ারে রেশন’ প্রকল্পের মাধ্যমে উপভোক্তাকে অনেকটা পথ পাড়ি দিয়ে রেশন দোকান থেকে রেশন সামগ্রী আনতে যেতে হচ্ছে না, পরিবর্তে রেশন ডিলারই উপভোক্তার বাড়ির নিকটবর্তীস্থানে রেশন সামগ্রী বিতরণ করতে আসছেন।

এই বিশাল আধুনিক এবং সংস্কার মুখী কর্মকাণ্ড রূপায়ণের গুরুদায়িত্ব মূলতঃ যেহেতু আপনাদের উপরই ন্যস্ত তাই একদিকে বিশাল সংখ্যক জনসাধারণ ও অন্যদিকে ডিলারদের নানা প্রশ্ন, অভাব-অভিযোগের নিরসন ও সঠিক পরামর্শ প্রদানের জন্য আপনাদের প্রাসঙ্গিক সমস্ত বিষয়ে সম্যক ধারণা থাকা প্রয়োজন। এই উদ্দেশ্যেই মাননীয় প্রধানসচিব মহাশয়ের নেতৃত্বে ও অন্যান্য শীর্ষস্থানীয় আধিকারিকদের প্রচেষ্টায় এই পুস্তিকাটি তৈরি করা হয়েছে এবং একটি প্রশিক্ষণ শিবিরের ও আয়োজন করা হয়েছে যাতে বিভিন্ন প্রাসঙ্গিক বিষয়গুলি অন্তর্ভুক্ত করা হয়েছে। এই পুস্তিকাটি এবং প্রশিক্ষণ শিবির খাদ্যদপ্তরের আধিকারিকশ্রেণীকে আরও বেশি দক্ষ, কর্মকুশল ও আত্মবিশ্বাসী করবে এবং প্রকারান্তরে গণবন্টন ব্যবস্থা আরও বেশি মসৃণ ও কার্যকরী হবে বলেই আমার বিশ্বাস।

শুভেচ্ছাসহ-

রথীন ঘোষ

মাননীয় মন্ত্রী, খাদ্য ও সরবরাহ দপ্তর,
পশ্চিমবঙ্গ সরকার

FOREWORD

The Department of Food & Supplies has consistently worked to fulfill its dual objectives: procuring paddy at the Minimum Support Price (MSP) from farmers and ensuring the distribution of food grains to beneficiaries. To achieve these goals effectively, the Department has implemented comprehensive reforms aimed at enhancing the processes, procedures, and delivery methods of public services to the citizens of the State.

The Department has implemented a series of reforms to streamline its operations, making them more user-friendly and efficient. Key initiatives include the introduction of authenticated paddy procurement through e-PoP and authenticated foodgrain distribution via e-PoS. Furthermore, the Department has comprehensively modernized its systems by implementing online Supply Chain Management, online applications for ration cards, issue of licenses, online inspection of FPS / distributors godown / rice mill etc. in one hand and on the other an online help desk portal and 12X7 call centre is there for getting feedback from general public about various services provided by the department. To ensure the ongoing success of these reforms, the Department conducts regular IT-based monitoring and feedback analysis. Direct public feedback is also gathered through the “UpobhoktaSamparka Abhijan” and also receives direct feedback of the stakeholders through newly introduced ‘Help desk facility for stakeholders.

Regular updation on both new and existing service delivery modules with concerned stakeholders is essential to ensure that end users can navigate them easily, without resistance or hesitation.

The role of District Controllers, Assistant District Controllers, Sub-Divisional Controllers, Joint/ Deputy Directors of Rationing, and Rationing Officers in the efficient and effective implementation of the Department’s policies cannot be overstated. Their active participation has been a driving force behind the development of more citizen-centric policies. However, it is important that their knowledge and skills are continuously updated to keep pace with new guidelines, orders, and the latest technological advancements in the system.

To enhance the performance of field-level functionaries, the Department has consistently focused on capacity building through regular offline/online training sessions, video conferences, issuing Standard Operating Procedures, manuals, and guidelines.

This time, the Department is organizing a Training-cum-Workshop for field-level officers. In line with this, this booklet has been carefully prepared to cover all relevant aspects, providing comprehensive support for the training.

I am confident that this booklet will serve as a valuable resource for the trainees, greatly supporting them in achieving the Department’s goals. I extend my best wishes to all the trainees and wish them every success in their endeavors.

(Parwez Ahmad Siddiqui)

Principal Secretary to the Government of West Bengal

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Preface

It is our honour and privilege to publish this book on training materials for the Field Level Officers of the Department of Food & Supplies, Government of West Bengal. The book covers various issues starting from the issuance of ration cards to procurement of paddy at Minimum Support Price (MSP) from the farmers, storing of foodgrains, allocation of foodgrains to the districts, distribution of foodgrains to the beneficiaries under Khadyasathi, redressal of public grievances etc. Also, the book contains topics dealing with the latest IT intervention in all of the subjects mentioned above starting from the issuance of ration card to distribution of foodgrains to the ration card holders. We are happy to state that all the activities undertaken by the Department is end-to-end computerized. The maximum level of IT intervention has not only enabled us to perform the activities efficiently and effectively but also reduced the time and money along with maximum possible transparency in the system.

However, one pre-condition for IT based activities to be successful is the regular updation of the knowledge and skill of the stakeholders associated with the system. Therefore, Department tries to impart regular training to all the stakeholders on the latest developments/modifications of various order/guidelines along with the IT part associated with it.

We do believe that training for the sake of training is no longer viewed as a laudable proposition and therefore the training needs to be effective so that the knowledge gained from the training may be used in the solution of problems in the field and therefore, we are of the opinion that the training must be simple, specific and associated with the practical orientations.

We hope that this book will help the Trainees to give them a platform in attaining the goal of performing their role in the best possible way.

We want to extend our thanks and gratitude to all those who have co-operated us in the process of completion of this work. We particularly sincerely thank our Hon'ble Minister-in-charge, Department of Food & Supplies, Government of West Bengal, for his constant inspiration towards holding of such trainings. We are grateful to our Principal Secretary, Department of Food & Supplies, Government of West Bengal for his great leadership and endeavor towards making the system IT based to its fullest extent.

We must extend our heartfelt thanks to the officers and staff of this Department for their constant support.

We are humble to say here that we have prepared this work with the best of our knowledge and efforts. Despite our sincere efforts in the preparation of this book there may have some mistakes for which we are solely responsible.

February, 2025
KOLKATA

Department of Food & Supplies
Government of West Bengal

LICENCE MATTERS

Licence Matters

Fair Price Shop is the corner stone upon which the entire edifice of public distribution system is built. Hence, licensing a fair price shop is an important responsibility on the part of the Sub Divisional Controllers or Rationing Officers. The unified control order, promulgated on 1st August, 2024, has brought in a number of significant changes in the process of licensing to fair price shops as well as to the distributors. Para 2 of the control order is very important in this respect. It gives the Definitions of different entities that we have to deal with in the following paras. Hence, it requires special attention.

In the following chapters of this segment of the Training Booklet we have tried to encapsulate all the relevant features of licensing one by one:

First, by indexing all the relevant clauses of the new control order of 2024 and locating the relevant Govt orders side by side in the compendium published of late by the Department.

Second, the process flow of licensing to dealers and distributors right from the beginning of creating a vacancy to the issue to Licence has been delineated in brief.

And thirdly, the steps to be taken in the online module for doing the above-mentioned jobs have been described in a modular form for the convenience of the users.

At the last, a mop up has been given for better understanding of the issues.

All these are not at all exhaustive. We know that field officers face numerous challenges in this regard every day. The Department has, therefore, kept all its doors open to let the air from the field come in with all its freshness and vitality.

- **New provisions/modifications in the WBTPDS (M&C) Order, 2024 --related to license matters:**

Topic	WBTPDS (M&C) Order, 2024	Control Order, 2013
Mode of vacancy creation and licensing of FPS	• A new web module has been devised for covering the entire process of creation of vacancy and licensing of FPS in online mode. • In exigencies, the State Govt. may order that the process may be carried out in offline mode.	The entire process of creation of vacancy and licensing of FPS was in offline mode.
Eligibility criteria for application for grant of FPS license	In case of registered partnership firm at least one partner shall be permanently residing in the concerned district.	No such provision
	The Individual applicant or partners in the partnership firm must be above 21 yrs. Of age and below 45 yrs. Of age on the date of application. And in case of distributors the applicant or partners of the partnership firm must be above 21 and below 50 yrs. of age.	No such provision
Disqualifications to get an FPS license	A Flour Mill or a Rice Mill and its Owner in any capacity	No such provision

Topic	WBTPDS (M&C) Order, 2024	Control Order, 2013
Selection procedure for licensing of FPS	Inquiry against an application may start immediately after an application submitted. But enquiry for all applications must be completed within 15 days from the last date of submission of the application for FPS license	Completion of the enquiry by the Sub-divisional Controller or his authorized officer and submission of report thereof to the District Controller within 21 days from the last date of submission of application.
	DLPSSC shall forward the case with its recommendation of the most suitable candidate along with the panel of eligible & suitable candidates in order of merit on the basis of total marks given by the SCF&S plus marks given by the committee to the Director.	No provision of recommendation of panel of candidates was there.
Issue of offer letter	After obtaining approval from the Director, the LA shall issue an Offer Letter to the approved candidate with the direction to furnish recent passport size photographs, security deposit and licensing fee within a period of 15 days from the date of receipt of offer letter	There was no specified time period for submission of documents and fees after issuance of offer letter.
	If the candidate fails to comply the conditions of offer letter within the stipulated period of 15 days, the candidate may be provided an extended period of 7 days to comply, failing which the offer letter issued to him shall be deemed to be cancelled without any further notice.	There was no provision of giving an extended period of 7 days to comply with the conditions of offer letter.
Issue of License	The licensee has to submit the documents like trade license, calibration certificate, etc. within 90 days from the date of issuance of license or at the time of renewal, whichever is earlier.	No such provision
Eligibility of Distributorship license	Eligibility in case of distributors has been restricted to Mahasangha of SHGs, Sanghas have been prohibited.	Sanghas of SHGs were also eligible for distributor license.
Doorstep delivery	The calendar of doorstep delivery of the beneficiaries with dates and clusters (with details of para/hamlet etc.) to be covered under each date shall be displayed in the FPS and also in the vehicle meant for such doorstep delivery by an FPS licensee.	No such provision
Certain restrictions in relation to a license	Any person, as an individual or as a partner in a partnership firm, cannot hold a license for more than one FPS. In case, a person is holding license as an individual or as a partner in more than one FPS, the license shall not be renewed after expiry of the validity.	No such provision
Maintenance of records & registers by FPS Dealers	- The FPS shall preserve all the existing record and registers related to the fair price shop which are maintained under the repealed control order for at least five (5) years. - The fair price shop licensee shall maintain and update "Daily Stock & Sale Register" and "Inspection Book in the prescribed format and preserve for at least five (5) years.	No such provision

FPS Vacancy and Licensing

1. Vacancy Creation:

1.1. Resultant Vacancy:

Arising out of discontinuation of an FPS on the following events:

- Resignation of any dealer.
- Death or incapacitation of the existing individual dealer on medical ground, unless any of his /her family members is found suitable for engagement of compassionate ground.
- Dissolution of a firm formed by a group of people.
- Cancellation of licence issued to a dealer for any reason whatsoever.
- (In the case of private limited company) the transfer of majority shareholding of that company in favour of the third party i.e. other than promoters / Directors of that company.
- To be initiated by the SCF&S/ RO. If the discontinued FPS has a high number of beneficiaries, fresh vacancy(s) may be carved out before leaving just enough RCs for creation of one resultant vacancy. Or, the SCF&S/ RO may specify at the outset the number of vacancies that are to be created.
- The Inspector cannot change number of vacancy.
- he must first identify a central location for each vacancy area.
- He proposed pooling of beneficiaries in the vacancy with following steps and logics:

1.1.0.1. For one resultant vacancy to be created from one discontinued FPS, all RCs are to be pooled.

1.1.0.2. Otherwise, he must conduct a proper field survey to chalk out which beneficiary family is to be assigned to which vacancy.

1.1.0.3. For this exercise, village (census village, not the locally demarcated ones) and families are the units.

1.1.0.4. If a village falls within the service area of a vacancy completely, all its beneficiaries can be pooled at one go.

1.1.0.5. If not, families based on their residence locations are to be identified for pooling.

1.1.0.6. Ratio in which different categories of RCs are there in a village, is to be maintained while pooling also. E.g. if in village ratio of AAY:PHH: SPHH: RKSII-I: RKSII-II is 1:2:3:4:5, RCs pooled must be in the same ratio.

1.1.0.7. The Inspector can propose 20 more or 20 less than the RC limit set by the SCF&S/RO. For wider departures, he needs to give explanatory remarks.

1.1.0.8. He also attaches a lay out map representing the RC population he is proposing for the vacancy.

- The proposal travels all the way to the Department for approval. Each office can either send it onwards with recommendation or rejection proposal, or send it to lower level for reconsideration/ clarification.
- When approved, it is ready for notification.
- If rejected, it dies. The SCF&S/ RO may initiate again if required.

1.2. Fresh Vacancy:

In case it appears necessary for the District Administration to declare a new vacancy of dealership for catering to the need of consumers in any particular area Fresh/New vacancy

may be proposed. It is mainly due to increase in the number of beneficiaries attached to an existing shop which affects the service to the consumers by the Dealer. Beneficiaries may have to travel more distance, wait for a long time to collect their ration etc. Besides that, because of other reasons like remoteness from existing shop, natural barrier, areas lying cut by railway or highway etc Fresh vacancy may be considered.

- To be initiated by the SCF&S/ RO.
- Only one fresh vacancy proposal can be created at a time.
- Inspector proposes pooling of beneficiaries following the same steps and logics as in 1.1.3 to 1.1.4.8.
- After the SCF&S/RO has sent it to the DCF&S/ DDR, he needs to obtain concurrence of the District Magistrate and send it onwards with attachment of the same.
- The proposal travels all the way to the Department for approval. Each office can either send it onwards with recommendation or rejection proposal, or send it to lower level for reconsideration/ clarification.
- When approved, it is ready for notification.
- If rejected, it dies. The SCF&S/ RO may initiate again if required.

2. Vacancy Notification:

- 2.1. Online Created Vacancies: After approval by the Department, the vacancy is available in notification page for generation of draft notification. All locational details of the vacancy are pre-filled and cannot be edited.
- 2.2. Offline Created Vacancies: If the entire approval procedure has taken place offline through physical file movement, the SCF&S/ RO can generate notification draft by filling in all necessary details of the vacancy.
- 2.3. The Director, DDP&S/ Rationing checks the draft and can send back for re-generation.
- 2.4. If approved by him, the SCF&S/ RO can download the draft, print and sign it, and upload the scanned copy of the same.
- 2.5. Now, the notification is published on the home page of the Departmental website for intending people to see and apply.
- 2.6. When the indicative advertisement is published in newspapers, the SCF&S/ RO uploads a scanned copy of it too. The last date for application is fixed now with 45 days from the date of publication of newspaper advertisement.

3. Vacancy Re-notification:

- 3.1. Previous Notification Online: If in an online notified vacancy, no application is submitted after expiry of the application period, the SCF&S/ RO sends proposal for re-notifying it. It goes to the District Magistrate (Director of Rationing in case of Kolkata) through the DCF&S/ DDR, and after approval of the DM the SCF&S/ RO can re-notify it in the same way as notification.
If in an online notified vacancy, no applicant is found suitable for engagement, it is available to the SCF&S/ RO for re-notification.
- 3.2. Previous Notification Offline: If the creation of vacancy as well as initial notification(s) took place offline, the SCF&S/ RO can generate re-notification draft by filling in all necessary details of the vacancy.
- 3.3. Re-notifications are published and last date for application fixed against them following the steps same as in 2.3. to 2.6.

4. Deletion of a Vacancy:

- 4.1. A mistakenly created vacancy proposal can be deleted.
- 4.2. The SCF&S/ RO can send a deletion proposal if the vacancy proposal lies with him, any of the Inspectors or the DCF&S/ DDR.
- 4.3. The deletion proposal goes to the DCF&S who can approve or reject the same.
- 4.4. If rejected, the vacancy proposal stays as it was.
- 4.5. If approved, the vacancy proposal is deleted with the RCs pooled in it now free for pooling in another vacancy proposal.
- 4.6. After a vacancy proposal is approved by the Department, it cannot be deleted.

5. Application against a Notified Vacancy:

- 5.1. Application against a notified/ re-notified vacancy can be submitted in online mode alone. Offline submission of application, by hand or through post, has been discontinued.
- 5.2. The eligibility criteria for an applicant are mentioned in the notification.
- 5.3. An applicant enters in the application after his mobile no. and email are verified through OTP and his Aadhaar is verified through eKYC process (OTP to Aadhaar-linked mobile no.).
- 5.4. If the applicant is an entity other than individual, eKYC of all partners/ office bearers are done.
- 5.5. The applicant fills up the Form C completely, uploads documents as per checklist and pays the application fee. For the application fees payment, the Departmental website re-directs him to the GRIPS. If the payment is successful, the application is completely submitted. The applicant gets an acknowledgement for the successful application.
- 5.6. If the application process is closed midway, the applicant can resume from the last saved part in the next session.
- 5.7. After expiry of the application period, no application can be submitted.

6. Enquiry into Applications:

- 6.1. The SCF&S/ RO assigns all applications in a vacancy to himself, an Inspector as a sole Enquiry Officer or to a team with one Inspector as the Team Lead.
- 6.2. In case of assignment to a team, all team members can view the applications and documents, but the action points lie with the Team Lead only.
- 6.3. The EO or the Team Lead needs to generate an enquiry notice at least 7 days prior to the intended date of enquiry to each applicant.
- 6.4. If on the date of enquiry, the applicant is absent at the proposed FPS location, the EO needs to generate at least another one enquiry notice.
- 6.5. If the applicant wishes to withdraw his application, the EO needs to take a written declaration from him.
- 6.6. For applicants present duly on the date of enquiry, he needs to complete the enquiry. A provisionally filled in enquiry report in Form L (only factual parts) is to be shared with the applicant, and a receipt be taken from him on a provisionally filled in Form L copy.
- 6.7. Photos are to be clicked through Inspection App on the enquiry day (in case of absent applicants, on the final enquiry day) – at least 2 photos in each of the specified categories.
- 6.8. Afterwards, he will submit the enquiry report in the portal wherein in the online Form L all data needs to be entered and the receipt taken from the applicant on a provisionally filled in Form L copy is to be uploaded. He may upload any other additional document against the same checklist as the applicant.

6.9. When enquiry report against all applicants in a vacancy is submitted, the EO can send it to the SCF&S/ RO.

7. Disposal by SCF&S/ RO and DCF&S/ DDR

7.1. The SCF&S/ RO has a comparative view of the application and enquiry report. He can view all uploaded documents and photos taken during enquiry too.

7.2. He generates a checklist of all applicants and scoresheet for each applicant.

7.3. If the applicant has failed in one or more eligibility criteria, he will be deemed 'Ineligible' by the system itself. The eligibility criteria are:

- For individual applicants:

7.3.0.1. Applicants marked to be not residing within the sub-division/sub-area where the vacancy occurs.

7.3.0.2. Applicants marked physically/mentally unfit.

7.3.0.3. Applicants marked financially insolvent.

7.3.0.4. Applicants marked to be persons holding a post in the establishment of any State Government or Central Government or any authority or body or institution of Local self-government established or constituted by or under the Constitution or by any other law made by the Parliament or a State Legislature or by notification issued or order made by the Central Government or a State Government.

7.3.0.5. Applicants marked as having any other FPS dealership/Distributorship/ Wholesalership in his /her/their own name /name of any relative.

7.3.0.6. Applicants marked as member of local bodies, local authority, Panchayati Raj Institutions, board or corporation, or Member of Legislative Assembly or a Member of Parliament during his tenure as such capacity.

- For applicants other than individual:

7.3.0.1. If the applicant is marked as not registered.

7.3.0.2. If marked as a limited liability partnership.

7.3.0.3. If registered office address is marked to be not located with district where the vacancy has occurred.

7.3.0.4. If the applicant is marked financially insolvent.

7.3.0.5. If the applicant is marked as having any other FPS Dealership/Distributorship/ Wholesalership in his /her/their own name /name of any relative.

- Based on godown eligibility criterions:

7.3.0.1. Where plinth height of godown is marked as less than 1 ft.

7.3.0.2. Where floor is marked as 'kutcha' or 'not ready at all'

7.3.0.3. Where wall is marked as 'All 4 walls are complete and made up of other materials', 'One or more wall(s) are not complete till roof level'

7.3.0.4. Whether roof is marked as 'made up of other materials'

7.3.0.5. When height of Shop-cum-Godown is less than 8 ft. (2.43 mt.)

7.3.0.6. When size of Shop-cum-Godown is less the specified area.

7.3.0.7. When 'No' is selected against 'whether accessible by small carts.

7.4. An ineligible applicant gets no marks. Eligible candidates are given marks out of 75 at this stage.

7.5. The SCF&S/ RO will send it to the DCF&S/ DDR with his own comments.

7.6. The DCF&S/ DDR will conduct an interview of the candidates and enter the marks given by DLFPS (out of 25) to each applicant. He will give his opinion and send it onwards to the Directorate.

8. Issue of Licence to the Selected Candidate:

- 8.1. On approval of an applicant by the competent authority, he is available to the SCF&S/ RO for issuing offer letter. Against the offer letter the applicant uploads required documents, if any, and deposits licence fee and security deposit on being re-directed to the GRIPS portal.
- 8.2. The applicant can check status of the payment. If failed, he can pay again. If successful, the SCF&S/ RO issues licence to him.

9. Transfer of Beneficiaries:

- 9.1. If the vacancy was a resultant one, the new licensee inherits the discontinued FPS with pre-determined set of beneficiaries.
- 9.2. If the vacancy was fresh, a new FPS is created. If the vacancy was created online then beneficiaries pooled therein would be transferred to the new FPS. For offline created and online notified vacancies, the SCF&S/ RO will have to transfer beneficiaries.

10. Licensing on Compassionate Ground:

- 10.1. Online facility for application for FPS Dealership on compassionate ground and disposal thereof is under preparation. At present the entire process of approval of an applicant is taking place offline. After approval, the candidate is issued offer letter offline and deposits licence fees and security deposit directly in GRIPS portal.
- 10.2. When the SCF&S/ RO is satisfied that payment in GRIPS is successful, his office will initiate the licensing process.
- 10.3. The DEO of the office will generate a new licence no. after entering personal details of the licensee.
- 10.4. The Dealing Assistant will verify the licence and if found correct, propose an FPS to be link with him.
- 10.5. The Licensing Authority will accord the final approval. The licence will be generated in name of the candidate.

11. Licence Renewal:

- 11.1. All new licences are valid till 31st December of the issue year. Thereafter, they are renewed for a period of 3 years.
- 11.2. The Dealer needs to apply for renewal within the period from 1st September to 15th October of the year in which the licence is expiring. In such case, he will have to pay no fine.
- 11.3. If he applies for renewal from 16th October to 31st December, he will have to pay a daily fine of Rs. 500 starting from 16th October.
- 11.4. If he fails to apply within validity period but the Licensing Authority is satisfied of the reason for such failure, he can enable him to apply with a fine of Rs. 1,00,000 till 31st January of next year.
- 11.5. If a licensee has not applied for renewal in due time without fine, he will not be able to raise any bill after expiry of the period of application without fine.
- 11.6. All fees are to be paid in GRIPS through the Departmental portal.
- 11.7. After expiry of the validity period of licence the LA will mandatorily tag the FPS / Distributorship with an alternate licensee.
- 11.8. Till the renewal of the Licensee is approved, the allocation of the FPS or Distributorship of the said licensee will remain held up. For Dealers, it will remain held up at the end of the Distributor i.e. the Distributor will not be allowed to generate challan for doorstep delivery to the concerned FPS for the month of January.

12. FPS Tagging:

- 12.1. When a licence is discontinued, the FPS(s) run by the licensee need to be tagged with an alternate licensee (not with another FPS).
- 12.2. An FPS run by the original licensee is called an 'own-run' FPS, while an FPS tagged with any secondary licensee is called a 'tagged' FPS. Thus, a licensee can have multiple FPSs tagged with him.
- 12.3. An FPS can be taken from the original licensee and tagged with a secondary licensee on the following grounds:
 - Death
 - Dissolution of firm
 - Surrender
 - Suspension
 - Termination
 - Revision of Tagging
 - Non-Renewal of License
 - Court Order
 - Departmental Order
- 12.4. It can be tagged with the original licensee on the following grounds:
 - Revocation of Suspension
 - Revocation of Termination
 - Court Order
 - Departmental Order
- 12.5. Before any tagging, the Inspector is supposed to take an account of the stock in the FPS. A stock certificate is signed by both the Dealers (if a Dealer is deceased, his representative) and the Inspector. The same is to be uploaded at the time of tagging in the portal after entering details of the physical stock. If there is shortfall of stock, the discontinued Dealer cannot claim bills then on.

Distributorship Vacancy and Licensing

1. Vacancy Creation:

1.1. Resultant Vacancy:

Arising out of discontinuation of a Distributorship on the following events:

- Resignation of any Distributor
- Death or incapacitation of the existing individual Distributor on medical ground, unless any of his /her family members is found suitable for engagement of compassionate ground
- Dissolution of a firm formed by a group of people
- Cancellation of licence issued to a Distributor for any reason whatsoever
- (In the case of private limited company) the transfer of majority shareholding of that company in favour of the third party i.e. other than promoters / Directors of that company.
- The process is dealt offline - to be initiated by the DCF&S/ DDR. If the discontinued Distributorship has a high number of FPSs or beneficiaries attached, fresh vacancy(s) may be carved out before leaving just enough RCs for creation of one resultant vacancy.
- The proposal travels all the way to the Department for approval.

1.2. Fresh Vacancy:

If it appears necessary by the District Administration or licensing authority or Director of rationing, in case of Kolkata, to create a new distributorship for smooth and un-interrupted public distribution in any particular area to rationalize numbers of fair price shops and the number of ration cards tagged with a distributorship, the concerned Licensing Authority may initiate a proposal for creating a Distributorship vacancy with due regard to the public interest and with adequate justification thereof. The Licensing authority shall submit such proposal to the Director with the concurrence of the District Magistrate and directly to the Director Rationing, in case of Kolkata.

- Proposal initiated by the DCF&S/ DDR.
- For districts concurrence of District Magistrate is required.
- The objective is to rationalize numbers of fair price shops and the number of ration cards tagged with a distributorship, in public interest.

2. Vacancy Notification and Re-notification:

- 2.1. After approval by the Department, the Director uploads a notification in the Departmental website along with indicative advertisement.
- 2.2. Now, the notification is published on the home page of the Departmental website for intending people to see and apply within 45 days.
- 2.3. If no application is submitted within the application period, the Director can re-notify the vacancy. If all applications are rejected, he does so with approval of the Department.

3. Vacancy Re-notification:

- 3.1. Previous Notification Online: If in an online notified vacancy, no application is submitted after expiry of the application period, the SCF&S/ RO sends proposal for re-notifying it. It goes to the District Magistrate (Director of Rationing in case of Kolkata) through the DCF&S/ DDR, and after approval of the DM the SCF&S/ RO can re-notify it in the same way as notification.

If in an online notified vacancy, no applicant is found suitable for engagement, it is available to the SCF&S/ RO for re-notification.

3.2. Previous Notification Offline: If the creation of vacancy as well as initial notification(s) took place offline, the SCF&S/ RO can generate re-notification draft by filling in all necessary details of the vacancy.

3.3. Re-notifications are published and last date for application fixed against them following the steps same as in 2.3. to 2.6.

4. Application against a Notified Vacancy:

4.1. Application against a notified/ re-notified vacancy can be submitted in online mode alone.

4.2. The eligibility criteria for an applicant are mentioned in the notification.

4.3. An applicant enters in the application after his mobile no. and email are verified through OTP and his Aadhaar is verified through e-KYC process (OTP to Aadhaar-linked mobile no.).

4.4. If the applicant is an entity other than individual, e-KYC of all partners/ office bearers are done.

4.5. The applicant fills up the Form completely, uploads documents as per checklist and pays the application fee. For the application fees payment, the Departmental website re-directs him to the GRIPS. If the payment is successful, the application is completely submitted. The applicant gets an acknowledgement for the successful application.

4.6. If the application process is closed midway, the applicant can resume from the last saved part in the next session.

4.7. After expiry of the application period, no application can be submitted.

5. Enquiry into Applications:

5.1. The Director assigns all applications in a vacancy to an Enquiry Officer.

5.2. The EO in his login can view and download all applications and uploaded documents.

5.3. The enquiry process and rest of the disposal takes place offline.

6. Issue of Licence to the Selected Candidate:

6.1. On approval of an applicant by the competent authority, the DCF&S/ DDR issues offer letter to him and the candidate deposits licence fees and security deposit directly in GRIPS.

6.2. On being satisfied of the successful payment, the DCF&S/ DDR issues licence offline to him in statutory format.

6.3. Immediately thereafter, he will enter the data of the new Distributor. In case the vacancy was a fresh one, a new Distributorship would be created. For resultant vacancies, the new Distributor will inherit the discontinued Distributorship.

7. Licensing on Compassionate Ground:

7.1. At present the entire process of approval of an applicant is taking place offline. After approval, the candidate is issued offer letter offline and deposits licence fees and security deposit directly in GRIPS portal.

7.2. When the DCF&S/ DDR is satisfied that payment in GRIPS is successful, he creates a new Distributorship licence and links it with a Distributorship.

8. Licence Renewal:

8.1. The provision is exactly same as that of FPS Dealers’

9. Distributorship Tagging:

There are mainly two types of Wholesalers Tagging:

9.1. Where the entire wholesaler Code (All FPSs) of one Licensee is tagged with another Licensee.

9.2. Where the part of the wholesaler Code i.e., few FPSs of one Licensee is tagged with another Wholesaler Code of another Licensee.

A) Relevant provisions of WBTPDS(M&C) Order, 2024 regarding license matters

Sl. No	Chapter No.	Clause No.	Topics	Remarks	Relevant GO(s), if any, and relevant page number of the Compendium Vol-I.
1	I	2	Definitions	Required to determine the terms like relative, family members, licensee, licensing Authority etc.	
2	III	8	Process of creation of vacancy and licensing of fair price shop	General mode of creation online	i) G.O. No.3501-FS dated 02.09.2024 (Page- 93), ii) G.O.No.4489-FS dated 18.11.2022 (Page- 94) iii) G.O. No. 2913-FS dated 13.07.2022 (Page- 114 iv) G.O. No.592-FS dated 22.02.2022 (Page- 146), v) G.O. No. 592-FS dated 13.07.2022 (Page-147), vi) G.O.No.3899-FS dated 12.11.2021 (Page- 150)
3		9	Procedure for creation of fair price shop and appointment of a Licensee	Considering the high number of beneficiaries tagged with an FPS or for providing better services to the beneficiary's fresh vacancies may be created. On the other hand in case of resignation/ surrender of license/ termination of dealer resultant vacancy may be created.	i) G.O. No.5772-FS dated 19.12.2023 (Page- 159) ii) G.O.No.3004-FS dated 03.09.2021 (Page- 94), iii) Order of the Director, DDP&S vide No. 834/ FMR/10D- 03/14 (Part- II) (Page- 164), iv) G.O. No.3416- dated 30.09.2021 (Page- 165) v) Memo No. 128/DR/ SSLC/15/14 dated 21.03.2022 (Page- 168) vi) G.O.No.3500-FS dated 02.09.2024 (Page- 169) vii) Sample Vacancy Notice (Page- 171 to 177)
4		10	Power of the State Government to grant license to Government owned Company or corporation etc.	In case of exigency alternative arrangement	

Sl. No	Chapter No.	Clause No.	Topics	Remarks	Relevant GO(s), if any, and relevant page number of the Compendium Vol-I.
5		11	Eligibility criteria for application for grant of license for Fair Price Shop	Generally declared in the vacancy notices	i) G.O. No.1571-FS dated 04.04.2024 (Page- 202) ii) G.O.No.1465-FS dated 10.04.2023 (Page- 203) iii) G.O. No. 4063-FS dated 24.11.2021 (Page- 206) iv) G.O. No. 3343-FS dated 27.11.2021 (Page- 207) v) G.O. No. 3090-FS dated 18.12.2020 (Page- 208)
6		12	Disqualifications to get a fair price shop license	Generally declared in the vacancy notices	Sample Vacancy Notice (Page- 171 to 177)
7		13	Selection Procedure for Licensing of fair price shop	Notice-application-enquiry- DLPSSC meeting and comment following score-based pattern-final decision by Director	i) Sample Vacancy Notice (Page- 171 to 177) ii) Form C (Page- 178 to 185) iii) Form L (Page- 209 to 219) iv) G.O.No.2037-FS dated 22.05.2023 (Page- 236), v) G.O. No.1572-FS dated 04.04.2024 (Page- 241)
8		14	Issue of license	Online issuance of license after getting approval and observation of formalities like deposition of security deposit, license fee etc.	Form D (Page- 242) Form 1 (Page- 248)
9		19	Provision for Leave of Dealer	In case of exigency this provision may be utilized by the Dealer observing formalities	
10		20	Provision for Resignation by a Dealer	Until acceptance of prayer the dealer shall continue to run the FPS	
11		21	Certain restrictions in relation to a license	License is non-transferable, non-inheritable and non-convertible. More than one license cannot be held by the licensee.	

Sl. No	Chapter No.	Clause No.	Topics	Remarks	Relevant GO(s), if any, and relevant page number of the Compendium Vol-I.
12		22	Bar to shift or making alterations in fair price shop	(i) It is not possible to run the business due to dilapidated condition of the existing shop; or (ii) The beneficiaries tagged with the fair price shop are facing inconvenience due to location of the shop at far distance or some geographical difficulty; (iii) The licensee is evicted from the premises by virtue of Court order; (iv) The rent / lease agreement has expired / cancelled by the owner of the premises; (v) The location of the shop is as such, that has been causing traffic disruption in the locality. (vi) Any other grounds which appear justified and acceptable	
13		23	Tagging of a fair price shop	In case of death/ termination/ suspension of dealer may be tagged with nearby FPS. If any such dealer for tagging is not available then Mahasangha or Co-operative society or a Govt. Owned Company may take the tagging for a period of 6 months initially then if required further 3 months can be extended.	
14	V	27	Procedure for creation of distributorship and appointment of a Licensee	Proposal is to be initiated following the departmental guideline by the licensing authority	Pages from 16 to 32 of the Compendium Volume II

Sl. No	Chapter No.	Clause No.	Topics	Remarks	Relevant GO(s), if any, and relevant page number of the Compendium Vol-I.
15		28	Tagging of a Distributor	In case of death/ termination/ suspension of distributor may be tagged with nearby distributor. If any such dealer for tagging is not available then Mahasangha or Co-operative society or a Govt. Owned Company may take the tagging for a period of 6 months initially then if required further 3 months can be extended.	Relevant SOP from page No. 33 to 39 of the Compendium Volume II
16		29	Power of the State Government to grant license to Government owned Company or corporation etc.	In case of exigency alternative arrangement	
17		30	Eligibility criteria for application for grant of license for Distributorship	Generally declared in the vacancy notices	Sample Vacancy Notice (Page- 16 of Compendium Vol.-II)
18		31	Disqualifications to get a Distributor license	Generally declared in the vacancy notices	Sample Vacancy Notice (Page- 16 of Compendium Vol.-II)
19		32	Procedure for grant of license for Distributorship	Notice-application-enquiry- DLSC meeting and comment following score-based pattern-final decision by Department	i) Sample Vacancy Notice (Page- 16 of Compendium Vol.-II) ii) Form G (Page- 23 of Compendium Vol.-II) iii) G.O. No. 78-FS dated 04.01.2024
20		33	Issue of license	Online issuance of license after getting approval and observation of formalities like deposition of security deposit, license fee etc.	i) Form H (Page- 48 of Compendium Vol.-II) ii) Form2 (Page- 49 of Compendium Vol.-II)
21		37	Bar to transfer of license	License is non-transferable, non-inheritable and non-convertible.	

Sl. No	Chapter No.	Clause No.	Topics	Remarks	Relevant GO(s), if any, and relevant page number of the Compendium Vol-I.
22		38	Bar to shift or making alterations in godown	(i) It is not possible to run the business due to dilapidated condition of the existing godown; (ii) To make the location more convenient if godown is at far distance or due to some geographical difficulty; (iii) The licensee is evicted from the premises by virtue of Court order; (iv) The rent / lease agreement has expired / cancelled by the owner of the premises; (v) The location of the godown is as such, that has been causing traffic disruption in the locality. (vi) Any other grounds which appears justified and acceptable	
23	VI	39	Engagement of Dealer or Distributor on the death or medical incapacitation of a licensee during validity of a license	Application by the eligible family member-enquiry-Recommendation of DCFS/SCFS-final decision by the Director/ Department (for distributor)	Pages 186, 199 and 201 of the Compendium Volume I.
24		40	Provisions relating to licensing of partnership in certain contingency.	Reconstitution/ conversion may be made in case of death/incapacitation of existing partner within stipulated time. Otherwise tagging is required. Only eligible family member may be inducted.	Page 193 of the Compendium Volume I.
25	VII	41	Certain restrictions in relation to a license	License is non-transferable, non-inheritable and non-convertible. More than one licensee cannot be held by the licensee.	

Sl. No	Chapter No.	Clause No.	Topics	Remarks	Relevant GO(s), if any, and relevant page number of the Compendium Vol-I.
26		42	Renewal of license	proposal is to be initiated following the departmental guideline by the licensing authority	G.O. No. 3549-FS dated 04.09.2024 (page No. 59 of the Compendium Vol-II)

B) PROCESS FLOW OF DIFFERENT FUNCTIONS REGARDING VACANCY AND LICENCE MATTERS

Sl. No.	Topics	Category	Description	Process flow	Special points to be noted
1	Vacancy Creation	Dealership	Considering the high number of beneficiaries tagged with an FPS or for providing better services to the beneficiary's fresh vacancies may be created. On the other hand in case of resignation/ surrender of license/ termination of dealer resultant vacancy may be created.	Proposal to be initiated by the SCFS/RO through RCMS portal. DCFS/DDR the - Director – Department (final approval)	1) Departmental guideline of minimum number of DRCs for retaining and creating new FPS vacancy. 2) Central location of the vacancy is to be defined properly. 3) Layout Map, enquiry report is to be uploaded. Beneficiary convenience is to be kept in mind. 4) In case of resultant vacancy reason of creation should be properly documented. 5) In case of low numbers of DRCs in question (not viable for creation of vacancy) merger of FPS may be considered.
		Distributorship	Fresh or Resultant	Proposal to be initiated by the DCFS/DDR. DCFS/DDR the - Director – Department (final approval)	1) Departmental guideline of minimum number of DRCs/FPSs for retaining and creating new distributor vacancy.

Sl. No.	Topics	Category	Description	Process flow	Special points to be noted
2	Vacancy disposal	Dealership	After getting approval of competent authority Notice issue to License issuance	In Supply chain portal -Notice-application-enquiry-DLFPSSC meeting and comment following score-based pattern-final decision by Director	1) Generation of notice is to be done carefully considering proper central location. 2) Paper advertisement and other steps for publicity are to be taken. 3) During enquiry land document, godown possessional right to be checked properly 4) Layout map is to be tallied with dimension of godown 5) In terms of the vacancy notice all points are to be checked properly 6) Comments should be made clearly avoiding any ambiguity 7) In case of query back from the higher level specific point should be clarified clearly 8) In all cases vacancy disposal is to be made in time bound manner as specified in the control order.
		Distributorship	After getting approval of competent authority Notice issue to License issuance	Notice-application-enquiry- DLSC meeting and comment following score-based pattern-final decision by Department	Generally, enquiry into the application for distributorship is conducted by the team as formed by the Director with the approval of Department The concerned DCFS/DDR/SCFS/RO are made members along with officers from HQ.

Sl. No.	Topics	Category	Description	Process flow	Special points to be noted
3	Compassionate ground vacancy disposal	Dealership	Death or incapacitation	Application by the family member (within 90 days max 120 days)-enquiry by inspector-recommendation by SCFS/DCFS-approval by Director	1) As the matter is concerned with compassion the cases should be dealt with special care without any unnecessary delay. It will reduce the time of long tagging of FPS. 2) NOC from other eligible family members and legal heir certificate are essential and is to be verified properly. 3) Dependence of the applicant on the deceased dealer is to be verified 4) Godown possessional right to be checked properly 5) In case where new godown is offered specification is to be checked as required for fresh cases. 6) In case of incapacitation clear reason of incapacitation should be mentioned in the medical certificate issued from Govt. Hospital.
		Distributorship	Death or incapacitation	Application by the family member-(within 90 days max 120 days) enquiry by inspector/SCFS-recommendation by DCFS-recommendation by Director- final decision by Department	As FPS

Sl. No.	Topics	Category	Description	Process flow	Special points to be noted
4	Partnership	Dealer/ Distributor	Reconstitution/ conversion may be made in case of death/ incapacitation of existing partner within stipulated time. Otherwise tagging is required.	Apply as required in case of compassionate ground and to be processed.	1) Partnership registration from Registrar of Firms is required. 2) Partnership deed registration is also required from ADSR. 3) Only eligible family member may be inducted. 4) Conversion of partnership to individual is allowed only in case of death not for incapacitation. 5) If the reconstitution is not made within 90 days, then tagging is to be made.
5	License renewal	Dealer & Distributor	Provisional license is valid upto 31st Dec of the issuing year. Thereafter, license is renewable for 3 years. Time stipulation is to be maintained. Without valid license the Dealer/ Distributor cannot run business.	Dealer/ Distributor shall apply within 15th October of the last validity year for renewal of license for next 3 yrs in online mode. There is a provision of application with late fee from 16 th October to 31 st December. Penalty including late fee, if renewal application is submitted from 1st January to 31st January after expiry of licence.	License renewal should be made within 31 st Dec otherwise the dealer or distributor will not be active for functioning from 1st Jan. In that case tagging is to be done for functioning of PDS. It is the responsibility of the Licensing Authority to sensitise proactively the licences to submit renewal application within stipulated time for the interest of PDS.

C) PROCESS FLOW OF DIFFERENT FUNCTIONS REGARDING SOME MISCELLANEOUS MATTERS

Sl. No.	Topics	Category	Description	Process flow	Special points to be noted
1	Tagging	FPS	In case of death/ termination/suspension of dealer may be tagged with nearby FPS. If any such dealer for tagging is not available then Mahasangha or Co-operative society or a Govt. Owned Company may take the tagging for a period of 6 months initially then if required further 3 months can be extended.	In the supply chain portal necessary tagging may be made for uninterrupted supply of foodgrains to the concerned beneficiaries.	Balance transfer module is to be used for proper transfer of foodgrains to maintain correct online balance.
		Distributor	In case of death/ termination/suspension of distributor may be tagged with nearby distributor. If any such dealer for tagging is not available then Mahasangha or Co-operative society or a Govt. Owned Company may take the tagging for a period of 6 months initially then if required further 3 months can be extended.	In the supply chain portal necessary tagging may be made for uninterrupted supply of foodgrains to the concerned FPSs/ beneficiaries.	Balance transfer module is to be used for proper transfer of foodgrains to maintain correct online balance.
2	Shifting of Shop/ godown	Dealer & Distributor	There is a bar to shift or making alterations in godown except the reasons as mentioned in the control order.	Application by dealer/ distributor - Enquiry & recommendation from district - Decision by Director for shifting/ alteration - After getting approval applicant will deposit requisite fee- LA will take necessary action to give effect.	1) Shifting should be within 1 km (dealer)/20 km (distributor) 2) For any alteration, removal of godown permission is required. 3) In case of emergency shifting within 48/72 hrs LA should be intimated for processing as per norms.

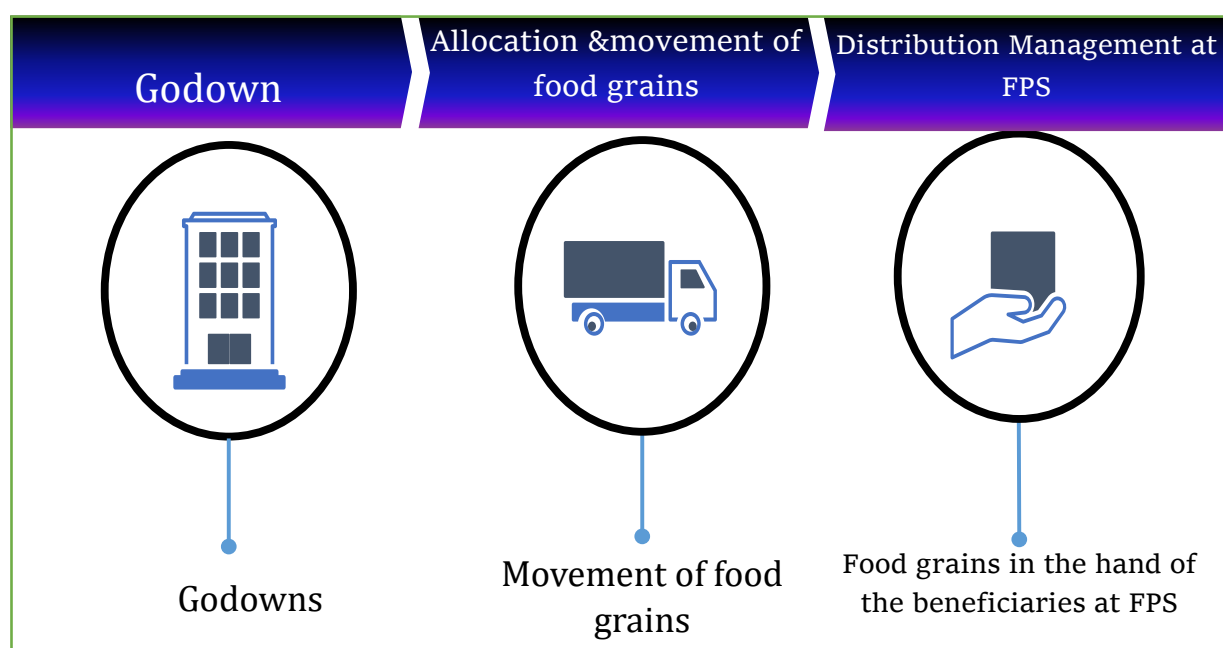
Sl. No.	Topics	Category	Description	Process flow	Special points to be noted
3	Leave	Dealership	Maximum of 30 days may be allowed upon arrangement of alternative person to run the FPS during his absence.	Leave application by dealer stating the unavoidable situation - Arrangement of alternative person- Approval by the LA	1) On expiry of leave allowed the dealer should resume otherwise he is to be treated as suspended. 2) DP is to be started by issuing show cause. 3) If the does not return or intimate any reason within next 15 days termination may be made.

SUPPLY MATTERS

Supply Chain Management

The Department of Food & Supplies, Government of West Bengal has been taking a number of initiatives to streamline the supply chain activities in order to ease of doing business. The Supply Chain system is now fully integrated and completely online. All stock is now accounted online right from procurement to receipt in designated Godowns to Distributors to Fair price Shops and finally to the beneficiary. The supply chain management system provides a real time balance of stocks at any point whether it is an FPS or a distributor or any Godowns. This allows government to make optimum utilization of the stock in hand and minimize expenses such as Transport Rebate.

The Flow in Supply Chain is represented below:



A. Godown Management Module includes:

- DCFS on receiving offer of CMR from a Rice Mill issues online RRO to the miller for delivering Rice in the Godown according to the vacant position of his Godowns. For this DCFS needs to go to MIS reports- Godown Reports- Godown stock position. Here he/she can find the current stock position and utilizable vacant space for each godown in his district.
- Rice Miller as per programmed received from the Godown in Charge sends his trucks to the Godown
- QC In charge then collects samples from the truck & tests the quality of the rice.
- QC In charge then logs into his supply chain account and selects the Godown-KMS - RRO from dropdown- other details like Agency, R. Mill, Pool etc. get automatically selected. He /she then enters Truck number – enters findings of the different parameters and submits.
- If the findings of the quality tests are within the allowable limits the stock is available for the Godown in-charge to accept and if not same is included in the **Rejection Register**.
- **Godown in Charge now logs into his login- Selects Godown- KMS- RRO number- WQSC- other details like Agency, R. Mill, Pool etc. get automatically selected. He /she then enters quantity –number of bags and Type of bags – then selects the Shed- chamber**

and stock where the stock is being received. Once the save button is selected the quantity is added to the Godown stock.

- **Godown In charge must ensure the following: -**
 - ✓ *All stock is to be issued only through online DOs. No manual/offline DOs are to be issued or entertained under any circumstance whatsoever.*
 - ✓ *Online stock receipt and dispatch are done in real time as far as practicable.*
 - ✓ *Online stock and physical stock tally at all times and in case of any difference same is brought immediately to the notice of the DCFS who may refer it to Reforms Cell in case of any technical issue.*
 - ✓ *FIFO (First in First Out) rule should be maintained as far as practicable.*
 - ✓ *Various Godown related reports have been provided in MIS reports section of Supply Chain portal*

B. Allocation & lifting of foodgrains:

1. Basis of Monthly Allocation with CB adjustment

Normal Monthly Allocation is based on the following factors: -

- Card Count
- Category (AAY, PHH, RKS I, RKS II)
- Item (Rice, Wheat/Atta, Sugar)
- Calculated at FPS level which forms the basis of allocation

2. Logic of Allocation

Allocation to an FPS Dealer is based on the following two variables*:

- ✓ **Monthly Entitlement (Gross Allocation) of the dealer** = category wise card counts at the time of allocation * Entitlement as per category
- ✓ **Closing Balance (CB) based on Distribution Data of the Previous Month on which CB is adjusted.**

Hence,

- ✓ **Net Allocation** = Monthly Entitlement – (Gross Allocation of Previous month – Distribution through epos in the same Previous month)

3. Steps in Allocation:

- ✓ Food Cell in Department freezes card count generally 45-50 days before the distribution month. e.g., Allocation for the month of March 25 was released in early-Jan 25.
- ✓ For Calculating Closing balance (CB), the distribution data of the 2nd/3rd month prior to the Allocation month is taken into account. e.g., Allocation for the month of March 25 was released in Jan 25 by adjusting CB of December 24.

Therefore, Allocation of March 25= Gross Allocation of march 25- (Gross Allocation of December 24- Distribution of December 24)

- ✓ Apart from adjusting regular CB, department has started adjustment of excess CB of FPSs as on 31st May 2024 after balance reconciliation from monthly allocation of November-2024 onwards.

4. Adjustment of excess CB as on 31st May 24:

This was derived as below: -

- ✓ Excess CB of FPS = Balance as of 31st May, 24 – CB of Base month of (Feb-24, March-24 & April-24, which is adjusted in June-24, July-24 & Aug-24) + any balance adjustment.

- ✓ Please note that the positive excess CB is started adjusting from Nov-24 allocation having ceiling maximum to 20% of the gross requirement of the FPS.
- ✓ However, negative excess CB is being adjusted from allocation of March-25 onwards

5. **Additional allocation & Balance Correction:**

i. ***Additional Allocation due to Shortfall during Inspection:***

Many a times an FPS code needs additional allocation due to shortfall detected during inspection or due to other exigency. ***(For this SCFS/RO goes to Supply Chain Portal- Goes to Additional Allocation-Selects reason Shortfall during Inspection- Selects FPS code-System checks whether the FPS code is tagged-If yes then allowed, otherwise not allowed-system balance is shown and physical balance is entered by SCFS-System calculates the shortfall and on final submission it goes to DCFS/DDR login for approval- On approval goes to DDPS/DR for final approval. On approval from Director additional allocation against the code is released by the system and distributor has to make doorstep from advance lifting).***

ii. ***Additional Allocation due to others exigency:***

Same procedure to be followed for special unforeseen exigent cases.

iii. ***Additional Allocation for Newly Created FPS:***

There are basically two types of vacancies:

- **Resultant Vacancies (Includes Compassionate Ground Cases-**Does not involve creation of new code and transfer of Ration Cards). Hence there is no requirement of additional allocation as it is already being issued against the particular FPS code.
- **Fresh vacancies (where one new FPS code is created and cards are shifted from one FPS code to the new FPS code).** Normally a new code will get allocation in the month for which allocation is generated after the cards are transferred. However, as we release allocations in advance, the new FPSs had to wait for 2-3 months to get its first allocation and become fully functional. To make the new FPS functional within one month, an Additional allocation module has been developed.
- In this module, whenever a new FPS is created, license is issued and cards get transferred, the SCF&S/RO will generate online additional allocation for the month(s) for which normal monthly allocation has already been issued by the department. SCF&S/RO can generate allocation for the immediate next month(s) through this module from 1st to 27th day of the month. However, it should be ensured that DRC transfer has been completed by SCFS/RO for offline cases. For online cases the transfer would be automatic. ***(For this SCFS/RO goes to Supply Chain Portal- Goes to Additional Allocation-Selects Additional Allocation for new FPS- enters FPS code-System shows the months & allocation to be released -SCFS/RO submits and allocation is automatically generated)***

iv. ***Balance correction:*** And also, after termination or fine realisation stock balance needs to be rectified. To do this online SCFS/RO uploads the termination order/challan showing receipt of the fine and after it gets approved by DCFS/DDR and DDPS/DR the balance gets corrected.

C. **Distribution through e-POS&Duare Ration:**

At present all the 20,664 Fair Price Shops in West Bengal have to distribute foodgrains through ePoS mandatorily. To bring more transparency in PDS, department has implemented Aadhaar based authentication system for foodgrain distribution. Several modes of Aadhaar authentication namely fingerprint authentication by using biometric scanner, image of Iris

authentication by using IRIS scanner and Aadhaar based mobile OTP Authentication have been introduced to ensure that a genuine beneficiary is not deprived of his entitled ration for this authentication process. In Dec-2024 99.98% foodgrain distributed through Authenticated mode.

However, the department has also provided options whereby any beneficiary who cannot lift food grains by authenticating his/her Aadhaar can nominate any other person on his/her behalf who shall lift the food grains through authentication.

❖ **AADHAAR authenticated Transaction**

- No offline transaction is allowed. All the food grain distribution has to be made through online transactions except in special cases to be allowed only by the department beforehand.
- Real-time Aadhaar authentication is used in more than 99% of transactions.
- The nomination process allows for the withdrawal of rations of elderly beneficiaries and migrant families.
- Other options are also available via which legitimate beneficiaries without an Aadhaar card can obtain entitled food grains.
- Monthly distribution data is also being sent to the Central Repository.

❖ **Portability of Ration Card** - Beneficiaries can now lift food grains from any ration shop of their choice. Every month more than 22 lakh beneficiaries are availing of this portability benefit. Now migrant worker can get their food grains at the workplace.

ONORC and Intra-State Portability of Ration Card



Portability of RC / One Nation One Ration Card (ONORC) : [\[started in August 2021\]](#)

- ✓ NFA beneficiary can lift food grains from any FPS of India
- ✓ RKS beneficiary can lift food grains from any FPS of West Bengal
- ✓ **West Bengal Provides Free ration to beneficiaries from other states also**
- ✓ A family can break their Ration at two different places

Duare Ration

From 16th November, 2021 'Duare Ration' scheme has been launched through a gazette notification all over the West Bengal. As empowered by Section 12 of the National Food Security Act, 2013 and as per Section 32 of the National Food Security Act, 2013, the State Government has introduced the "Duare Ration" scheme for the welfare and convenience of the beneficiaries, where the FPS dealers shall carry the food grains and make the delivery of the ration to the beneficiaries at their doorstep or any fixed place in the vicinity of the beneficiaries. The Scheme is an additional extension to the existing delivery system of ration under the NFA, RKS & Special Package beneficiaries through FPS.

Salient features of Duare Ration scheme:

- i. The Scheme intends to ensure doorstep delivery of ration under the NFA and RKS (I & II) including Special Packages. In case of inaccessibility/other unavoidable situation in some pockets like hilly areas, riverine areas of Sundarban, forest areas of Jungle Mahal, the best possible solutions will be considered by the Department

- ii. In the Scheme, FPS Dealers shall visit different paras / villages / hamlets divided in small clusters to be covered on a pre-fixed and pre-announced date and time with food grains, e-PoS device and weighing scale.
- iii. Any member of a family can receives entitled quantity of food grains of the entire family under Duare Ration scheme after biometric/ Aadhaar authentication on an electronic Point of Sale (e-Pos) device. However, if the beneficiary fails to receive the foodgrains under Duare Ration Scheme due to a reason beyond his control, he may lift the ration from the FPS shop on the days on which the Shop is open for the purpose.
- iv. Beneficiaries gets all entitled ration items at one go. The delivery to the beneficiary shall be made as per prevailing subsidized rates of ration items stipulated by the Government from time to time without any additional financial burden on the beneficiary.
- v. Delivery to all the beneficiaries shall be made on proper weighing of food grains and after due biometric /OTP authentication of entitled beneficiaries through ePoS machine in consonance with section 12(2)(c) of the NFSA.
- vi. The ICDS Centers, verandah of schools, or any other public premises, etc. may be used for taking temporary shelter during inclement weather.
- vii. FPS shall remain open on fixed days, as specified by the State Government in Department of Food & Supplies Government of West Bengal.

Special Incentives for the FPS Dealers for “Duare Ration” scheme

- i. The FPS dealers are being provided with additional commission for distribution of food grains under Duare Ration Scheme from the date of piloting @ Rs. 75 per quintal which is payable @ Rs.50 per quintal for distribution and Rs. 25 per quintal for making biometric authentication. The purchased vehicle should, however, have a “covered compartment”.

Role of SCF&S/RO and Inspecting officials in implementing DUARE RATION scheme: -

1. Area Inspectors and Inspectorate staff assigned from sub-division or District and Extension officers assigned by the Block/ Municipal authorities are the most important field level govt. functionaries regarding implementation of the scheme.
2. They should also ensure that all FPS Dealers have formed clusters and tagged beneficiary families with the cluster, and also ensure distribution of foodgrains as per pre-fixed Monthly Distribution Calendar.
3. The inspector shall ensure displaying CALENDAR outside the FPS and other institutions and in some prominent places in the respective clusters.
4. Timely, prompt and proactive monitoring, coordination and appropriate action are necessary to run the scheme successfully.
5. To ensure that dealer delivers the food grains to the beneficiaries only through online and authenticated e-PoS transactions only and FREE OF COST (except Sugar, Non-PD items and festive package items). Any deviation on this shall be acted upon promptly.
6. Frequent field inspection and surprise checking should be made in order to monitor the scheme. Any complaint regarding delivery of food grains should be redressed promptly. Necessary measure has to be undertaken so that not even a single beneficiary is deprived of his quota of ration entitlement.
7. It should also be monitored by them that clusters as prepared by FPS Dealers are made in a rational manner. Families to be divided equally within all the clusters. Ideally, any cluster should not contain more than 150-200 families. In such cases, he should guide the concerned Dealer accordingly.

Some Critical Issues Regarding implementation of Duare Ration

Various complaints are coming to this regarding improper implementation of the scheme. Some of these are as follows: -

1. During Duare Ration, public are not always provided with their due entitlement of foodgrains
2. Distribution are not being done as per scheduled date in the respective clusters
3. Common public are not getting aware of the date and schedule of the distribution-programme and they are getting unnecessarily harassed
4. Some of the Dealers are distributing from a fixed particular place which is far from his shop, rather than visiting different clusters
5. Most alarmingly, some of the FPS owners refusing foodgrains to the ration card holder without citing proper reasons, which is highly irregular
6. Some of the FPS Dealers are also avoiding doing e-KYC even for the genuine beneficiaries

Therefore, it is the basic responsibility on the part of the local inspecting staff to ensure that the general public should get their allotted quantity of foodgrains by way of regular and constant monitoring.

Addition/Alteration/Correction of Clusters in portal: -

In order to change the existing position of CLUSTERS under DUARE RATION, following changes may be done: -

- i. To create new CLUSTER: - Adding a new cluster, cluster name has to be typed and "view villages" button should be clicked. Then, automatically a new cluster's name will be added. In similar manner, more & more cluster can be created and beneficiaries may be transferred from another cluster.
 - ii. Change name of any cluster: - name of any cluster can be edited and after editing "View Villages" button should be clicked.
 - iii. To Delete a Cluster: Deleting a particular cluster is not possible at one go, however, beneficiaries of the said cluster can be shifted to other clusters to make the same one empty.
 - iv. To move beneficiaries from any cluster: - using EDIT CLUSTER menu, beneficiaries may be shifted to the newly created cluster or any other cluster.
8. Monitoring the Duare Ration Distribution through online: -

In order to assess the performance of FPSs regarding "Duare Ration", some facilities have been added in the portal. This may be mentioned that GPS location of each and every transaction is being captured and by using this, such facility has been incorporated.

D. Monitoring of Supply through online modules:

1. Stock report of Stake holders:

Department is maintaining dealers, distributors & Flour Mills' closing stock in every stack holder's login starting from Dealer, Inspectors, SCF&S/RO, DCF&S/DDR, DDP&S/DR and Admin.

- Stock Report for Dealer
- Stock Report for Distributor
- Stock Report for Flour Mill

2. Stock transfer of Flour Mill:

The stock transfer module has been introduced in DCF&S login from Flour Mill to Flour Mill stock transfer.

3. Stock transfer of Distributor to Distributor:

The stock transfer module from distributor to distributor will be introduced in DCF&S/DDR login shortly.

4. Distributor / Wholesaler Tagging:

There are mainly two types of Wholesalers Tagging:

1. Where the entire wholesaler Code (All FPSs) of one Licensee is tagged with another Licensee.
2. Where the part of the wholesaler Code i.e., few FPSs of one Licensee is tagged with another Wholesaler Code of another Licensee.

5. FPS Tagging:

When tagging is done, all the functionalities of the FPS will be conducted by the dealer with whom the tagging has been executed. The FPS dealer with whom such FPS is tagged shall be entitled for claiming Dealer's margin against the transaction so made by him as tagged dealer.

6. Delivery of Food grains:

Timely delivery of foodgrains by distributor to the FPS point may be monitored by various reports available to the field officers.

7. RO entry, DO Creation, modification and lifting and closure:

In DC&S/DDR login the RO entries are made and the distributor wise DO may be created either in full or in part of their monthly allocation. DCF&S may delete, modify, extend as and when needed.

In case of partial lifting the RO must be closed and then revised RO must be entered with revised quantity and then revised DO will be issued against this RO from the DCF&S/DDR login.

8. Roles & Responsibility of the officials to ensure proper online allocation & distribution:

- As soon as Allocation done by the department, the Inspector will check the allocation of FPSs under his or her control and inform immediately to SCF&S/RO for any issue on it.
- To check with the Dealers that the e-POS is online throughout the business hours.
- To monitor that sale of food grains is done through e-POS only.
- To monitor that pending data (Transaction) in e-POS of FPSs being run on offline mode (with Department's permission) are cleared on regular basis.
- To ensure that transaction is done via biometric authentication/ OTP received at the Aadhaar registered mobile number of the beneficiary and more so for those whose DRC is already linked with Aadhaar.
- Doorstep quantity must be equal to the allocation quantity for all FPSs. Under no circumstance physical balance from one FPS to another FPS or from Distributor to FPS should be transferred without corresponding online entry.

9. Glossary on Supply Chain & RCMS

Issue/Subject	Matter Related to	Can be resolved by	Take help from/ Reference
Godown Creation, Hiring, Activation and Deactivation	Godown	DCFS	✓ SOP On Godown Creation And PV. ✓ SOP On Capacity Increase & Decrease Of An Existing Godown ✓ SOP on Godown Deactivation (De Hiring) & Reactivation

Issue/Subject	Matter Related to	Can be resolved by	Take help from/ Reference
Guidelines regarding issues related with reconciliation of balance correction at FPS and Distributor point	Balance	DCFS/DDR, SCFS/RO	✓ Memo No.- 742-FS Dated 12.2.2024 ✓ SOP On Checking Closing Stock Of Fps ✓ SOP On Checking Wholesaler/Distributor Balance ✓ SOP For Balance Correction As Of 31st Jan 2022 ✓ Stock Balance Reconciliation Certificate (Phrase-I) ✓ SOP For Balance Correction 2nd Phase (Tagged Fps)
Additional Allocation	Additional Allocation	SCFS/RO	✓ GO Number 5853 Dated 21.12.2023 ✓ SOP On Additional Allocation For Newly Created Fps ✓ SOP On Additional Allocation Due To Other Emergency. ✓ SOP On Additional Allocation Due To Shortfall During Inspection
Loan Rice	DO lifting		Sop For Loan Rice Lifting And DO
RCMS	Aadhaar Delinking/Unlocking		✓ Memo no.- 3379 Dated 22.08.2024 ✓ Aadhaar Delinking ✓ Aadhaar Unlocking
RCMS(Form-3 & Form-8)	Mandatory enquiry for issuance of New cards	SCFS/RO	✓ Memo No.-4603 Dated 29/11/2024

FCI RELATED ISSUE

Department of Food & Supplies, Government of West Bengal takes wheat from FCI monthly and takes fortified rice sometimes under NFSA Scheme from various FCI Depot. in the State.

Followings are the steps for lifting of rice/wheat from FCI:

1. Department issues allocation of rice/wheat through online mode to the Directorate of DDP&S/DR.
2. The Directorate of DDP&S/DR transmits the same to the Districts/DDRs and to FCI.
3. FCI issues Released Order (RO) to the concerned District Controller, Food & Supplies/DDRs
4. The District Controller, Food & Supplies/DDRs issues Delivery Order (DO) to the FCI
5. The concerned M R Distributors/Wholesalers/Flour Millers lift rice/wheat from FCI and make door-step delivery of the same to the concerned FPS Dealers.
6. The Empaneled Flour Millers lift wheat from FCI and crush it into wholemeal Atta and deliver it to the concerned M R Distributors who make door-step delivery of the same to the concerned FPS Dealers.

A1. Problem may be faced during the lifting process:

1. FCI may delay in issuing of Released Order
2. FCI may delay in giving sufficient programme of delivery of foodgrains
3. FCI may deliver from non-base FCI Depot and may lead to additional transportation costs

4. FCI may provide non-FAQ foodgrains
5. Miscellaneous

A2. Action to be taken:

1. DCF&S/DDR may write a letter to the Divisional Manager of the concerned FCI District with a copy to the Director, of DDP&S/DR and General Manager, FCI immediately highlighting the issue.
2. There is a WhatsApp Group with all the DCF&S/DDR and District Level Officers of FCI. Any FCI related issue may be shared on this Group.
3. If not solved, may inform to the concerned officer in the HQ of the concerned Directorate so that the concerned Officer of the Directorate may take it up with the FCI HQ.
4. The DCF&S/ADCF&S may check the lifting position of foodgrains from FCI with the help of the Departmental Portal.

A3. Monitoring Mechanism of lifting of Foodgrains through online mode:

1. The whole system of lifting of foodgrains from the Godown to the FPS Points is online based. The whole process is timebound also.
2. The movement of foodgrains may be monitored from the portal in the following way:
Open
 - A. www.food.wb.gov.in
 - B. Govt. Officials for Supply Chain
 - C. Billing Report
 - D. EB-08 District wise Distributor to Dealer Monitoring
3. In case of any deviation from the due timeline the same may be restored with the help of regular monitoring.
4. All ADCF&S have been asked to monitor the same through this online mode.

COURT CASE MATTERS

COURT CASE MATTERS

1. Relevant Acts, Rules and Guidelines related to F&S Department

- The Essential Commodities Act, 1955.
- The WBPDS(M&C) Order, 2013.
- The WBUPDS (M&C) Order, 2013
- The National Food Security Act, 2013.
- The TPDS, (Control) Order,2015 (Present Central Control Order)
- The WBTPDS (M&C) Order, 2024.
- The West Bengal Kerosene Control Order,1968.
- The West Bengal Custom Milled Rice (Obligation & Control)Orders , 2015.
- The WBTPDS(Empanelment of flour mill & Milling of Atta / and its distributions) Guidelines, 2024.

2. Process of Court Cases

- Cases are filed either in High Court, West Bengal Administrative Tribunal, District courts;
- Order of the administrative tribunal is challenged in High court by filing WPST;
- Writ application are filed for challenging the decision of the Governments that includes arbitrary action, infringement of fundamental rights article 14 and 21;
- Mainly Writ Petition is filed against Government in the original side and appellate side,
- Appeal petition called MAT or FMAT Application, misc. application called CAN application, Contempt application called CPAN, service matter called WPST
- There are three types of cases:
 - Dispute of Service matters (filed generally in West Bengal Administrative Tribunal
 - Dispute with private parties
 - Dispute between two government department;

3. Receiving of information about the court case by the Department/Directorate/DCF&S/ JDR/DDR/SCF&S/RO.

- Through Mail
- Through Mobile Message
- Direct Phone Call from the State Advocate or
- From Any End
- Directly forwarded by the petitioner's Advocate
- At present writs filed in the High Court is uploaded on the web site at <http://sarthac.gov.in> by the "Systemized Administration & Regulation of Tendering and Handling All Court Cases" (SARTHAC).
- SARTHAC instantly digitizes the petitions to make them available at its website and send SMS and email alerts to all the stakeholders. You can get details of Writ application, names and phone numbers of State Advocates, names and numbers of other departmental officers etc

4. Three Stages of Court Cases :

➤ CASE FILING STAGE:

- Once the writ application is filed in the court, your job is to:
 - ❖ ask for the engagement of State Advocate,
 - ❖ monitor preparation of statement of facts,
 - ❖ compilation of various document on which the case is relied upon,
 - ❖ make liaison with state Advocates.

➤ HEARING STAGE:

You need to attend the hearing of the case with all relevant documents and files as and when called for by the Ld. Government Pleader/Ld. Additional Govt. Pleader/ Ld. State Advocates.

➤ COMPLIANCE STAGE:

Once the case is disposed off you need to comply with the order of the Court as per direction issued therein in the order.

5. Your duty of dealing the court cases :

- ❖ You shall monitor and supervise the litigation of your office pending in various courts and quasi-judicial authorities and shall be responsible for active case management.
- ❖ You shall ensure that the concerned dealing assistant/ Clerk of your office keep proper records of the cases filed and that copies retained by the office are complete and tally with what has been filed in the court.
- ❖ You shall ensure that all cases (pending cases and fresh) are entered into the court case register by the concerned dealing assistant who shall regularly monitor the progress of important cases and apprise you of significant cases, including contempt cases that require any immediate intervention. You shall also pursue with concerned officials such cases, in which either undue delay or unnecessary adjournments are being sought.
- ❖ You should give top priority to contempt cases and ensure that process should be initiated immediately on receipt of notice after apprising the higher officers of such cases. If the reply is to be filed after the compliance of the orders of the Hon'ble court, then the case should be put up for necessary compliance. If any appeal is to be filed against the main case, the process of decision for same should be got taken immediately
- ❖ You shall ensure that notices u/s 80 of CPC, 1908 and such representations, complaints etc, having legal impact, cause of action, which may generate litigation, are given special attention and are responded to without delay by the concerned officials of your office.
- ❖ You shall ensure that the concerned dealing assistant prepare a comprehensive draft reply in the form of Statement of Facts or draft for appeal, as the case may be, well before the date of hearing after examining the entire relevant material including case law, instructions, rules, regulations pertaining to the case.
- ❖ You should keep the concerned authorities apprised about the court orders, directions so as to ensure their timely compliance, implementation and so as to discourage further unnecessary litigation. Accordingly, you shall ensure that the directions issued by various courts are implemented or challenged, as the case may be, within the stipulated time, so that aggrieved person is not compelled to file a contempt petition.
- ❖ You should ensure that speaking orders are passed in time wherein such directions are passed by the court. Where directions cannot be implemented in time due to any reason, time may be got extended by filing an application in the court.
- ❖ You should ensure that no case shall remained unattended, even though the Law Cell of the Department, used to forward a communication/correspondence about the new writ/O.A

etc., but as the cause of action accrues against the SCF&S/R.O., the entire responsibility/burden lies on you to defend and to send the instructions to the Ld. State Advocate.

6. Statement of Facts

- A Statement of Fact is a para-wise written reply of a writ filed in the Court. A good Statement of Fact will include a summary of the pertinent facts and legal points raised in the case. It will show the nature of the litigation, who sued whom, based on what occurrences, and what happened in the case administratively
- A ideal Statement of Facts are often conveniently summarized at the beginning. Sometimes, the best statement of the facts will be found in a dissenting or concurring opinion.
- The fact section will include the following elements:
 - A one-sentence description of the nature of the case, to serve as an introduction.
 - A statement of the relevant law, with quotation marks or underlining to draw attention to the key words or phrases that are in dispute.
 - A summary of the complaint (in a civil case) or the indictment (in a criminal case) plus relevant evidence and arguments to be presented in court to explain who did, what to, whom and why the case was thought to involve illegal conduct
 - A summary of actions taken by the authorities concerned for example: action taken against the petitioner etc.

7. Issues relating to Reasoned Orders:

- A quasi-judicial authority must record reasons in support of its conclusions. Producing well-written reasoned order is the goal of all the quasi-judicial authority. Badly written order can have significant legal consequences for both the parties, who may incur costs as a result of a need to appeal a poorly worded decision or opinion, and society as a whole, since a poorly drafted precedent may drive the law in an unanticipated and unfortunate direction or lead to increased litigation as individuals attempt to define the parameters of an ambiguous new ruling.
- The process of drafting a reasoned order begins by considering questions of scope. Not every dispute merits a fully reasoned judgment, and you must learn to differentiate between those matters that deserve a detailed legal analysis and those that do not.

8. Structure of a Reasoned Order:

➤ Orientation

Every well-reasoned decision or opinion should begin with an opening or orientation section that puts the legal and factual discussion into context and lets the reader know what is to come. The orientation section is only one or two paragraphs long and drafted in such a manner that it serves two important purposes. First, this section describes the structure of the discussion so as to give readers a roadmap of where the author is going. Second, a good orientation paragraph provides readers with sufficient information to know whether they should continue reading.

➤ Summary of Legal Issues

The second section of a reasoned decision or opinion involves a summary of the various legal issues that will be discussed in the body of the document. This section focuses exclusively on legal issues, since factual issues are considered separately. Some disputes present more than one legal issue. However, this situation is not unduly problematic, since there are a number of ways of handling these types of complex matters. Some authority present all of the potential legal issues in a single summary paragraph, while other authority split up the various issues and introduce them in separate paragraphs under topic sentences introducing individual sub-issues. Either technique is fine, so long as the approach is clear to the reader

➤ **Statement of Facts**

A well-written factual analysis is critical to a well-reasoned decision or opinion, since you need to demonstrate and discuss the interaction between the law and the facts. Therefore, you must include all the relevant facts, although you must simultaneously take care to avoid introducing any unnecessary facts, since additional elements not only slow the reader down but may cause confusion about the scope and future applicability of the legal principle enunciated in the judgment.

➤ **Analysis of the legal Issues**

The fourth section constitutes the core of a reasoned decision or opinion. This section provides a detailed analysis of the legal issues and presents the rationale for reaching the outcome in question.

➤ **Disposition**

The final section of a reasoned judgment involves the holding or disposition of the case. This section usually constitutes “a single paragraph or sentence at the end of the decision” and “is that portion of the decision that ultimately will be incorporated into the judgment.”

PROCUREMENT OF PADDY

Procurement of Paddy is the base/ the backbone of the entire public distribution system. Arrangement of foodgrain (rice) became the sole responsibility of the State since 1997 when it was declared as a 'Decentralised Procuring State'.

Since then, the State is procuring its entire requirement of rice in PDS on its own through the active involvement and participation of the field level officers in District, Sub-Division and Blocks. In this journey since inception, the modus operandi of procurement underwent a sea change during the KMS 2015-16. Earlier rice was procured from the Rice Mills through Levy System, when it was the obligation of the rice mills to give a mandated percentage of their production as levy to Government under the purview of 'Levy Control Order'.

Consequently, responsibility of field level officers increases manifold for successful implementation of one of the paramount schemes of the Government - 'PADDY PROCUREMENT'.

CMR Control Order, 2015 along-with the Procurement Order for a specific KMS are the guiding force of paddy procurement process. All these Orders are well circulated and well-read by and among the WBF&SS officers. Hence, rather than going into the nitty-gritties of the orders, we will deliberate over the following points

Objective: To make it across to the trainees the role and responsibilities of field officers in the procurement process.

Purpose of the Training: To equip officers with the knowledge of the paddy procurement system, processes, and best practices.

Importance of Paddy Procurement: To explain the significance in ensuring food security, fair pricing for farmers, and maintaining the supply chain.

In the following chapters of this segment of the Training Booklet we have tried to peep in to all the relevant features of procurement one by one:

First, by indexing all the relevant clauses of the procurement order and locating the relevant Govt orders.

Second- the process flow of portal

Thirdly- Major issues emerge through learning process from and to the Dias.

Needless to say, these are not at all exhaustive. Learning swimming in a training center, and enjoying the same in open waters alone is completely different. As all the participants are already in the vast Pool of PDS and Procurement, both the end will be enriched sharing their experience. Hence the Department *has, therefore, kept all its doors open to let the air from the field come in with all its freshness and vitality.*

Thanks

I. Overview of the Procurement System

Role of Government Agencies:

DCFS (District Controller of Food and Supplies): Supervises procurement at the district level.

SCFS (Sub-Divisional Controller of Food and Supplies): Manages procurement at the sub-divisional level.

Other Key Agencies: Different CMR Agencies, guided by DCFS as well as the DLMC.

MSP (Minimum Support Price): Introduction and significance.

Procurement Centers: Types and their role in facilitating smooth procurement.

II. Detail Procurement Process

Step 1: Announcement of Minimum Support Price (MSP)

Government's role in setting the price - Prior to start of any Kharif Marketing Season (KMS), rather before the upcoming sowing season of the staple crops, Union Government in consultation with all the procuring State Government fixes the MSP of different Crops including paddy, through its Apex body '**Commission for Agricultural Costs and Prices**' (CACP).

Incentive over and above MSP – After having the Notification of MSP, the States may declare any incentive over and above MSP with approval of the State Cabinet.

The Importance of Minimum Support Price (MSP) for Farmers

The Minimum Support Price (MSP) is a crucial benchmark for farmers, enabling them to estimate potential revenue. Declaring the MSP before the sowing season provides several key benefits:

- **Price Protection:** MSP safeguards farmers from selling crops at extremely low, distress prices.
- **Price Stabilization:** MSP contributes to stabilizing agricultural product prices, which also benefits consumers.
- **Production Incentive:** MSP encourages increased agricultural production by guaranteeing a fair price for farmers' crops.
- **Food Security:** MSP promotes food security by incentivizing the production of staple crops.
- **Reduced Import Dependence:** MSP helps decrease reliance on imports by encouraging domestic production of staple crops.
- **Rural Economic Stimulus:** MSP injects financial resources into rural areas.

Ensuring MSP, especially for small and marginal farmers, is a primary objective of the Paddy Procurement scheme. This underscores the importance of field-level officers like the District Controller of Food and Supplies (DCFS) and the Sub-Divisional Controller of Food and Supplies (SCFS).

Step 2: Setting Up Procurement Centres: The Role of DCFS and SCFS

The establishment of efficient procurement centres is vital for successful paddy procurement.

- **Location Selection:** The SCFS at the Sub-Division level and the DCFS at the District level, in consultation with stakeholders under the Sub-Divisional Level Monitoring Committee (SDLMC) and District Level Monitoring Committee (DLMC), are responsible for selecting locations for Central Procurement Centres (CPC), mobile CPCs (mCPC), and engaging paddy procuring bodies (PPS) like PACs, SHGs, PAMS, LAMPS etc. This should ideally be completed well before the next Kharif Marketing Season (KMS), preferably by July-August.
- **Oversight of Setup and Operations:** The DCFS and SCFS are responsible for overseeing the setup and operations of these centres. This includes ensuring all infrastructural requirements, such as network connectivity, are in place by August of the preceding KMS. They are also responsible for ensuring that necessary manpower is trained accordingly.

Step 3: Flowchart of the Procurement Process:

FARM to PLATE

Both KB & Non KB farmer may register at any PC/through portal/ at BSK/ on his own update of farmer can only be done at CPC Detail of farmers are verified through system and they treated as Registered farmer Registered farmer can schedule slots for selling their Approved PPS shall produce at any PC. Bring paddy on pre-scheduled date schedule camp 7-30 and can sell paddy through biometric authentication days prior to camp date Purchase official procure paddy after



verifying the genuinity of the farmer. Purchase official send procured paddy to prior tagged rice mills online on the same date of procurement Rice mill shall submit offer online and deliver CMR to the tagged godown after having RRO

Step 4: Quality Inspection of Paddy

Quality Standards and Inspection Process

- **Public Awareness:** Intense publicity campaigns, utilizing local languages and involving all stakeholders, should educate farmers about Fair Average Quality (FAQ) paddy specifications, including moisture content limits and acceptable grain quality (clean and free from foreign matter). Block Level Monitoring Committees should lead these efforts, sensitizing local elected representatives as well, to prevent complications during procurement. Locally accepted cleaning processes can be practiced.
- **Inspection Tools:** All available tools and equipment at purchase centres must be in active and certified condition. Post-procurement, the quality and quantity of procured paddy should be closely monitored through regular inspections at rice mills.

Step 5: Weighing and Acceptance

- **Calibration:** Weighing scales and weighbridges (where available) should be checked and calibrated at least twice during the Kharif Marketing Season (KMS): once in September and again at a convenient time, preferably in March or April.
- **Training:** Purchase officers should be trained on the proper handling of weighing scales to prevent discrepancies in weight measurements.

Step 6: Payment to Farmers

- **Payment Tracking:** Sub-Divisional Controllers of Food and Supplies (SCFS) should monitor payment timelines within their sub-divisions and regularly report any deviations to the District Controllers of Food and Supplies (DCFS) for resolution.
- **Payment Transparency:** While farmer bank accounts are verified during registration, manual verification of payments to the actual farmer through portal-generated Management Information System (MIS) reports is recommended to prevent system errors.

Step 7: Storage and Distribution

- **Storage Guidelines:** DCFS and SCFS should have a thorough understanding of paddy storage guidelines for both rice mills and Central Marketing Region (CMR) godowns.
- **Regular Inspections:** Regular training should be provided to rice mill and godown inspectors. Every rice mill and storage depot should be regularly inspected, and appropriate measures taken to ensure the quality and quantity of subsidized food grains.
- **Security:** Security measures should be enforced at both purchase centers and storage points. Any deviations should be immediately reported to the concerned authority.

III. KEY SUBJECT AND RELEVANT ORDERS –

A. Procurement ORDER-

Sl. No.	Subject	Memo No.	Date
1	Policy and Guidelines for procurement of paddy from farmers at MSP during KMS 2024-25	3901-FS	9/27/2024

B. West Bengal CMR Control Order

Sl. No.	Subject	Memo No.	Date
1	WB CMR (Obligation & Control) Order, 2015	3774-FS	12/30/2015

C. Proposed TARGET -

Sl. No.	Subject	Memo No.	Date
1.	Proposed District wise target for procurement of paddy in Central Pool/ State Pool for KMS 2024-25	3901-FS	9/27/2024
2.	Month wise & District wise target for procurement of paddy in Central Pool/ State Pool for KMS 2024-25 for the period from November, 2024 to June, 2025	3901-FS	9/27/2024

D. Notification of CPC and mCPCs-

Sl. No.	Subject	Memo No.	Date
1.	Notification of District wise & Block wise name and location of 530 nos. of CPCs	No. I/547147/2024	8/13/2024
2.	Notification of District wise & Block wise name and location of 84 nos. of CPCs	No. I/551308/2024	8/28/2024
3.	Partial modification of notification I/551308/2024 dated 28.08.2024 relating to location changes of 4 CPCs	No. I/552697/2024	8/30/2024
4.	Notification of District wise & Block wise name and location of 04 nos. of CPCs	No. I/562537/2024	9/24/2024
5.	Notification of District wise & Block wise name and location of 01 CPC	No. I/571579/2024	10/30/2024
6.	Notification of District wise & Block wise name and location of 01 CPC	No. I/573783/2024	11/12/2024
7.	Notification on change of location of 4 CPCs	No. I/573782/2024	11/12/2024
8.	Notification of District wise & Block wise name of 99 nos. of Mobile CPCs	No. I/547699/2024	8/14/2024
9.	Notification of District wise & Block wise name of 77 nos. of Mobile CPCs	No. I/551310/2024	8/28/2024
10.	Notification of 3rd Phase of District wise & Block wise name of 02 nos. of Mobile CPCs	No. I/562536/2024	9/24/2024
11.	Notification of District wise & Block wise name of 01 Mobile CPC	No. I/571589/2024	10/30/2024

E. Relevant Proformas: -

Sl. No.	Subject	Memo No.	Date
1.	Proforma of Self-Declaration to be received from the Farmer whose land records are yet to be updated in the “Krishakbandhu” database (English & Bengali)	4511-FS	10/16/2023
2.	Proforma of Self-Declaration to be received from a Share-Cropper/Bhagchasi (English & Bengali)	4511-FS	10/16/2023
3.	Format of Bi Partite Agreements BA-I, II & III for KMS 2024-25	3901-FS	9/27/2024

F. Uniform Specification of Paddy and Rice

Sl. No.	Subject	Memo No.	Date
1	Uniform specifications of paddy, rice, coarse grains and 06 minor millets for KMS 2024-25 for Central Pool	No. 8-1/2022-S&I	9/13/2024

G. Notification regarding 03 Member Committee.

Sl. No.	Subject	Memo No.	Date
1.	Notification regarding three-member committee to monitor any dispute regarding quality of paddy	4014-FS	9/26/2019
2.	Notification regarding Three committee relating to quality of CMR at State Depot	4313-FS	11/13/2019

H. Notifications on Responsibilities of CMR Agencies

Sl. No.	Subject	Memo No.	Date
1.	Arrangement of QC equipment by CMR Agencies	5369-FS	12/6/2023
2.	Notification on responsibilities of CMR agencies	4015-FS	9/26/2019

I. Guideline on Rice Mill Tagging

Sl. No.	Subject	Memo No.	Date
1.	Guideline on Rice Mill tagging	No. I/485174/2024	2/15/2024
2.	Revised order on tagging of Rice Mills	No. I/586235/2024	12/13/2024

J. Godown related Orders

Sl. No.	Subject	Memo No.	Date
1.	G.O. on Hiring of Private Godowns	2713-FS	8/29/2017
2.	G.O. regarding SOP of Godowns operation	01-FS	1/3/2022
3.	Ammendment on G.O. regarding SOP of Godowns operation	3913-FS	9/20/2023

K. Colour coding of gunny bags and approved level of Fortified rice

Sl. No.	Subject	Memo No.	Date
1.	Colour coding of Gunny Bags to facilitate identification of crop year of stock for KMS 2023-24	F No.15(1)/2012-Py-III (367559)	2/19/2024
2.	Approved "LEBEL" for Fortified Rice Bag	768-FS	3/4/2022

L. Bank Guarantee Related Orders

Sl. No.	Subject	Memo No.	Date
1.	Order on Bank Guarantee to be submitted by Rice Mills and related matters	4219-FS	10/30/2024
2.	Extension of relaxation in Paddy Holding Limit on the Bank Guarantee submitted by Rice Mills.	4980-FS	12/24/2024
3.	Bank Guarantee to be submitted by Rice Mills and related matters	No. I/590819/2024	12/27/2024

M. Order for keeping manual records

Sl. No.	Subject	Memo No.	Date
1.	Order on keeping manual records at purchase centers	No. I/575339/2024	11/18/2024

N. Order on roles and functions of mCPC, PPS

Sl. No.	Subject	Memo No.	Date
1.	Order on role, functions and operation of Mobile CPC and PPS	No. I/576210/2024	11/19/2024

O. Order on empanelment of Rice Mills

Sl. No.	Subject	Memo No.	Date
1.	Order on empanelment of Rice Mills for custom milling of paddy for KMS 2024-25 that delivered CMR beyond last scheduled date	No. I/582546/2024	12/5/2024

P. SOP & Order for verification of documents and stock of rice mills

Sl. No.	Subject	Memo No.	Date
1.	Order on verification of statutory documents and electricity consumption by the empanelled Rice Mills	No. I/580767/2024	11/29/2024
2.	SOP regarding inspection and physical stock verifications of Rice Mills	No. I/580854/2024	11/30/2024

Q. Different level Monitoring Committees

Sl. No.	Subject	Memo No.	Date
1.	Constitution, functions and responsibilities of District level Monitoring Committee and Sub-Divisional level Monitoring Committee on procurement of paddy and delivery of CMR	No. I/586230/2024	12/13/2024
2.	Constitution, role and responsibilities of Block level Monitoring Committee on procurement of paddy	No. I/586242/2024	12/13/2024

IV. Usages of different online modules in procurement portal: -

Name of Module	Who can use this module	Device/Portal	URL/Path	Brief Description
Mapping of ePop Device	DCF&S	Portal epaddy.wb.gov.in	ePoPMgmt->ePoP Mapping	Unless a device is tagged with any purchase centre, it cannot perform/function
Mapping of ePop Device of other district	DCF&S	Portal epaddy.wb.gov.in	ePoPMgmt-> Inter District Transfer	If a device is being used in another district, then this facility should be used
Weighing Scale	PO/DO	Portal epaddy.wb.gov.in	ePoPMgmt-> Weighing Device	Details of weighing device should be uploaded
Farmer Registration	Self PO/DO in their login	Portal epaddy.wb.gov.in ePoP Device	Farmer Mgmt-> Farmer Registration	Farmers can register themselves by using this link

Name of Module	Who can use this module	Device/Portal	URL/Path	Brief Description
Farmer Profile	Self DCF&S, SCF&S	Portal epaddy.wb.gov.in ePoP Device	Farmer Mgmt-> Farmer Registration	Status of Farmer's Registration can be seen/ checked
Locate Your Purchase Centre	Self DCF&S, SCF&S PO/DO	Portal epaddy.wb.gov.in ePoP Device	Dashboard	Farmers are able to know the details of PPS/mCPC camps Als, farmers can fix slot
Rice Mill Tagging	DCF&S District Managers of CMR Agencies	Portal epaddy.wb.gov.in	Rice Mill Mgmt-> RM Tagging	To tag rice mills with Purchase Centres, which is mandatory
RM Document Verification	DCF&S	Portal epaddy.wb.gov.in	Rice Mill Mgmt-> RM Document Verification	To verify and approve updated documents by rice mills
BG Management	DCF&S	Portal epaddy.wb.gov.in	Rice Mill Mgmt-> BG Management	Initial verification of the BG
BG Verification	DCF&S	Portal epaddy.wb.gov.in	Rice Mill Mgmt-> BG Verification	To verify and cross-check the BG uploaded by the Bank by contacting the Bank
User Management	DCF&S	Portal epaddy.wb.gov.in	User Management-> User Access	Access control of officers under his control
BA-I/II/III Uploading	DCF&S/ District Manager of CMR agencies	Portal epaddy.wb.gov.in	Activities-> BA-I with Rice Mill	To Upload Agreement with rice Mill or Society, as the case may be
DLMC MOM Upload	DCF&S	Portal epaddy.wb.gov.in	Activities-> DLMC MOM Upload	To upload the MOM of DLMC Meeting
Inspection File Upload	DCF&S/ SCF&S/ ADCF&S	Portal epaddy.wb.gov.in	Activities-> Inspection File Upload	To upload the inspection report to the portal on regular basis
Employee Master (Mobile eKYC)	DCF&S/ District Manager of CMR Agencies	Portal epaddy.wb.gov.in	User Management	To enter and update details of PO, DO under his jurisdiction and also tagging with the PO/DO with the PC
Employee Master	DCF&S/ District Manager of CMR Agencies	Portal epaddy.wb.gov.in	User Management	
Employee User Mapping	DCF&S/ District Manager of CMR Agencies	Portal epaddy.wb.gov.in	User Management	
Employee Master (Update)	DCF&S/ District Manager of CMR Agencies	Portal epaddy.wb.gov.in	User Management	

Name of Module	Who can use this module	Device/Portal	URL/Path	Brief Description
Infrastructure	PO/DO of CPCs	Portal epaddy.wb.gov.in	Centre management	To update infrastructural status of CPCs
Camp Schedule	DCF&S/ District Manager of CMR Agencies	Portal epaddy.wb.gov.in	Centre management	Uploading camp schedule of mCPCs or PPSs
Camp Schedule Cancellation	DCF&S/ District Manager of CMR Agencies	Portal epaddy.wb.gov.in	Centre management	Cancelling camp schedule of mCPCs or PPSs, if no slot is booked
Centre Suspension	DCF&S/ District Manager of CMR Agencies	Portal epaddy.wb.gov.in	Centre management	Suspending a PC for the time being
Centre Reactivation	DCF&S/ District Manager of CMR Agencies	Portal epaddy.wb.gov.in	Centre management	Revoking suspension of a PC
Centre wise Paddy Target Allotment	DCF&S/ District Manager of CMR Agencies	Portal epaddy.wb.gov.in	Centre management	Allocating paddy target against a PC
Pool Mapping		Portal epaddy.wb.gov.in		
GPS Location of Rice Mill	DCF&S	Portal Epaddy1.wb.gov.in	Activities-> Rice Mill LatLng	To fix GPS Location of Rice Mills
Sending farmer payment to upper level	DCF&S	Portal Epaddy1.wb.gov.in	Payment Recommendation	DCF&S can send transaction to higher level even if paddy is not despatched
Disposing Returned Transactions (2024-25)	PO	epaddy.wb.gov.in	Farmer Management -> Bank Validation	To dispose returned transactions which are available in the login of PO for KMS 2024-25
Disposing Returned Transactions (2024-25)	Accounts Officer	epaddy1.wb.gov.in	By logging in to the KMS 2023-24	To dispose returned transactions which are available in the login of PO for KMS 2023-24
Disposing Returned Transactions (2022-23 or before)	PO	epaddy1.wb.gov.in	Bank Validation-> Bank validation by logging in to the particular KMS	To dispose returned transactions which are available in the login of PO for KMS 2022-23 or before
Add Land	PO/DO	ePoP Device		KB farmers are allowed to add more land if it is not listed in their KB Account although existing in L&LR

Name of Module	Who can use this module	Device/Portal	URL/Path	Brief Description
Fixing Emergency Schedule	PO/DO	ePoP Device		Upto 10 Emergency Schedule can be fixed
Adding Authorised Representative by Rice Mills	Rice Mill	epaddy.wb.gov.in	Procurement Centre Management-> RM Employee Procurement Centre Management-> Tagging To Centre	Rice Mill should enter his representative details and then tag him to centre(s)
Uploading BG by Rice Mills	Rice Mill	epaddy.wb.gov.in	Procurement Centre Management-> Bank Guarantee	Rice Mill should upload details of BG into the portal
Vehicle Tagging	Rice Mill	epaddy.wb.gov.in	Procurement Centre Management-> Enter Registration Vehicle	Uploading details of vehicle for verification through ULIP portal
De-Linking of Aadhaar, Bank Account, EPIC, KB	PO/DO o	ePoP Device		To de-link Aadhaar/EPIC/ Bank A/c/ KBID already tagged with a wrong farmer
Disposal of Application of New Rice Mill- Initial stage	DCF&S	Portal epaddy1.wb.gov.in	Requested Rice Mill-> New Rice Mill	When a NEW Rice Mill applies for the first time, DCF&S uses this module to provide him user ID & Password
Disposal of Application of New Rice Mill- After generating user credentials	DCF&S	Portal epaddy1.wb.gov.in	Requested Rice Mill-> Rice Mills who have uploaded documents	A new rice mill, when after getting user credentials, upload documents for getting empanelled
Paddy Purchase	PO of PPS or CPC or mCPC	ePoP Device		From farmer, to purchase paddy from farmers who have booked slots
Paddy Despatch	PO/DO of PPS or CPC or mCPC	ePoP Device		To despatch paddy to the tagged Rice Mill

V. Various MIS report: -

ePoP Management

1. ePoP Mapping
[To view the status e-PoP Device Registration]
2. ePoP Mapping Report
[To view the status of active centres vis-à-vis mapped e-PoP devices]
3. Device Users Login Report
[To view the users logged in any given date]

Farmer Registration and paddy sale Related Report

1. Farmer Sold Paddy report: -
[To view the details of Agency-wise farmers who sold paddy]
2. BDO Disposal Report (Not Sent to EO)
[To view Block-wise Pending disposal Report]
3. BDO Approval Pending Report
[To view the status of pendency in the login of BDO]
4. EO Recommendation Pending Report
[To view the status of pendency in the login of EO]
5. Procurement Centre wise Registration Count
[This report can be filtered on the basis of a. District, b. Agency and c. Season.
It will help us to PC-wise application submitted for farmer registration.]
6. Registered and Active Farmers Report
[Status of farmer registration can be viewed]

Centre Management

1. Procurement Centre's Detail Report
[To view the details of PC, including details of PO in drilled- down manner]
[Report can be generated by selecting the (a) Centre Type & (b) Agency]
2. Centre Creation Report
[Centre Name (s) can be seen by using this report]
3. Center Infrastructure Report
[The report will show the details of CPCs where infrastructure reports were uploaded]
4. No. of CPCs Registered–
Weighing Device Report

Paddy Procurement and Paddy Despatch Report: -

1. Despatch Transaction Report
despatched paddy quantity and paddy despatch date can be seen]
2. Procurement and Despatch Report
[This is a detailed report regarding paddy procurement and paddy despatch. Report can be generated by filtering the following parameters: -a. Selecting Date range, b. Pool (CP/ SP). This report is a drilled-down one. Report can have generated – Centre-type wise, Agency wise and PC-wise.]
3. State Procurement Transaction Report
[By selecting date range, this detailed report can be generated in drilled-down manner.
a. Centre-wise Registration, b. paddy procurement, c. no. of farmers who sold paddy and d. paddy despatch quantity can be ascertained.]
4. RM Wise Paddy Despatched Report
RM wise and Agency wise cumulative paddy despatched report
5. RM Wise Pool Wise Agency wise Centre type wise paddy despatch, rice offer and delivery report
6. District wise Rice Mill BG and CMR Details Report
[1. District wise Rice Mill-status of BG, Paddy Holding Limit can be ascertained]
[2. By clicking on the link of the amount of BG submitted, the Category of the rice mill can be seen]
7. PC wise Paddy Despatch report

Inspection Report Upload

1. Inspection Report Upload (Location Based)
Inspection Report can be viewed and downloaded by selecting the centre by drill-down manner
2. Inspection Report Upload (User Based)
Inspection Report can be viewed and downloaded by selecting the user by drill-down manner

CPU Disposal Report

1. Status of Pending CPU Disposal Cases
Reflects the status of pending cases at the end of CPU users
2. Status of Pending CPU Nodal Disposal Cases
Reflects the status of pending cases at the end of Nodal officers of CPU

Camp Schedule and Farmer Schedule Report

1. Camp Schedule Report
[By selecting a date-range, district-wise, Agency-wise and Centre-type wise report can be generated.]
2. Farmer Schedule Report
[By selecting date range, this drill-down report can show district-wise and Agency-wise report of farmer's schedule]

Rice Mill Empanelment & Bipartite Agreement

1. Rice Mill Empanelment Report
[This is the status report of existing rice mills who expressed willingness to work in the present KMS]
2. Bipartite Agreement Report
[Status of BA-I, BA-II and BA-III Agreement can be seen in drilled-down manner]

PPS Enrolment

1. PPS Enrolment Report
[Report regarding status of PPS enrolment can be seen.]
2. PPS Enrolment Sentbox
[Status of PPS Enrolment applications can be seen]

Tagging of Rice Mill & BG Report

1. Rice Mill Tagging Report
This MIS can be generated in 2 parts: -
 - a. Procurement Centre wise Report-
[It is a drilled-down Block-wise, Procurement Centre-wise Rice Tagging report can be seen]
[By clicking on any centre, all the rice mills and their allotted marks can be seen and thus the tagging status can be assessed]
 - b. Rice Mills tagged-
[It is also a drilled-down Report. Rice Mill-wise tagged centres with date can be seen]
2. View BG Details
[Report regarding submitted BG details of Rice Mills can be seen]

3. RM Tagging
[Report regarding rice mill, their submitted BG and category]

Status of Farmer's Payment

To view status of farmer's payment: -
(epaddy1.wb.gov.in portal-) Report-> Farmer Transaction Status

VI. Roles and Responsibilities of Field Officers

DCFS:

- Supervision and coordination of procurement activities.
- Monitoring registration, scheduling and documentation.
- Ensuring compliance with quality standards.
- Managing disputes and farmer grievances.

SCFS:

- Direct supervision of procurement activities at the sub-divisional level.
- Assisting farmers in understanding the process.
- Reporting and documentation.
- Ensuring timely reporting to DCFS.

VII. Challenges in Paddy Procurement

Challenges Faced by Farmers:

- Delays in payments.
- Quality issues.
- Difficulty in reaching procurement centers.

Challenges Faced by Officers:

- Managing large volumes of paddy.
- Ensuring quality control.
- Dealing with discrepancies in registrations or payments.

Strategies for Overcoming Challenges:

- Streamlining communication with farmers.
- Efficient handling of documents and records.
- Regular audits and checks.

VIII. Best Practices for Efficient Procurement:

- Efficient Registration Process:
- Tips for accurate data collection.
- Training and awareness programs for farmers.
- Training and awareness programs for other stakeholders.

IX. Quality Control Best Practices:

- Regular checks of tools and equipment.

- Ensuring quality inspection is impartial and systematic.

X. Best Practices for farmer payment:

- Timely Payment Processing:
- Coordinating with banks for swift payment transfer.
- Transparent payment records.

XI. Reporting and Documentation

- Beside system generated MIS reports manual Record-Keeping is required
- Proper documentation for transparency and accountability.
- Reporting to higher authorities.

Types of Reports to Maintain:

- Daily procurement reports.
- Farmer registration logs.
- Camp scheduling logs.
- Farmer scheduling logs.
- Quality control logs.
- Payment records.

XII. Common Mistakes and How to Avoid Them

- Mistakes in Documentation: Inaccurate farmer details, incomplete records.
- Mistakes in Payment Processing: Delayed payments, incorrect amounts.
- Mistakes in Quality Inspection: Inconsistent quality checks, overlooking impurities.

How to Avoid Them:

- Regular training for staff.
- Clear instructions and guidelines.

This content would serve as a comprehensive guide for field officers, helping them understand their roles and ensuring smooth paddy procurement operations.

Path for viewing MIS and usages of different online module in procurement portal may vary from time to time.

STORAGE OF FOODGRAINS

STORAGE OF FOODGRAINS

(a) Matters related to Hiring/de-hiring of Pvt. godowns

- Proposals/requisitions for hiring/de-hiring or retention of Private godowns are received from DDPS, Food & Supplies Department in accordance with the requirements of the concerned DCF&S.
- As per 2713/FS/P/Sectt./GE&EM/4M-46/2015 dt.29-08-2017, Tender(s) are floated online/offline for hiring of Private godowns with specific requirement by the WBSWC.
- The offered godowns are first inspected by the DCF&S and the team of DDPS+WBSWC,
- If found suitable, the **L1 Bidder** of that suitable private godown are hired by the WBSWC and offered to DCF&S for storage of CMR.
- Agreement with the concerned private owner of the hired godown is done on KMS basis.
- Rents are paid to the owner on the discovered L1 rate or the LA Collector assessed rate, whichever is lower, along with electricity bills.
- Handling Contractors of the near most WBSWC godowns are tagged with the private godowns.
- Staffs/ security guards are employed by the WBSWC from its pool or from the pool of DCF&S.
- WBSWC shall not store any hazardous/inflammable material in such godowns.
- Repairing, day to day maintenance is the responsibility of the godown owner, so the payment of taxes and maintenance of weighbridge.
- Foodgrains damaged due to rainwater due to constructional defects is the liability of the godown owner.
- De-hiring notices are served one month ago and at the same time the godown owner may also request to vacate the godown at least three months ago.
- Prior to de-hiring, stock must be exhausted and online records shall be updated.

(b) Engagement of Handling Contractors

DUTIES OF HANDLING CONTRACTORS:

- Engagement of competent and adequate staffs and labours in the godown having the job cards,
- Unloading/Loading of Food grains bags from/into the trucks/ vehicles/ carts etc.
- Stacking/ de-stacking, bagging, re-bagging, weighment, standardization, cleaning of rice wherever/whenever necessary,
- Preservation and Quality Control Management (Except PEG),
- Furnishing correct and upto date position/information/ progress of work statement and accounts,
- Contractor shall be responsible for the good conduct of their employees and shall compensate the corporation for losses arising from neglect, carelessness, want of skill or misconduct of themselves, their servants or agents or representatives,

- Contractor shall be solely responsible for compliance of all applicable laws and the statutory provisions enshrined therein and shall specifically ensure compliance of all such various Laws, acts etc., including but not limited to the following:
 - 1) Contract Labour (Regulation & Abolition) Act 1970 and Rules made there under.
 - 2) The Employees (Provident Fund & Miscellaneous Provisions) Act 1952.
 - 3) The Employees State Insurance Act 1948 wherever applicable (in case ESI Act is not applicable the Workmen Compensation Act 1923 and Maternity Benefit Act 1961 will be applicable).
 - 4) The Minimum Wages Act 1948.
 - 5) The Payment of Bonus Act 1965.
 - 6) The Payment of Gratuity Act 1972.
 - 7) The Payment of Wages Act 1936.
 - 8) The Motor Vehicle Act 1988.
- Liable for any loss which the Corporation/DCF&S may suffer on account of the bags not being properly handled,
- Ensure that their workers do not use large hooks for handling of foodgrains at any stage,
- Shall strictly abide by all rules and regulations of Police, Municipal authorities and other local bodies,
- Under no circumstances, the contractor or labourers engaged by him in any godown shall collect any money for the aforesaid works from any third party, like, MR Distributors/ Whole-sellers/ Rice Millers/ FPS Dealers etc. for unloading/ loading of the bags of foodgrains from/to the vehicle or any other activities.

PROCEDURES TO BE FOLLOWED FOR ENGAGEMENT OF HANDLING CONTRACTORS:

- Through e-Tender in the Govt. portal (<https://wbtenders.gov.in>).
- All necessary requirements/ qualifications/ dis-qualifications/ documents that are required to be uploaded shall be specified clearly in a standard format.
- Duties, responsibilities, liabilities, penalties etc. shall be clearly mentioned in the Tender.
- Evaluation and acceptance of bids shall also be mentioned in the bid document.

PAYMENT TO HANDLING CONTRACTORS:

- Following the terms and conditions of the Tender, SOP, Orders.
- Stock handled (in and out) in a month shall be tallied with online records as well as certificates given by the Godown In-charges.
- Stack heights following the standard norms and calculations shall be checked.
- Deductions shall be made as and where applicable.
- Bills shall be cleared within a month after receiving the same following the SOP.

(c) Up-keeping of godowns

UPKEEPING OF GODOWNS:

- Maintenance of cleanliness of godown inside & surroundings.
- Arrangement of proper security.
- Arrangement of proper lighting, drainage, washroom etc.
- Arrangement of Firefighting systems.

- Arrangement of other necessary infrastructures like weighbridge, computer with internet, QC equipment and chemicals, chair, table, required registers etc.
- Receiving, maintenance and delivery of stocks maintaining quality, quantity etc.
- Regular inspection, Physical Verification (P.V.) etc.

MAINTENANCE OF CLEANLINESS AND HYGIENIC CONDITIONS:

- Cleaning of entire godown premises, removal of all waste materials from the complex and cleaning of Alleyways & Gangways inside the godown chambers by sweeping on regular basis to avoid cross-infestation,
- Arrangement of lighting, ventilation etc. inside the chamber,
- Bagging of spillage rice on daily basis in Empty Gunny Bags (Palla bags),
- Filling of rat holes with stones, muds and cements with prescribed pest-control medicines,
- Informing the District Authority or WBSWC on any minor or major structural defects of roof, floors, ventilators and walls of the godown for undertaking repairing/renovations works as soon as possible to keep it storage worthy,

RECEIVING OF STOCKS:

- Disinfestation of godowns following the latest G.O./ SOP,
- Programme for receiving CMR should be given as per RRO validity dates issued to concerned Rice Millers.
- CMR should be received from authorized representatives of the Rice Mill on production of valid RRO and necessary entries in the portal.
- Sample should be drawn from each truck by the concerned Quality Control Trained Inspectorate staff for quality analysis so that only FAQ rice is received and the same should be recorded in relevant physical Registers and WQSC and Stack Cards.
- Stacks should be built according to stack plans. In case of deviations, necessary permission should be taken from District Authority.
- All necessary entries shall be done with utmost care in the godown management portal and shall be verified on regular interval.

MAINTENANCE OF STOCK:

- All chambers of godown should be opened on all days,
- Surface of the bags and the floor of the godown should be cleaned regularly,
- Purchase of all required medicines/ chemicals,
- QC treatment of the stock on a regular interval, as per prescribed G.O./ SOP,
- Categorization of the stock following the G.O.,
- Fumigation of stock as and when required,

DELIVERY OF STOCK:

- Delivery of CMR should be scheduled in accordance with DO dates,
- Stocks of rice should only be delivered to the authorized representatives of MR Distributors accordingly on production of valid DO,
- Sampling of delivered rice should be done in presence of authorized representatives of concerned MR Distributors or lifting agents by the QC Inspector during delivery operation,
- All necessary entries shall be done with utmost care in the godown management portal and shall be verified on regular interval,

- Requisition for Empty gunny Bags to be used as Palla Bags for at other godown which are not managed by WBSWC should be given in advance before starting of new KMS.

REGULAR INSPECTION:

- Inspections shall be done in regular interval following the SOP,
- DCF&S in at least one godown in each week, ADCF&S/SCF&Ss in at least two godowns in a week or following the SOP/G.O. in this respect,
- Noting shall be done through mobile App/ written report/ in registers lying in the godowns,
- Minor corrective measures shall be taken at the time of inspection itself

PHYSICAL VERIFICATION:

- PV is mandatorily to be done twice in a year, if not more,
- All other operations like receipt/ delivery of stocks shall be stopped at the time of PV,
- Presence of all staffs/ officials in connection with PV/ godown officials/ Handling Contractor/ Labourers shall be ensured,
- Opening/Closing balance as well as all stocks that has been received and delivered from the godown shall be verified from the date of last PV and talied with that PV report,
- PV report of all godowns shall be verified and finalized and updated with online records,
- In case of any mismatch, in online and physical stock, the DCFS shall immediately intervene and bring it to the notice of ITR Cell, if there is any technical glitch

(d) Inspection of Godowns

Checking stacks:

Stacking and space utilization:

- Only Block system of stacking should be resorted to,
- An internal layout (stack plan) for the storage of foodgrains shall be followed,
- Better circulation of air, condition of stocks and incidence of infestation shall be taken care of

Drawing up of stack plan:

- Floor space should be divided into convenient blocks of rectangles or squares,
- Standard size recommended for a stack is 9.144 m x 6.090 m (30ft x 20 ft),
- Stack line should be drawn with white or yellow paint,
- Minimum of 75 cm (2 & 1/2 ft) wide space between stacks to serve as alleyways to facilitate inspections, aeration and disinfestation,
- In addition, gangways, 150 cm (5 ft) wide shall be provided for operation purpose,
- Total space left for alleyways, gangways, etc. may not, however, normally exceed 27% of the total floor area of the godown,
- Stack height shall be kept within 20 layers, i.e. 10 ft 3 inch,
- Standard sizes of the gas proof fumigation cover should also be kept in mind,

Some of the standard sizes of stacks are as under:

- a) 9.144 m x 6.090 m (30 ft x 20 ft)
- b) 6.400 m x 6.486 m (21 ft x 18 ft)
- c) 5.486 m x 4.486 m (18 ft x 18 ft)
- d) 3.577 m x 5.486 m (12 ft x 18 ft)

Stack Card and Stack-wise Register:

- Each stack should have a separate stack card kept in a polythene jacket,
- Account of receipt and delivery of stocks is given on one side of the card while on the other side the condition of the grain and the disinfestation treatments given to the stocks from time to time are recorded.
- Corresponding entries shall also be made in the Stack-wise Register.

STACK CARD
WEST BENGAL STATE WAREHOUSING CORPORATION

Name of District: 2106 CAGHATA
Name / No. of the Godown / Shed: 2106
Commodity & Variety: CEP

Damage Used: (i) Type: Flour
(ii) Quantity: 2106
Stack Plan: 2106

Stock No.: 2106/01/04/21
Stock Average Weight (Hrs): 2106
Tare Weight: 2106

Opening Balance				Receipts				Issues				Closing Balance				Signature of St. Charge	Remarks
Date	Bags	Weight (MT)	QTY (QNT)	Date	Bags	Weight (MT)	QTY (QNT)	Date	Bags	Weight (MT)	QTY (QNT)	Date	Bags	Weight (MT)	QTY (QNT)		
25-04-21	—	—	—	25-04-21	1008	823.75	—	25-04-21	1008	823.75	—	25-04-21	1008	823.75	—	—	
26-04-21	1008	823.75	—	26-04-21	—	—	—	26-04-21	—	—	—	26-04-21	—	—	—	—	
27-04-21	2110	1672.75	—	27-04-21	—	—	—	27-04-21	—	—	—	27-04-21	—	—	—	—	

Front Side

DISINFESTATION RECORD
WEST BENGAL STATE WAREHOUSING CORPORATION
2106 CAGHATA Warehouse

Condition of Grain				Treatment Given				Signature of Q.C.	Remarks
Date of Inspection	Extent of Infestation (Close, Free or Heavy)	Nature of Infestation (with larva or pupae)	Percentage of Infested Grains	Category	Recommendations	Extent & Nature of Infestation before Treatment	Date of Treatment		
25-04-21	Free	—	—	B	Treatment with Dithionin	—	25-04-21	—	—
26-04-21	Free	—	—	B	Halobion	—	26-04-21	—	—
27-04-21	Free	—	—	B	Treatment with Dithionin	—	27-04-21	—	—

Back Side

Some convenient stack plans:

- Cross stacking (Criss-Cross Method):** 1st layer bags are lengthwise and the 2nd layer will be breadthwise. This contributes strength and stability. But the bottom most bags or lower layer bags cannot be lifted till all the bags above these are issued.



- Block stacking:** Rows of length-wise and breadth-wise bags alternating each other side by side to form a block is made in this case. In two adjacent layers this system of length-wise and breadth-wise stacking of bags is reversed in each row. But in the 2nd layer above length-wise and breadth-wise bags are placed with opposite position, making a brick like bonding and strength. The advantage of this stacking is that the bags from the stack can be issued out in part by breaking one block without disturbing the adjacent block in the same stack.



Sampling

- Sample shall be representative,
- BIS method for sampling of Cereals and Pulses IS: 14818-2000 shall be followed,

Godown Inspection Checklist

A. BASIC INFORMATION OF THE ENQUIRY OFFICER AND ENQUIRY DATE – TIME ETC.

B. LOCATION: SITE & SURROUNDINGS

- 1) Name, type, capacity, area.
- 2) Details of surroundings with construction, boundary, drainage, infrastructure.
- 3) Hygiene issues.

C. STRUCTURE, DESIGN & MAINTENANCE

1. Walls, ceilings, floor, doors conditions,
2. Plinth height, platform etc.,
3. Ventilation issues
4. Lighting, cleanliness,
5. Weighbridge issues,

D. STORAGE FACILITIES & PRACTICES

1. Dunnage,
2. Alleyways/ gangways,
3. FIFO maintenance,
4. Palla bags,
5. Weighing facilities

E. PEST CONTROL

1. Signs of pest infestation,
2. Techniques of pest control (Prophylactic/Curative) and rodent control followed,
3. Stock and record keeping

F. FOODGRAINS IDENTIFICATION & TRACEABILITY

1. Use of Stack Cards, WQSC Stickers,
2. Effective traceability system and recall capability (for concerned Rice Mills)

G. DOCUMENTATION AND RECORDS

H. VERIFICATION OF STOCKS ON THE DATE OF INSPECTION

1. Stock details as per register,
2. Stock details as per online records,
3. PV reports and its evaluation as per stock (both offline and online),
4. Physical verification of each and every stock by the inspecting officer,
5. Final assessment.

(e) QC related issues & Usage of relevant modules

Introduction

Standard Operating Procedures (SOP) issued vide Memo no. 01-FS/Sectt./Food/4P-12/2021 (Pt. I) dated 03/01/2022 are to be followed correctly and without any exception in each and every godown that is under their supervision.

Personal hygiene in godown operation

- General and specific knowledge for any workplace in areas of hygiene and food safety,
- Personal hygiene: body hygiene, hand washing, clean dress code, periodical medical examination and health certification,
- Hygienic Habits and Conducts (Example respect of no-smoking zones, no spitting, etc.)
- Hygienic work practice,
- Knowledge on the sanitary requirements and conditions,

Pest Control

Factors and conditions that attract pests:

1. Physical and structural conditions of the warehouse
2. Hideouts
3. Accessibility
4. Environmental conditions
5. Temperature and humidity
6. Availability of food and water for the pest

Pest control programme should include information being imparted on:

1. Types of pests
2. Control areas and techniques
3. Indication of the positions of the equipment (traps, etc.) being used for pest control

Examples:

1. Hygienic measures: always maintain the doors of the warehouse closed, disposing off waste daily.
2. Physical measures: meshing and/or sealing of all the openings in the walls of the warehouse.
3. Mechanical means: traps, adhesives, etc.
4. Biological measures: traps with baits

Lot Traceability Plan: Maintenance of FIFO

Some Important guidelines related to Quality Control measures from the Standard Operating Procedures (SOP) vide Memo no. 01-FS/Sectt./Food/4P-12/2021 (Pt. I) dated 03/01/2022 of the Secretary to the Government of West Bengal, Food & Supplies Department.

REGARDING MAINTENANCE OF GODOWN:

1. Ensure cleanliness of the surrounding areas,
2. Prevention of water logging around the godown,
3. Removal of unwanted and broken furniture, old bags etc.
4. Proper lighting arrangement,
5. Checking of floor and walls for cracks/crevices and necessary repairing
6. Filling of Rat burrows should be closed with stones, mud and cement after fumigation with Aluminum Phosphide tablets,

REGARDING MAINTENANCE OF NECESSARY EQUIPMENTS:

1. Fire-fighting arrangements in workable condition
2. All equipment like Moisture meter, weighing devices, weighbridges etc. in working and calibrated condition, and within AMC.

REGARDING PREPARATION OF GODOWN BEFORE RECEIVING OF STOCKS:

1. Thorough cleaning of the godown,
2. Before receiving of stock, chemical treatment with pesticides as prescribed, (***combination of Malathion 50% EC + Deltamethrin 2.5 % WP (1:1)***),
3. Use of proper dunnage material [Polythene sheets (100 micron / 300 gauge in two layers)],

STIPULATIONS PERTAINING TO RECEIVING OF STOCKS: As mentioned in the above stated order

REGARDING GENERAL PRESERVATION PROCEDURE, QUALITY CONTROL TREATMENT PROCEDURES AND RODENT CONTROL MEASURES:

It is extremely important to keep the foodgrains clean, dry and free from insects for long storage. In order to do so regular maintenance and monitoring activity is needed. The stored food grains must be clean dry and CLEAR, i.e. completely free from insects.

("CLEAR" foodgrains means the lot is free from any living insects in a 500 g representative sample. "FEW" foodgrains means the lot has not more than two living insects in a 500 g representative sample. "HEAVY" foodgrains means the lot has more than two living insects in a 500 g representative sample.)

GENERAL PRESERVATION PROCEDURES:

1. Godowns are to be opened on regular basis for aeration and all stocks to be brushed properly, preferably on every alternate day *except on rainy and highly moist days*.
2. If the moisture content of the stored stocks is found to be higher than the normal / acceptable moisture content, the stock should be preferably aerated so that the moisture may be reduced *except on rainy and highly moist days*. This is to be done by keeping doors and ventilators open and also using exhaust fans.
3. The surface of bags in stacks should be brushed gently to remove dust, powders of foodgrains formed as a result of infestation, dead and living insects and webs. Dead insects and uric acid content should not exceed FSSAI limits (i.e., not more than 100 ppm).

4. Brushing of bags after fumigation is a must.
5. The QC Treatment / Pesticides Registers are to be maintained and updated on regular basis.
6. The insect-affected (Few or Heavy) stock should be separated from the Clear stock to check cross infestation.
7. The stacks should be cleared properly after disinfestations.
8. Quality Control Inspectors must ensure that the godown is equipped with necessary quality control treatment chemicals, fumigation cover and rodent control chemicals. In case of unavailability of quality control treatment chemicals / fumigation cover / rodent control chemicals, s/he must take up the matter with the higher authority on urgent basis.
9. Schedule of chemical treatment should be chalked out for prophylactic treatment as preventive measure for each godown in order to safeguard the quality of stock in the godowns. At the same time, godown Inspectors have to check the quality of received stock after 15 days of receiving and decide its quality in proper sampling and checking of a given stack. Accordingly, Categorization Registers are to be prepared.
10. The physical condition of the godown along with moisture content, degree of infestation is to be measured.
11. Based on category of stock, Priority Registers are to be maintained and updated on regular basis.

(Categorization of stocks as per GO No. 8697-FS dated 28/11/1996 is detailed below:)

Commodity (Rice)	Category	Percentage of Damaged grains	Percentage of Discoloured grains	Remarks
Parboiled/Raw	A	Up to 3%	Up to 3%	Issuable stock for delivery
Parboiled/Raw	B	Above 3% up to 4%	Above 3% up to 5%	Issuable stock for delivery
Parboiled/Raw	C	Above 4% up to 5%	Above 5% up to 7%	Issuable stock for delivery
Parboiled/ Raw	D	Appreciable quantity of loose bran (more than 5%) or giving obnoxious smell		Non-Issuable for delivery

QUALITY CONTROL TREATMENT PROCEDURES:

1. During storing period:

Prophylactic Treatment: This is periodical, preventive and regular in nature.

I) Malathion 50% EC (dilution 1:100) - to be treated once in every fortnight.

Dosage - 3 litre solution per 100 square metre.

II) Deltamethrin 2.5% w.p. (dilution 40 gram per litre) - once in 90 days.

Dosage - 3 litre solution per 100 square metre.

2. CURATIVE CONTROL MEASURES:

i) In case of heavy infestation like *khapra*, fumigation by using Aluminum Phosphide is to be used by covering the stacks with polythene covers. After polythene covering, the stacks are to be made air tight by mud plastering and the cover should be kept for at least 5-7 days.

Dosage - 9 g (3 tablets each of 3 g) per MT and for chamber fumigation the dosage is 63 g / 28 c mt.

- ii) In case of infestation, the insect affected (Heavy/Few) stock should be separated from clear stock to prevent cross infestation and immediate fumigation is to be undertaken.
 - iii) The entire fumigation should be done properly and entire stocks should become CLEAR as per classification after the fumigation.
 - iv) After chemical treatment, the bags of rice should be brushed properly. In case of treatment with Deltamethrin 2.5% w.p. the stock should be brushed only before delivery.
3. Rodent Control Measures should be taken, as and when required, by using rodenticides like Zinc Phosphide, Barium Carbonate, Redsquill, ANTU, etc.

REGARDING DELIVERY OF RICE:

1. FIFO (First In, First Out) has to be maintained strictly. All mandatory registers are to be maintained accordingly.
2. After killing the stack, all spillages should be collected and cleaned up to FAQ level before issuing them to PDS. These cleaned spillages are then to be kept in *palla* bags. These *palla* bags should be accounted for in the weight of the stocks in the stack.
3. Additional gunny bags are to be requisitioned in advance which are to be used as *palla* bags.
4. Stocks are to be delivered only to the authorised representatives of Distributors and as per the terms of Delivery Order (DO), joint sampling by the authorised representative of the Distributor and the Godown Inspector is to be done when the stocks are issued.
5. Delivery Registers must be maintained properly.

CHEMICAL ANALYSIS:

1. STIPULATIONS PERTAINING TO QUALITY CHECKING OF FORTIFIED RICE STOCKS:

- A. Fortified rice consignments are to be checked by the Godown Inspectors i.e. Godown-in-Charge and Quality Control Inspector as per the existing procedure for analysis of food grains (BIS methods, read with updated amendments & FSSAI validated and approved methods). The Godown Inspectors must ensure that all bags of fortified rice received at their godowns bear blue coloured +F logo stenciled on it, as well as on rexin slips and the stocks are in compliance with other regulatory instructions suggested by FSSAI from time to time.
- B. For Qualitative and Quantitative tests of fortified rice, the provisions mentioned under the Standard Operating Procedure (SOP) for Quality Management Protocols for Fortified Rice Kernels (FRK) and Fortified Rice (FR) issued by the Govt. of India, Ministry of Consumer Affairs, Food & Public Distribution, Deptt. of Food & Public Distribution (Quality Control Cell) shall be applicable.
Additionally, all the provisions of the Standard Operating Procedure (SoP) for monitoring the quality of food grain stocks procured under the Decentralized Procurement (DCP) Scheme dated 16/07/2021, shall also be applicable.
- C. The Godown Inspectors i.e. Godown-in-Charge and Quality Control Inspector should check the blending ratio of each consignment at the time of acceptance to ensure that the prescribed quantity of FRK is blended with the conventional rice to make it fortified. In case there is problem in physical separation, a chemical test (iron spot test) may also be done to identify the number of FRKs in a test sample of fortified rice.

BLENDING EFFICIENCY TEST (BET):

- Draw composite sample from the stocks of fortified rice received at the godown.

- From this composite sample, prepare a smaller 100 g sample.
- Identify the FRKs in this 100 g sample by visual examination or iron spot test.
- Segregate the FRKs from the sample.
- Weigh the FRKs segregated from the sample.

The offered lot of fortified CMR should be uniformly blended with FRK (1:100). The Tolerance Limit of Blending Ratio, as specified by FSSAI, ranges from -10% to +20%, i.e. 0.9 to 1.2. The Godown Inspectors may use this range for blending efficiency test for their operational ease.

Standard Operating procedure for Qualitative spot test of Iron in Fortified Rice:

This is a Qualitative test only. It detects whether iron is present or not. Quantitative details, including iron level and mixture homogeneity are beyond the scope of this procedure. Time required for this test is less than five minutes.

Equipment: Weighing Machine/Balance

Glassware:

- 1) 100 ml measuring cylinder (2 pcs)
- 2) 50 ml measuring cylinder (2 pcs)
- 3) 25 ml measuring cylinder (2 pcs)
- 4) 100 ml volumetric flask (4 pcs)
- 5) 100 ml glass beaker (4 pcs)
- 6) 250 ml conical flask (4 pcs)
- 7) 250 ml Amber colour glass bottle (for reagent storing) (2 pcs)
- 8) Plastic tray (round shape)/petri-dish (80×70)
- 9) Plastic dropper (1 packet) (4 pcs)
- 10) Distilled water-keeping bottle 250 ml (2 pcs)

Reagents or Chemical required:

- 1) Hydrogen peroxide (H_2O_2) (6.0% solution)
- 2) Potassium thiocyanate (KSCN)
- 3) Hydrochloric Acid (HCl)
- 4) Distilled water (laboratory grade)

Preparation of reagents/solutions:

Preparation of 10% Potassium thiocyanate (KSCN) solution:

- Take 10 g Potassium thiocyanate in a 100 ml volumetric flask. Add 100 ml distilled water in it. Shake vigorously until the total salt dissolves.

Preparation of 2N HCl (Hydrochloric Acid) solution:

- Take 83.0 ml distilled water in a 100 ml measuring cylinder. Add remaining 17.0 ml HCl to make the solution 100 ml. Keep this solution in a 100 ml volumetric flask with cap after gentle shaking.

Solution-1:

- Mixing of 10% KSCN solution and 2N HCl solution in 1:1 ratio.
- Take 20 ml 10% KSCN solution in a 50 ml measuring cylinder and add 20 ml 2N HCl solution in it. Keep this solution in a 100 ml beaker.

Solution-2:**Preparation of 3.0% Hydrogen peroxide (H₂O₂) solution**

- Take 50 ml 6.0% Hydrogen peroxide solution in a 100 ml measuring cylinder. Add remaining 50 ml distilled water to make 100 ml. Keep the solution in a 100 ml volumetric flask with cap.

Procedure of testing:

- Take 50 g of fortified rice in a petri-dish/plastic tray.
- Pour the Solution-1 with the help of dropper on the fortified rice sample drop by drop. Make the fortified rice sample wet at several points, particularly where the FRKs are seen.
- Wait for 1-2 minutes.
- If needed, add Solution-2 drop by drop with the help of dropper.

Result observation:

- Fortified rice kernels will turn red to dark red indicating the presence of Iron fortification. Fortified rice kernels will turn black upon drying.
- If Solution-1 does not give satisfactory results, Solution-2 will indicate the presence of FRKs by coloration. Otherwise, fortification by iron has not been done.

2. Standard Operating Procedure of Mixed Indicator Method for determining the age of Raw Rice (CMR):

The Standard Operating Procedure (SOP) of Mixed Indicator Method (MIM) that should be followed for determining the age of milled rice stocks during acceptance of CMR Mill Raw Rice for procurement is detailed hereunder.

This method is helpful for the procuring agencies to put a check on possibility of acceptance of old rice, along with the various parameters of the Uniform Specifications. SOP of Mixed Indicator Method should also be implemented for determining the age of milled rice stocks during acceptance of CMR Milled Raw Rice for procurement.

Implementation:

Henceforth, all the raw rice consignments shall be subjected to another test i.e. Mixed Indicator Method for determination of age of milled raw rice stocks. As per instructions in vogue, a sample shall be drawn from the offered consignment and analysed in terms of FAQ specifications of GOI. If it is found conforming to the prescribed specifications, the samples would be tested through Mixed Indicator Method. In case the colour of the reagent comes out to be green/avocado green, the consignment would be accepted and any other colour like yellow, yellow orange & orange would be rejected terming the stocks as “Not freshly Milled”.

Method of analysis:**Materials & Equipment:****(A) Glassware:**

1. Volumetric flasks, amber coloured, 2 nos. of 250 ml each & 100 ml.
2. Graduated measuring cylinder (100 ml), Glass Made A-Grade,
3. Beaker (100 ml & 250 ml)
4. Test tube with stopper (5 no. of 25 ml),
5. Glass stirrer
6. Measuring pipette (2ml)

(B) Equipment's:

1. Balance (with 0.01-gram accuracy)

(C) Consumables:

1. Test tube racks (plastic made)
2. Distilled Water Bottle plastic (500ml)
3. Pipette Sucker (made of rubber)
4. Amber coloured Glass reagent Bottles (250 ml)

(D) Chemical Reagents:

1. Methyl red, analytic reagent (0.05 gram/depot)
2. Bromothymol blue, analytic reagent (0.15 gram/depot)
3. Ethyl alcohol, Absolute Grade (75ml/ depot)
4. Distilled water (10.00 litres)

Preparation of stock solution:

1. Weigh 0.05 gram of methyl red and 0.15 gram of bromothymol blue.
2. Dissolve the above indicators in 75 ml ethyl alcohol and add distilled water to make 100 ml.
3. Store in a cool and dark place and in an amber-coloured flask.

Preparation of working solution

Take an aliquot of stock solution and dilute with distilled water in the volume ratio 2:98. The prepared solution preferably be consumed in same or next day. Accordingly, working solution is to be prepared keeping in view the number of raw rice samples to be tested.

Procedure for staining method using pH indicators (working solution)

1. Weigh 5 grams of the raw rice samples
2. Place the sample in the test tube.
3. Add 10 ml of pH indicator (working solution) and shake well for one minute.
4. Note the resulting colour of solution (whether green/ avocado green/ yellow/ yellow orange /orange).

Interpretation of Test Results:

Samples subjected to Mixed Indicator Method	Colour change	As per standards	Results
	Green	Freshly milled stock	Accepted
	Avocado green		
	Yellow	Old stock	Not to be accepted
	Yellow Orange		
	Orange		

Precaution:

1. Keep away the chemicals from the face due to volatile nature of alcohol.
2. Avoid contact of the chemicals from eye, nose and skin.

Appeal Procedure:

Normal appeal procedure would be followed in case of rejection of consignment through this method.

Colour Coding for different age groups of rice:

Age of Rice in Months	Resulting colour of solution
0 month	GREEN
1 month	AVOCADO GREEN
2 months	AVOCADO GREEN
3 months	YELLOW
4 months	YELLOW ORANGE
5 months	ORANGE
6 months	ORANGE

3. DE-HUSKED GRAINS:

Dehusked grains are rice kernels whole or broken which have more than 1/4th of the surface area of the kernel covered with the bran and determined as follows: -

ANALYSIS PROCEDURE: - Take 5 grams of rice (sound head rice and broken) in a petri dish (80x70 mm) Dip the grains in about 20 ml. of Methylene Blue solution (0.05% by weight in distilled water) and allow to stand for about one minute. Decant the Methylene Blue solution. Give a swirl wash with about 20 ml. of dilute hydrochloric acid (5% solution by volume in distilled water). Give a swirl wash with water and pour about 20 ml. of Metanil Yellow solution (0.05% by weight in distilled water) on the blue stained grains and allow to stand for about one minute. Decant the effluent and wash with fresh water twice. Keep the stained grains under fresh water and count the dehusked grains. Count the total number of grains in 5 g of sample under analysis. Three broken are counted as one whole grain.

CALCULATIONS:

Percentage of Dehusked grains: $\frac{N \times 100}{W}$

Where, N = Number of dehusked grains in 5 g of sample

W = Total grains in 5 g of sample

- The Method of sampling is to be followed as given in Bureau of Indian Standard "Method of sampling of Cereals and Pulses" No IS: 14818-2000 as amended from time to time.
- Broken less than 1/8th of the size of full kernels will be treated as organic foreign matter. For determination of the size of the broken average, length of the principal class of rice should be taken into account.
- Inorganic foreign matter shall not exceed 0.20% in any lot, if it is more, the stocks should be cleaned and brought within the limit. Kernels or pieces of kernels having mud sticking on the surface of rice shall be treated as Inorganic foreign matter.

In case of rice prepared by pressure parboiling technique, it will be ensured that correct process of parboiling is adopted i.e. pressure applied, the time for which pressure is applied, proper gelatinisation, aeration and drying before milling are adequate so that the colour and cooking time of parboiled rice are good and free from encrustation of the grains.

INSPECTIONS & MONTHLY MEETING

RICE MILL INSPECTION

Government of India has issued Guidelines vide memo no. 1(6)/2023-Py. I dated 13.08.2024 of Ministry of Consumer Affairs, Food and Public Distribution, Department of Food and Public Distribution regarding Inspection and Physical verification of stock of paddy and CMR in the empanelled Rice Mills. Government of West Bengal has issued Paddy Procurement Guideline vide no. 3901-FS/ Sectt./Food/4P-18/2024 dated 27th September, 2024, and also issued SOP regarding inspection and physical stock verifications of Rice Mills vide File No. E-1008830No. I / 580854/ 2024 Date: 30-11-2024.

Empanelled Rice mills are important stakeholders of the Procurement system. Government of West Bengal purchases paddy directly from the farmer through CPC/mCPC. The CMR agencies also procure paddy through PPS. Both Government of West Bengal and CMR Agencies hand over the same to rice mills for Milling and delivery of RCMR in a time bound manner.

Cost of paddy given to a particular Rice Mill is much higher than the submitted BG amount by the rice mill.

So, in the interest of securing government paddy as well as to ensure timely recovery of CMR and to ensure a smooth and transparent paddy milling process, regular inspection and physical stock verifications at the empanelled Rice Mills is the essential part of procurement process. The Rice Mills are expected to assist all officials in this regard.

OBLIGATIONS ON THE PART OF RICE MILLS:

As per Policy and Guidelines for procurement of paddy from farmers at MSP during KMS 2024-25 vide No. 3901-FS/Sectt./Food/4P-18/2024, Dated: Kolkata, the 27th September, 2024 there are some obligations on the part of the Rice Mill.

During inspection, inspection team should ensure that the empanelled Rice Mill are following the obligations and guidelines as mentioned above for smooth procurement operation.

Some of the key obligations of Rice Mill as per procurement guidelines are as follows-

- **The Rice Miller shall comply and obey all the terms and conditions mentioned in the Bi-Partite agreement – 1 and 2, CMR Control Order, 2015, Orders, Guidelines, Standard Operating Procedures issued or as amended from time by the Government for procurement of paddy for KMS 2024-25.**
- After receiving paddy in e-PoP, a system generated SMS and email will be sent to the Miller in his registered email and mobile number. System generated paddy challan will be printed or the pre-printed paddy challan will be duly filled & signed by P.O./D.O. in duplicate and a copy will be issued to the authorized person on due acknowledgement. **After 24 hours, the Rice Miller will not be able to raise any objection and the received paddy quantity is final**
- **The Rice Mill, after receipt of paddy from the Purchase Centers shall utilize the entire milling capacity for conversion of paddy in CMR on priority till such conversion is completed.** The Rice Mill shall not undertake custom milling of paddy of any other person or of any concerned there unless and until he completely delivered CMR processed out of

paddy given at the Centralized Purchase Centers and Purchase Centers run by the CMR Agency having priority in that order.

- In case the Govt. stock of paddy and / or rice are identifiable and found short, the Rice Miller shall be deemed to have contravened Clause 21 (e) of CMR Control order 2015 or as amended from time to time. The cost of paddy and /or rice shall be calculated as provided in the “Explanation” to the Clause 21 of the CMR control Order.
- In case the Govt. stock of paddy and / or rice are not properly stocked and/or not marked and identified, then the entire Govt. stock of paddy and / or rice as should have been present in the custody and premises of the Rice Mills concerned shall be deemed as short and which shall be deemed to be a contravention of the Clause 21 (e) of CMR Control order 2015 or as amended from time to time.
- All the transactions regarding acknowledgement of paddy receipt, stock transferred for milling of paddy, offering of rice, generation of challan for delivery of rice shall be done online in the portal using his login credential before or at the time of physical/ actual execution.
- Necessary stock registers shall be maintained and updated regularly in physical form also.
- The Miller shall facilitate by providing manpower and labourers and other requisites in physical verification of stocks and books by the Food and Supplies Department or any authorized officer of the Government of West Bengal / GOI / concerned CMR Agencies, at any point of time.
- **The Rice Miller (who is not engaged in private milling)** shall have to maintain the stock of the Govt. paddy (in bags of uniform weight stacked up in a countable position and in bulk) and its resultant rice (in bags of uniform weight stacked up in a countable position and in bulk) in a well demarcated place.
- **The Rice Miller (who is engaged in private milling also)** shall have to maintain the stock of the Govt. and private paddy (in bags of uniform weight stacked up in a countable position and in bulk) and its resultant rice (Govt. and private both) (in bags of uniform weight stacked up in a countable position and in bulk) **separately in well demarcated places in such a manner that the private and Govt. stock are well identifiable and countable and measurable at all time.** Any bulk paddy or rice shall have to be stacked at the time of inspection, if the Govt. paddy or rice is not in countable and measurable condition.
- **The Rice Miller shall maintain separate registers for the paddy and/or rice purchased and processed by him under private account** and shall keep it updated immediately at the moment when the transaction is made and shall produce the books of accounts and stock to the inspecting officials on demand.
- **Minor non-compliance by Rice Mills:**
- 16.21.3. Failure to offer for the delivery of CMR online through ‘e-paddy procurement portal’ within 20 (twenty) days from the date of receipt of paddy from the purchase centers for the first occasion.
- **Major non-compliance by Rice Mills:**
- Second and repeated instance of failure to the offer for the delivery of CMR online through ‘e-paddy procurement portal’ within 20 (twenty) days from the date of receipt of paddy from the purchase centers,
- The physical stock of paddy and/or rice are not properly stacked and marked for identification,
- The physical stock of paddy and/or rice against Govt. and Private account are not properly and separately stacked,

- Any discrepancy noticed between the online stock and physical stock of paddy and/or rice,
- Non-maintenance of stock registers, (i.e. the stock registers of the private stock of paddy and/or rice are not properly and separately maintained and identified),
- Discrepancy between the book balance as well as online balance and physical balance of Fortified Rice Kernel,
- Insufficient stock of FRK to prepare Fortified rice for timely delivery of CMR against the Paddy already handed over to it at least 15 days ago,
- Repeated rejection of CMR at the godown for non-compliance of the blending Ratio of FRK,
- The physical stock of Gunny bags/HDPE/PP bags handed over to it are not properly stored and marked for identification. Discrepancy Noticed with the physical stock and online register.
- In case the stock of paddy and/or rice is found short or damaged or quality deteriorated (non-compliance of clause no. 16.22.7 and 16.22.8) the Rice Miller shall be deemed to have contravened Clause 21 (e) of CMR Control order 2015 or as amended from time to time. The cost of paddy and /or rice shall be calculated as provided in the "Explanation" to the Clause 21 of the CMR control Order,
- In case the stock of Gunny Bag/HDPE/PP Bags is found short or damaged or quality deteriorated, the Rice Miller shall be liable to pay the cost of Gunny Bag/HDPE/PP Bags at its purchase rate.
- The Rice Mill shall make the offer for the delivery of CMR online through 'e-paddy procurement portal' within 20 (twenty) days from the date of receipt of paddy from the purchase centers and arrange for delivery of CMR at the designated godown of FCI and / or Food & Supplies Department of State Government within a period not exceeding 15 (fifteen) days from the date of receipt of Rice Receipt Order (RRO).
- The Rice Mill shall take necessary steps for obtaining Rice Receipt Order (RRO) for effecting delivery of CMR within the above scheduled period.

FREQUENCY OF INSPECTION: -

As per SOP issued by Food and Supplies department regarding inspection and physical stock verifications of Rice Mills vide File No. E-1008830 No. I / 580854/ 2024 Date: 30-11-2024, these are the number of Rice Mills that needs to be visited by different officials as mentioned below-

SL	Inspecting Officials	Frequency of Rice Mill Inspection	Report Return
1	Inspector in charge of empanelled Rice Mill	On a regular basis, at least once in every fortnight.	• DCF&S shall appoint within 15 days of commencement of the KMS season an officer (Chief Inspector / Inspector / Sub -Inspector) against each Rice Mill who shall be known and function as Inspector in charge of the empanelled Rice Mill at all the times • Detailed inspection of the tagged Rice Mill at least once every month. Gap between two detailed inspections shall not be more than 30 days. • He shall maintain the records of reports, copies of videography, letters issued and response received from the Rice Mill and share with SCFS.

SL	Inspecting Officials	Frequency of Rice Mill Inspection	Report Return
2	SCFS	At least 3/Month	• He shall examine the monthly reports submitted by the Inspector in charge of the empanelled Rice Mill or the reports of the inspection submitted by any other officials, take necessary corrective action to ensure the compliance by Rice Mill, issue written instructions to the Rice Mill in consultation with the DCF&S. • He shall maintain the records of all reports, copies of videography, letters issued and response received from the Rice Mill or the Inspectors.
3	ADCFS	At least 3/Month	• He shall prepare a Detailed Monthly Analytical Report on the nos. and outcomes of the Inspections done by Inspector in charge of the empanelled Rice Mill, SCF&S, DCF&S, himself and inspection done by any other officer to the DCF&S with his findings, observations, action taken and compliance / non-compliance for onward forwarding by DCF&S to DDP&S. • Such Reports shall be sent to DCF&S through e-Office within 4th Day of the following month.
4	DCFS	At least 2/Month	• DCF&S shall coordinate that detailed inspection by SCF&S / tagged Rationing Officer, ADCF&S and himself are held in such a way that all the Rice Mills are covered at least once every two months. If any Rice Mill is not covered in 2 months, he shall direct either SCF&S of other Sub-division or ADCF&S or tagged Rationing Officer to conduct detailed inspection of such uncovered Rice Mills.
5	Rationing officer	At least 2/Month	Inspection report need to be uploaded in the portal within two (02) days of the inspection,

INSPECTION PROCEDURE:

- 1 DCF&S shall be **overall responsible** for coordinating the inspections. He shall arrange, coordinate and facilitate inspection of Rice Mills through different officials.
- 2 He shall take necessary action to coordinate and monitor that Inspections by Inspector in charge of the Rice Mill, ADCF&S, SCF&S and tagged Ratioing Officer are done as per the detailed guidelines and schedule mentioned above.
- 3 **In addition to the above, DCF&S shall also arrange at least 5 % of the Rice Mills or minimum one Rice Mill whichever is more to be inspected randomly and surprisingly every month either through SCF&S of adjoining Sub-division, tagged Rationing Officer or ADCF&S.**
- 4 Random selection of the Rice Mill should be done based on the performance in the ongoing KMS and previous KMS or historical or present performance.
- 5 The Inspection of the Rice Mill with 100% BG shall be done in accordance with the order already issued vide No. **4219-FS/Sectt./Food/4P-18/2024 dated 30/10/2024.**
- 6 The Inspection of the Rice Mill with **questionable performance** in this KMS and in last KMS (as per order vide no 3901-FS/Sectt./Food/4P-18/2024 dated 27.09.2024) should

be inspected at least once in month and gap between such inspection shall not be more than 20 days.

- 7 **DDPS shall also arrange at least 2 % of the Rice Mills to be inspected randomly and surprisingly every month.**

SUBMISSION OF REPORTS:

1. The Report shall be submitted in following Formats:

- ❖ Format of **Detailed Fortnightly Report** by Inspector in Charge of the Rice Mill [Annexure – A]
- ❖ Format of **Detailed Inspection Report** by all other officers except Inspector in charge of the Rice Mill [Annexure – B]
- ❖ Format of **Detailed Monthly Analytical Report** by SCF&S [Annexure – C]
- ❖ Format of **Detailed Monthly Analytical Report** by DCF&S [Annexure -D]

UPLOADING THE REPORT IN THE PORTAL:

In addition to submitting to the Inspection reports as mentioned above, all the Inspection Reports shall also be submitted / uploaded by the concerned officials in the portal as per login provided.

VIDEOGRAPHY:

- i) Videography of the entire inspection procedure shall be made by SCF&S, ADCF&S, tagged Rationing Officer and HQ Inspection Teams using mobile camera.
- ii) Copy of the videography shall also be sent along with inspection report.
- iii) The file name of video Clip should be in the Format –
“Name of Rice Mill in brief- district name in short-date of inspection”
*For example- “XYZ Rice Mill-ABC District- **/**/****”*
- iv) Such copy shall be preserved in a folder in the office of the SCF&S, DCF&S and DDP&S.
Folder name should be as-
“Video Clips of Inspection of Rice Mills [KMS 2024-25]”

REPORT FORMAT- Please see SOP issued by Food and Supplies department regarding inspection and physical stock verifications of Rice Mills vide File No. E-1008830 No. I / 580854/ 2024 Date: 30-11-2024.

INSPECTION OF FLOUR MILLS

Introduction

Empanelment and functioning of Flour Mills working in the PDS are governed by the West Bengal Targeted Public Distribution System (Empanelment of Flour Mill, Milling of Atta and its distribution) Guidelines, 2024. In order to ensure smooth functioning of the empanelled Flour Mills as per the abovementioned Guidelines, it is necessary to conduct proper monitoring of the Flour Mills including by conducting regular physical inspection of the Flour Mill premises.

Under Clause 16 of the WBTPDS (Empanelment of Flour Mill, Milling of Atta and its distribution) Guidelines, 2024 –

- (1) The District Controller of Food & Supplies or Assistant District Controller of Food & Supplies or the Sub-Divisional Controller of Food & Supplies shall inspect, at least, one Flour Mill every month themselves and shall cause inspection of every flour mill through their inspectorate staff every month. Every flour mill in the district / sub-division shall be inspected by the District Controller of Food & Supplies or Assistant District Controller of Food & Supplies or the Sub-Divisional Controller of Food & Supplies at least once every quarter.
- (2) The Director of DDP&S having overall supervision power and responsibility to ensure delivery of good quality and quantity of packed atta to the beneficiaries of PDS, and shall inspect any empanelled flour mill at any point of time and also shall ensure from time to time checking, preferably once in a month through his own office and through the offices of District Controller of Food & Supplies or through Assistant District Controller of Food & Supplies or through the Offices of Sub-Divisional Controller of Food & Supplies.
- (3) The Director of Inspection and Quality Control having overall supervision power to inspect any empanelled flour mill at any point of time shall ensure time to time checking, preferably once in a month by I&QC Officials.
- (4) The State Government may arrange for surprise checking at Flour mill / dealer's point / distributor's point at any point of time and draw samples which shall be analysed as per BIS norms in the I&QC laboratories.

The report on findings should be submitted to the Food Cell of the Food and Supplies Department of the State Government through the Director concerned.

Under Clause 23 of the Guidelines– the District Controller of Food & Supplies shall examine the records of wheat received, milled and atta delivered by the flour mill and stock present in the flour mill on monthly basis from book / online stock register. Further, the physical verification of stock balance exercise for each empanelled flour mill shall be conducted by the District Controller of Food & Supplies in every quarter.

Power to inspect, search, seize etc. i.r.o. the empanelled Flour Mills are governed by the provisions under Clause 24 of the Guidelines.

Penal action against a Flour Mill for contraventions are detailed in Clause 25 of the Guidelines.

Punishment for black marketing, misappropriation or siphoning off etc. of public distribution commodities by Flour Mill are governed as per Clause 26 of the WBTPDS (Empanelment of Flour Mill, Milling of Atta and its distribution) Guidelines, 2024.

Clause 28 of the Guidelines provides the time-frame for disposal of the proceedings–

- (1) The inspecting authority or the inspection team shall submit their report to the District Controller / Director of DDP&S within twenty-one (21) days of the date of inspection or visit. However, the report may be submitted within thirty (30) days of the date of inspection or visit in special circumstances and reasons for such delay shall be recorded in the report.
- (2) All the proceedings initiated shall be disposed of by the District Controller / Director of DDP&S within sixty (60) days of the date of inspection or visit. However, the case shall be disposed of within ninety (90) days of the date of inspection or visit in special circumstances and reasons for such delay shall be recorded in writing.

Clause 31 of the Guidelines deal with appeal provisions. Any owner of flour mill aggrieved by an order of the District Controller shall, within 30 days from date of receipt of the Order, prefer an appeal to the Director. If the owner of flour mill is aggrieved by an order of the Director shall, within 30 days from date of receipt of the Order, prefer an appeal to the Secretary of the Department.

Schedule of penalty / fine to be imposed upon the Flour mill for contraventions of the provisions of the West Bengal Targeted Public Distribution System (Empanelment of Flour mill, Milling of atta and its distribution) Guidelines, 2024 are given in the Schedule-A (Parts-I & II) of the said Guidelines.

Flour Mill Inspection Checklist:

LOCATION: SITE & SURROUNDINGS

1. Are premises located away from environmentally polluted areas?
2. Are the surroundings (e.g. drainage, ground etc.) clean & properly maintained?
3. If plant/godown is surrounded by vegetation, is it well tended?
4. Are the premises free from storage of waste & unused items?
5. Is there any sign of pest infestation?

INFRASTRUCTURE & MAINTENANCE

1. Are CCTVs and cameras installed at the places of Storage, Cleaning, Milling, Packaging, Storage, and Transportation?
2. Is computer system with internet connectivity available?
3. Is there adequate manpower and are the staff trained and competent?
4. Does the mill have a particular Dress Code preferably of white colour for its workers and staff?
5. Are all the workers of flour mill using Hand Gloves and disposable Caps during working hours, particularly in production and packing units?
6. Are all the workers of flour mill using Rubber Shoes during working hours?
7. Is the entire floor and walls up to a height of 5 ft. inside the packaging unit of the flour mill covered with white colour marbles or tiles?
8. Is lighting adequate & in good working condition?

STORAGE FACILITIES & PRACTICES

1. Are segregated storage areas of Wheat and Atta and also that of private stock, if any, being maintained by the flour mill?
2. Are proper signage / labels clearly identifying each stock properly displayed?

3. Are any stocks of PDS wheat / atta kept in godown(s) which is not approved by the District Controller?
4. Are any stocks of private wheat / atta kept in godown(s) which is approved by the District Controller for storing PDS stocks?
5. Is proper dunnage of, at least, 300-gauge black polythene sheets being used at storage points of both wheat and atta?
6. Is there a proper stock rotation (First-in, First-Out) system being followed for delivery of atta according to the date of production?
7. Is there an effective loading & unloading system?

PEST CONTROL

1. Are there signs of pest infestation?
2. Have proper techniques/protocols of pest control and rodent control been followed at the flour mill?
3. Are infestation details with intensity and schedule of treatment properly recorded?

QUALITY CONTROL

1. Does the Flour Mill has an in-house laboratory and, at least, one (1) analyst/chemist having requisite qualification for analysis of atta samples and to provide quality certification of the atta produced by the mill?
2. If yes, which of the following lab instruments are available and found in working order?
 - i. NIR (Near Infra-Red) Analyser,
 - ii. Electronic balance, and
 - iii. Sieve tray of 600 microns.

If NIR Analyser is not available, then are there the following instruments?

 - iv. Gluten analyser,
 - v. Crude fibre analyser,
 - vi. Moisture analyser, and
 - vii. Hot-Air Muffle furnace
3. Is the cleaning place, milling place, online packaging place, and storing places of wheat and atta found in proper hygienic condition?
4. Are the milling equipment's at all points found well-maintained and clean?
5. Is fumigation of all equipment's and machinery parts done every fortnight?
6. Is the resultant atta being packaged and labelled as per the specifications of the State Government?
7. Does each 950 g pouch of atta bear a printed label/stencil as prescribed by the State Government mentioning the Batch Number, Date of Packaging, Date of Expiry and clear instructions saying "SHOULD BE CONSUMED WITHIN THIRTY (30) DAYS FROM THE DATE OF PACKAGING"?
8. Does each delivery bag of atta pouches bear a printed label/stencil as prescribed by the State Government mentioning the Batch Number, Date of Packaging, Date of Expiry and clear instructions saying "SHOULD BE CONSUMED WITHIN THIRTY (30) DAYS FROM THE DATE OF PACKAGING"?
9. Does the flour mill have water safety clearance from Public Health Engineering Department for the water source used for cleaning of the wheat?

DOCUMENTATION AND RECORDS

1. Does the flour mill maintain record of the quantity of wheat received and atta supplied by them?
2. Does the flour mill submit a monthly report in the prescribed format to the concerned District Controller of Food & Supplies?
3. Does the flour mill maintain batch and date-wise Production-cum-Analytical Register duly certified by the analyst/ chemist?
4. Does the flour mill record the test reports received from the I&QC labs against batch-wise samples drawn by QC-trained Inspectorate cadre staff of DCF&S in a separate Quality Control Register?
5. Does the Flour Mill maintain a Stock register to keep records of wheat received, milled and atta delivered by the miller and stock present in the flour mill? If yes, are these records and registers maintained and updated regularly and daily?
6. Does the flour mill indulge in private milling? If yes, do they have the prior written consent of the State Government?
7. Are the records and registers for the wheat and atta belonging to the State Government and that of private milling operations, if any, being maintained and updated separately?
8. Were the records of wheat received, milled and atta delivered by the miller and stock present in the flour mill examined from book/online stock register?
9. Are the stocks stacked in such a manner that bags can be counted easily?
10. Was the physical verification of stock balance (both wheat and atta) of the flour mill conducted?
11. Are calibration records of weight measuring equipment's including weigh-bridge maintained?
12. Is pest control documented and records maintained?

INSPECTION REPORT OF FLOUR MILL

Date:

Ref No. Order No.

dated

Name of Flour Mill with FSSAI Lic. No.	Address	Status
		Chakki Mill/ Roller Plant/ Chakki & Roller Plant

WHEAT ALLOTTED FOR THE MONTH OF...

Category	Total Allotment (Qtls)	Total Lifted (Qtls)	Remarks
PHH			
AAY			

OPENING BALANCE AS ON...

PHH/SPHH Wheat (Qtls)	AAY Wheat (Qtls)	PHH/SPHH Atta (Qtls)	AAY Atta (Qtls)

PARTICULARS OF PRODUCTION OF WHOLEMEAL ATTA (95%) FOR THE MONTH OF ...

Batch No.	Date	Wheat Crushed	Wholemeal Atta produced		Batchwise analytical report available or not
			PHH/SPHH	AAY	

STATUS OF FLOUR/ ATTA MILL

Name of Machines	Present	Working	Name of Machines	Present	Working
1. Roll Body			5. Cleaning Machine(s)		
2. Chakki			6. Packaging Machine		
3. Atta Silo			7. Entoleter		
4. Screening Machine					

8. Surveillance (CCTV) Cameras at:

Storing Point	Milling Point	Pouching Point	Loading/ Unloading Point
Present-	Present-	Present-	Present-
Working-	Working-	Working-	Working-

9. Weighing Device details:

Name with Capacity	Present	Working	Calibration certificate
Weighbridge-			
Weighing Machine(s)			

10. Weight of finished pouch: PHH/SPHH/AAY (950 g) _____ g to _____ g
(Observation on 20 Pouches)

11. Registers maintained in the Flour Mill (Yes/No) :-

- Production-cum-Analytical Register (batch-wise and date-wise) duly certified by the analyst/ chemist –
- Quality Control Register recording the test reports received from the I&QC labs against batch-wise samples drawn by QC-trained Inspectorate cadre staff of DCF&S –
- Stock Registers
 - PHH Wheat register – AAY Wheat register –
 - PHH Atta register – AAY Atta register –
- Milling Register –

12. Sign Board for PDS Wheat /Atta displayed or not :-

13. Laboratory facilities available or not :-

a) Working condition of Laboratory & Test done:

i) Moisture:-	ii) Total Ash:-	iii) Gluten:-	iv) Crude fibre:-	v) Granularity Test:-
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b) Chemist available or not:-

c) Batch-wise & Date-wise Production-cum-Analytical Register maintained or not:-

14. Overall Hygienic condition of the Plant :

- Milling Point:
- Packaging Point:
- Storing Point (Wheat / Wholemeal Atta):

15. Computerised Infrastructure along with internet facility present in the mill premises or not:
16. Dunnage (at least 300 gauge black polythene sheet) in the storing points of Wheat and wholemeal atta used or not:
17. Dress code for maintenance of proper sanitization for workers/staff along with Hand Gloves / Disposable Caps / Rubber Shoes:
18. Floor and wall (upto 5 ft) of packaging point is made up with:
19. FIFO as per date of production of wholemeal atta maintained or not:
20. Storing of wheat and atta by the flour mill in separate godown of PDS wheat or PDS atta:
21. whether the mill is engaged for any Non-PDS private production with prior written consent:-
Presence of any Non-PDS private stock in the godown of PDS Wheat & PDS atta or Not:
22. Facility of Fire-fighting devices (duly certified by Fire Service Department, Govt. of WB):
23. Batch No., Date of production & printed label as prescribed, clearly printed on the finished pouched atta packet:
24. Tag containing date of Production and batch No. stitched with Bags or Not-
25. Quantity of undelivered Wholemeal Atta of the previous batch:-
26. If any stock of wholemeal atta failed for conformity by I&QC laboratory:-
 - a) Quantity:-
 - b) Batch No. & Date:-
 - c) Reprocessed/Replaced with date:-
 - d) Date of approval by I&QC laboratory:-

Remarks :-

Signature of Miller/Representative

Signature of Inspecting Official

INSPECTION OF DEALER AND DISTRIBUTORS

A. INSPECTION OF DEALER AND DISTRIBUTORS:

Clause 53 specifies the Power of search and seizure:

Power of search and seizure. – The following officers are empowered:

Principal Secretary, Secretary, Special Secretary, Additional Secretary, Joint Secretary, Deputy Secretary of the department;

- (i) All Divisional Commissioners;
- (ii) All District Magistrates, Additional District Magistrates, Sub-divisional Magistrates;
- (iii) All Directors, Joint Directors, Deputy Directors, Assistant Directors of the Directorates under this department,
- (iv) All licensing authorities under this Order;
- (v) Officer-in-Charge of vigilance or inspection team constituted by the department;
- (vi) All Chief Inspectors, Inspectors and Sub-Inspectors of Department of Food & Supplies;
- (vii) Officers on Special Duty of this department;
- (viii) Any other officer as may be authorized by the State Government;

Clause 54 specifies the procedure of search and seizure.–

1. *suo moto*
2. on receipt of a complaint
3. otherwise has reasons to believe that there has been a contravention
4. With a view to securing the equitable distribution of subsidized public distribution commodities enter any premises or vehicles

Clause 55 specifies the Persons in-charge of shop or godown to allow search.

B. INSPECTION OF FLOUR MILLERS:

Clause 24 specifies the Power of search and seizure and procedure of search and seizure:

Power of search and seizure. – The following officers are empowered:

Principal Secretary, Secretary, Special Secretary, Additional Secretary, Joint Secretary, Deputy Secretary of the department;

- (ix) All Divisional Commissioners;
- (x) All District Magistrates, Additional District Magistrates, Sub-divisional Magistrates;
- (xi) All Directors, Joint Directors, Deputy Directors, Assistant Directors of the Directorates under this department,
- (xii) All licensing authorities under this Order;
- (xiii) Officer-in-Charge of vigilance or inspection team constituted by the department;
- (xiv) All Chief Inspectors, Inspectors and Sub-Inspectors of Department of Food & Supplies;
- (xv) Officers on Special Duty of this department;
- (xvi) Any other officer as may be authorized by the State Government;

Clause 25 specifies the Penal action against a Flour Mill for contravention.

Clause 26 specifies the Punishment for Black marketing, misappropriation or siphoning off etc. of public distribution commodities by Flour Mill.

Clause 27 specifies the power to issue direction and to impose penalty thereof

Check Lists for Inspection of Dealers:

- i. **Display Board** containing basis information of the Dealer and toll free number, website address of the Department.
- ii. **Stock Board.**
- iii. **Duare Ration schedule**
- iv. **Sample box**
- v. **Integrated weighing scale used or not.**
- vi. **Receipt provided to the beneficiaries or not.**

Check Lists for Inspection of Distributors:

- i. **Display Board** containing basis information of the Distributor and toll-free number, website address of the Department.
- ii. **Stock Board.**
- iii. **Commodity-wise stack**
- iv. **Sample box**
- v. **Door -step delivery to Dealer made or not.**
- vi. **Distribution to FPS is made through online challan or not.**
- vii. **FIFO maintained or not**
- viii. **Timely delivery of food grains to Dealers made or not.**

References:

INDEX			
Related to	Subject	Order No. & Date	Gist of the Order
Clause 16(12), WBTPDS (M&C) Order, 2024	Beneficiaries who have been exempted by the competent authority from authentication through Iris Scan or fingerprint scan or OTP received through Aadhaar linked mobile at the time of delivery of public distribution commodities	No. 2491(2)-FS dated 21/06/2024	Steps to be taken to ensure that a genuine beneficiary is not deprived of his entitled foodgrains
		No. 574-FS dated 21/02/2022	See Sl. No. 31
		No. 4516-FNS dated 23/12/2021	See Sl. No. 32
Clause 16(17), WBTPDS (M&C) Order, 2024	Selling non-PD items from separate compartment within the same premises of the Fair Price Shop without compromising the shop-cum-godown space stipulated for the FPS and without hampering the delivery of public distribution commodities	No. 2430 dated 19/06/2024	Sale of multi-brand food and FMCG products of general consumption to the general public from the FPSs (Ration shops)

Related to	Subject	Order No. & Date	Gist of the Order
Clause 17, WBTPDS (M&C) Order, 2024	Scheme for delivery of public distribution commodities by the Dealer to the Ration Card holder at his door steps or in any other manner, as may be specified in the Scheme	No. 3929-FS dated 16/11/2021	West Bengal Duare Ration Scheme, 2021
Clause 18(1), WBTPDS (M&C) Order, 2024	Fair price shop shall be kept open and/or perform door step delivery to the beneficiaries in clusters on such day of the week as may be specified by the State Government	No. 3929-FS dated 16/11/2021	See Sl. No. 82
Clause 26(2), WBTPDS (M&C) Order, 2024	A fair price shop may be delivered public distribution commodities by way of doorstep delivery through the Distributor engaged by the State Government	No. 2957-FS dated 23/07/2024	Doorstep delivery of foodgrains by Distributors / Wholesalers and acceptance of e-Challan in e-PoS device by Dealers
Clause 30(d), WBTPDS (M&C) Order, 2024	Suitable godown of Distributors for storage of public distribution commodities as per the area and other specifications	No. 3498-FS dated 02/09/2024	Godown specifications
Clause 35(1), WBTPDS (M&C) Order, 2024	Manner and form of Information Board to be displayed by Distributor at conspicuous place in front of his place of business/ godown, which is visible to general public from outside	No. 3499-FS dated 02/09/2024	See Sl. No. 73
		Enclosure to No. 3499-FS dated 02/09/2024	Permanent Board
Clause 35(2), WBTPDS (M&C) Order, 2024	The Distributor shall also display a notice board at visible and conspicuous place inside his godown displaying the information regarding commodity and category wise opening and closing stock of public distribution commodities on daily basis, number-wise stacks and nos. of bags in those stacks, etc.	Enclosure to No. 3499-FS	Board with variable information for Distributor dated 02/09/2024

Related to	Subject	Order No. & Date	Gist of the Order
Clause 61, WBTPDS (M&C) Order, 2024	The State Government may distribute atta in lieu of wheat, whether in whole or in part, in any or all districts or its parts covered under the provisions of this Order and the State Government may frame separate procedure and guideline for engagement of flour mills for this purpose	No. 3842-FS dated 01/10/2024	West Bengal Targeted Public Distribution System (Empanelment of Flour Mill, Milling of Atta and its distribution) Guidelines, 2024
		No. 3348-FS dated 14/08/2023	Guidelines on delivery bags of Atta
		No. 4184-FS dated 06/10/2023	Implementation of guidelines on delivery bags of Atta as per order vide No. 3348-FS dated 14/08/2023
		No. 355-FS dated 19/01/2024	Distribution of "Atta" in lieu of "Fortified Atta" w.e.f. 1st April, 2024
		No. 3499-FS dated 25/08/2022	Handling Losses on the quantity of foodgrains distributed to the FPS dealers and distributors / wholesalers
			The Essential Commodities Act, 1955
			The National Food Security Act, 2013
			The West Bengal Food Security Rules, 2016
			The Targeted Public Distribution System (Control) Order, 2015
			The Targeted Public Distribution System (Control) Amendment Order, 2024

Disposal of different claim bills

Budget Preparation of the Establishment

Salary Expenditure & Non-Salary Expenditure

Salary Expenditure: -

- Monthly Salary
- Arrear Salary
- Wages/Remuneration of Computer Operation.
- Travelling Allowances
- LTC/HTC/WBHS etc.

Non-Salary Expenditure: -

- Telephone/Electricity
- POL/Car Hiring Charges
- Other Office Expenses
- Rent/Taxes etc.
- PPO Remuneration.

How to do Expenditure Budgeting

Budgeting is nothing but a calculation of estimated amount of expenditure to be made during the financial year. We used to do budgeting in our personal daily life also viz. We the salaried persons do an estimate regarding expenditure to be made upon receipt of Salary or even before receipt of Salary so that we can make expenditure accordingly upon receipt of Salary.

Similarly, we used to do estimates whenever we plan for a tour. Such plan we normally do based upon the number of heads, number of days to be spent, locations to be visited etc.

So, budgeting/preparation of Budget is not an authorization to make expenditure instead it is an estimate up to which you can incur expenditure.

So, from the examples given above it can be presumed that preparation of Budget is not a mammoth task that an officer can't do. We often see that this task is fully dependent on the so-called **Boro Babu** of our establishment though it is not such a difficult job.

A brief outline of Budget/Release/available fund

Govt. of West Bengal						
Actual Budget Released for Financial Year 2024-2025						
Head of Account: 21-2408-01-001-00-007-01-07-Other Allowance						
Department Code & Name	BP	Reappropriation Augmentation	Total RE	Celling Amount	Released Amount	Balance Amount
FS-Food & Supplies	515000	332000	847000	847000	847000	0
Reappropriation/Augmentation Details						
UO Details						
U.O. No.0015 dt.01/04/2024 Rs.258000 U.O. No.1012 dt.01/07/2024 Rs.129000 U.O. No.3568 dt.24/12/2024 Rs.460000						
Head of Account wise Total:			847000			

Flour Mill Billing

1. Account Holder Name in Bank and Flour Mill Name in portal should be same.
2. D.O issued on a flour Mill for a month, Atta Challan created by flour mill in online mode and Atta Challan accepted quantity by distributors should be equal to become eligible for submission of claim by flour mills.
3. Claims raised by Flour mills are processed for direct credit into the Bank Account of the Flour Mills from Director of Finance end.
4. The expenditure relating to Crushing Charges etc paid to Flour Mills are bore by Government of West Bengal.

Distributors

1. Account Holder name in bank and Licensee Name should be equal.
2. Distributors Bank details are entered from Distributors login in Supply Chain portal and the same is approved by SCFS/DDR.
3. Distributor shall be able to submit claim bills after validation of Bank Account and having PFMS Vendor ID only.
4. Distributors are paid claim bills of TR and Margin on both NFSA and Non-NFSA items.
5. A Distributor shall be able to submit his monthly claim bill once the below mentioned criteria are fulfilled: -
 - (1) Bank A/C is validated.
 - (2) 100% Lifting as per D.O
 - (3) 100% Doorstep through generation of Online Challan as per allocation
 - (4) 100% Acceptance of online Challan by FPS Dealers.
6. Distributors are required to submit claim from their login in Supply Chain Portal which is license based.

FPS Dealers

1. FPS Dealers login is now License Based. FPS Dealer are required to login against the login credentials of Own run FPS only.

2. Account Holder as in bank and License should be the same entity i.e. Account holder name in bank and Licensee name should be equal.
3. A Dealer/License can submit claim only when their account details are validated.
4. In respect of Own Run FPS and Tagged FPSs, claim shall be released into the validated Bank Account of Own Run FPS only.
5. Bank details are submitted from FPS Dealers login. Then it is sent to Bank for verification of Account holder name in Bank and Licensee Name in Portal.
6. If the Account Holder name in Bank and Licensee Name in Portal matches in full then it is sent to PFMS for Vendor ID generation/updation. In case of mismatch the same is sent to SCFS/RO login for verification.
7. SCFS/RO verifies whether the Licensee Name in portal is correct or not. In case of having any correction SCFS/RO will correct the same and forward the same to DCFS/DDR.
8. In case any correction needed at Bank end then Dealer shall do the changes in bank and inform SCFS/RO.
9. DCFS/DDR shall check the License Name and Account holder name in bank. If found okay then DCFS/DDR may approve the same. If found any mismatch then DCFS/DDR may reject it.
10. After approval by DCFS/DDR then it is again sent to Bank for verification/validation. If this time found both the Licensee Name and Account holder name matched then the data is sent to PFMS for vendor id generation/updation.
11. If this time also name in Bank and Licensee Name found not matched then again, the case will land in the login of SCFS/RO for taking necessary action.
12. A Dealer can submit his claim only when the Account is validated and PFMS Vendor id there.
13. Dealer is entitled to get Margin as per rate notified by Government on the Quantity of Challan Accepted through POS. Challan accepted quantity and allocation quantity of the month should be equal. i.e. Allocation quantity, Challan Quantity and Challan acceptance quantity should be equal.
14. Dealer can verify the month wise claim bill status from the “Dealer claim and Payment report” available in their login.

FarmersPayment

- W.e.f. KMS 2023-24 payment of MSP to farmers are made centrally from DF for both CPC and CMR agencies.
- W.e.f. KMS 2024-25 a level of verification through “Accounts Officer” has been added for CPC purchases. And it has been decided that payment will be made to farmers upon online dispatch of paddy to Rice Mill only.
- Now, once a transaction is made at CPC/mCPC a unique transaction is generated. If, online dispatch is made on same date then such transaction will be available in AO login on T+2 days where “T” is the ‘date of transaction’ and ‘date of online dispatch’.
- Since, Rice Mill has an option to reject the Paddy thus a 24 hours buffer time is there in getting the Paddy purchase transaction available at AO login.
- Let’s elaborate through an example.
 - (a) Date of Procurement -31.01.2025 Online dispatch made on same date i.e. On 31.1.2025. This transaction/event is made in *epaddy.gov.in* portal maintained by Linkwell.
 - (b) Rice Miller can reject the Paddy till 01.02.2025. If not rejected by Rice Miller, Linkwell ltd will push the date in *epaddy1.wb.gov.in* portal on 01.02.2025 midnight.

(c) And then those transaction against which online dispatch is made will appear in AO login from 02.01.2025.

- For CMR Agency through purchase this role of AO is played by District Managers of WBECSC, BENFED and PAMCL. And for NAFED and CONFED this is done from their H.Q login.
- In case where online dispatch to the Rice Mills could not be made due to not having BG/ capacity then such transactions i.e. Against which online dispatch is not made, are made available in DCFS login on 'T+2' day. In case of CMR agency through purchase, those transactions against which online dispatch is not made are made available at CMR Agency H.Q login.
- DCFS/Agency H.Q can give payment recommendation from their login inspite of not-having online dispatch flag in order to ensure time payment. Upon giving payment recommendation, the transactions will land in AO login where from AO can verify the transaction for forwarding to DF.
- So, in summary, if online dispatch is already made then transaction will appear in AO login. If online dispatch is not made then transactions will appear in DCFS login. [CPC].
- After verification by AO/District Manager/Agency H.Q, payment approver of DF makes payment through IFMS integration based upon availability of fund.
- Note: AO, DCFS/District Manager/Agency H.Q and DF exercises the above stated functions through **epaddy1.wb.gov.in** portal [Not in epaddy.wb.gov.in].
- Once payment is made by DF through IFMS from **epaddy1.wb.gov.in** thus payment response (Success/Failure) is updated at first from IFMS into the **epaddy1.wb.gov.in**. And then from **epaddy1.wb.gov.in** to **epaddy.wb.gov.in**., This process is executed through scheduler only.
- Transaction against which **Failure** response is received from IFMS are updated accordingly in e-Paddy portal and then made available in PO login (epaddy.wb.gov.in) for rectification of failed TXN.

Failed TXN disposal from PO login

- P.O can see the reason of failure from their login. Two button namely "EDIT" and "CONFIRM" is there.
- P.O can update Bank A/C number or IFSC or both by clicking EDIT button. Once updated by P.O, the said details are sent to BANK for Bank validation.
- Bank checks the Name of farmer given by F&S Department with the "Account Holder Name" at their database against the A/C Number and IFSC. Bank also checks whether the Account Number and IFSC is valid or not. If bank found that the Farmer Name given by F&S Dept and Account Holder name in Bank database is 100% same and Account details are valid then Bank sends "SUCCESS/MATCH" response. Else Bank sends "FAILED/MSIMATCH" response alongwith the "Account Holder" name as per Bank record.
- "CONFIRM" button will become active in PO login for the Cases against which "SUCCESS/MACTHED" response will be received from Bank. PO will click on CONFIRM button and accordingly said transaction will be available at DF login for payment. The new/revised Bank details will be updated automatically in farmer's profile.
- Farmers for which FAILED/MSIMATCH response will be received from Bank, will be available at CPU login where farmer name as per our portal and as per Bank database will be shown alongwith other documents. CPU user shall then take decision whether Farmer and Account Holder are same person or not. If CPU user confirm it as same person, then the given bank details by PO will be flagged as VALIDATED and CONFIRM Button will become active.

- If CPU user rejects it due to not having any similarity in between farmers name as per portal and A/C holder name given by Bank, then case will go in the login of CPU Nodal login for taking final call.

Maintenance of Cash Book

- SCFS/RO being DDO of the establishment shall require to maintain Cash Book in proper format for recording all the receipts and Payment transaction.
- All the pages of the Cash Book should be verified and signed by DDO.

DCFS/DDR also have bank accounts maintained by them, for which Bank Cash Book is required to be prepared. The same is to be verified and signed by both AO and DCFS/DDR

**PROCEDURAL ASPECTS FOR
DEALING WITH PENAL
PROVISIONS AGAINST
STAKEHOLDERS**

PENAL PROVISIONS AGAINST DEALER AND DISTRIBUTORS

A. PENAL PROVISIONS AGAINST DEALER AND DISTRIBUTORS:

(It is based on West Bengal Targeted Public Distribution System (Maintenance and Control) Order, 2024)

A1. Timeframe for disposal of the proceedings:

Any inspection report needs to be submitted within 21-30 days to the Licensing Authority. All the proceedings initiated shall be disposed of by the Licensing Authority within 60 days. (Max 90 days in special circumstances). **(Clause 50 of the said Order, Page No. 30).**

Appeal and Review

1. **Appellate Authority:** In case of a Dealer, the District Controller, Food & Supplies, shall be the First Appellate Authority and the Director shall be the Second Appellate Authority. In case of a Distributor, the Director shall be the First Appellate Authority and the Secretary shall be the Second Appellate Authority. **(Clause 56 of the said Order, Page No. 33).**

2. **Appeal:** A licensee, may prefer an appeal to the First Appellate Authority within 30 days and then within 30 days after getting order from the First Appellate Authority: **(Clause 57 of the said Order, Page No. 33).**

3. **Review:** The Secretary may *suo motto* or upon a representation made in this behalf, call for the records related to the order passed under the provisions of this Order by the licensing authority he may review such order and pass an order confirming, altering, modifying or rescinding the order of the authority which he thinks fit and proper. **(Clause 58 of the said Order, Page No. 33).**

4. **Deposition of Fees etc.:** All fee, charges and penalty payable under this Order shall be paid through treasury Challan in T.R. Form No. 7 under the head of account as prescribed by the State Government or on online mode through the GRIPS. **(Clause 52 of the said Order, Page No. 30).**

PENALTY AGAINST FPS DEALER/M R DISTRIBUTORS:

AII. If a Dealer or Distributor or his authorized representative or any other person acting on his behalf, do not comply with the

- a. provisions of this Control Order
- b. do not abide by the terms and conditions as specified in the license, Government orders, Standard Operating Procedures and Guidelines or
- c. do not operate the Fair price shop/distributorship and discharge the responsibilities as provided in the clause 15, Clause 18 and Clause 34, 36 as the case may be

Then the licensing authority after giving an opportunity of being heard impose penalty as stipulated in **Part – I or Part –II of Schedule C under Clause 44 of the said Order, Page no.27)**

Clause 16, Page 9 specifies the “Duties and responsibilities of a Dealer” and has specified 17 no. of duty and responsibility. **Clause 17, Page 11** specifies the Manner of distribution of public

distribution commodities to the Ration Card holder and **Clause 18, Page No. 11** specifies the “Working hour and leave of fair price shop”.

Clause 35, Page No. 19 specifies the “Duties and responsibilities of a Distributor” and has specified 20 no. of duty and responsibility. Clause 34 specifies the “Working hour and leave of Distributor”.

Clause 45, Page No. 27 specifies the Penal action against a Dealer for contravention and **Clause 47, Page No. 28** specifies the Penal action against a Distributor for contravention. **Clause 46, Page No. 28** specifies the Punishment for Black marketing, misappropriation or siphoning off etc. of public distribution commodities by Dealer and Clause 48 specifies the Punishment for Black marketing, misappropriation or siphoning off etc. of public distribution commodities by Distributor. **Clause 49, Page No. 29** specifies the power to issue direction and to impose penalty thereof for both Dealer and Distributor.

Schedule of penalty/fine to be imposed upon the Dealer for contraventions of the provisions of the West Bengal Targeted Public Distribution System (Maintenance & Control) Order, 2024 is available at: **Page No. 39 to 42 of Part I of Schedule C** of the said order and Schedule of penalty/fine to be imposed upon the Distributor for contraventions of the provisions of the West Bengal Targeted Public Distribution System (Maintenance & Control) Order, 2024 at **Page No. 43 of Part II of Schedule C**.

PENALTY PROVISIONS AGAINST FLOUR MILLS

AIII. PENALTY PROVISIONS AGAINST FLOUR MILLS

1. Based on West Bengal Targeted Public Distribution System (Empanelment of Flour Mill, Milling of Atta and its distribution) Guidelines, 2024.
- A ny inspection report needs to be submitted within 21-30 days to the licensing authority. All the proceedings initiated shall be disposed of by the licensing authority within 60 days.
2. **Appeal.** – Any owner of flour mill aggrieved by an order of the District Controller shall, within 30 days from date of receipt of the Order, prefer an appeal to the Director. If the owner of flour mill aggrieved by an order of the Director under this paragraph shall, within 30 days from date of receipt of the Order, prefer an appeal to the Secretary of the Department. **(Clause 31).**

Roles and Responsibilities of the Flour Millers (Clause 19)

- (1) Maintenance of Delivery timelines
- (2) Maintenance of Quality & Quantity Specifications
- (3) Maintenance of Packaging & Labelling norms:
- (4) Private Milling:
- (5) Godown specifications and maintenance of hygiene
- (6) Maintenance of Infrastructure
- (7) Maintenance of Records of Stock:
- (8) Maintenance of Updated Documents
- (9) Duty to comply with order or direction

Clause 21 specifies the Duty to comply with order or direction

Clause 25 specifies the Penal action against a Flour Mill for contravention.

Clause 26 specifies the Punishment for Black marketing, misappropriation or siphoning off etc. of public distribution commodities by Flour Mill.

Clause 27 specifies the power to issue direction and to impose penalty thereof.

Clause 28 specifies the Timeframe for disposal of the proceedings:

All the proceedings initiated under this chapter shall be disposed of by the District Controller/ Director within sixty (60) days.

Clause 30 specifies the Mode of payment of fee, charges and penalty: All fee, charges and penalty payable under this Order shall be paid through treasury Challan in T.R. Form No. 7 under the head of account as prescribed by the State Government or by online mode through the GRIPS portal.

Schedule of penalty/fine to be imposed upon the Flour mill for contraventions of the provisions of the West Bengal Targeted Public Distribution System (Empanelment of Flour mill, milling of atta and its distribution) Guidelines, 2024 has been specified in Part I and part II of Schedule A.

PENAL PROVISIONS AGAINST RICE MILL

Penal provision for non-compliance by the Rice Mills:

- Fine or penal measures for minor non-compliances ranges from Rs. 0.50 lakh to Rs. 1 lakh.
- Fine or penal measures for major non-compliance ranges from Rs. 1 lakh to Rs. 2 lakhs. In case the stock of Gunny Bag/HDPE/PP Bags is found short or damaged or quality deteriorated, the Rice Miller shall be liable to pay the cost of Gunny Bag/HDPE/PP Bags at its purchase rate.

Penal provision for delay in delivery of CMR by the Rice Mills:

- Penalty @ Rs. 10 per MT of rice per day till delivery of the CMR, in the event of failure of completing delivery within 15 days in-spite of having issued RRO.
- No paddy allotment shall be made to that Rice Mill, if the Rice Mill fails to deliver rice within 60 days from the date of receipt of paddy till the delivery of CMR against the paddy already taken.
- No paddy allotment shall be made to that Rice Mill, if the Rice Mill fails to deliver rice within 30 days from the date of issuance of RRO till the delivery of CMR for which RRO has been issued. This may also lead to initiation of proceeding under Bengal Public Demand Recovery Act, 1913.

AUDIT MATTERS

System of record keeping for avoiding audit para and analysis of reply of long pending audit paras

Audit report has 4 parts of which II and III parts are related to audit paras for Current & Past periods respectively. Part II has two segments namely IIA & IIB. Part IIA contains the financial irregularities of serious nature or serious deviation from the normal procedure as per rules whereas part IIB contains those irregularities that are not so serious and they are reversible by not repeating the irregularities in future i.e. the paras are used as future guidance. If they are not complied immediately or if those are treated casually, they may turn into serious nature.

Paras in Part II-A are placed in draft paras and are likely to be placed in the Assembly House of the State (PAC) if those are not rectified while submitting Audit replies.

Now efforts must be given to avoid all types of irregularities. PDS Operations deals with transactions related to procurement and distribution of PDS items and other general transactions like other offices. The transactions may include the following: -

- A) Financial Transactions related to receipts/income and payments/expenditure. (Generally, Maintenance of financial record supported with proper documents after authentication needs to be adhered to.)
- B) Stocks of PDS items relating to procurement and distribution and their management & preservation.
- C) Establishment related issues.

A. (Accounting of Transaction)

Receipts /incomes	Payments/expenditure
Recording of receipts in reference to sanction order and order of receipt. This should include budgetary allotment, bank transfer sale proceeds of food grains, sale of auctioned materials of PDS and non PDS items.	Payment for office expenses and Payment for PDS Operation as per provisional cost sheet. Every payment should be supported with Relevant G.O.s /KMS Guidelines/sanction order/ standing orders/ policy of the Govt for PDS agreement with payees, work order, challans, invoice, money receipts, Cash memo/ Voucher. Quantum of payments is dependent of the rule of Delegation of Financial Power (approval of Higher authority is required if the amount exceeds own limit of expenditure)
Cash book including bank account for different schemes/ purpose	Registers of payments, check issue register, Cheque cancellation register, agreement register, tender register, Register of Assets, counter foils of check
Bank Pass book	Bank reconciliation statement.
	Bill register, Bill transit Register
Scheme wise Utilization certificates of fund received and amount spent out of it with proper documentation and balance of fund (with proper certificate of correctness of expenses).	Ledger of different payment heads (PDS transaction) with columns of schemes. Preparation of Trial Balance (of PDS Transaction). Accounts must be maintained on accrual basis.

B. (Stock of PDS articles and its management)

Procurement	Distribution
Register of: - Stock of Paddy procurement (Pool wise), Quantity of Rice delivery (pool wise) and stock of rice/ Paddy with rice miller (pool wise). RO and DO register should be maintained Stock flow statement of (Pool wise) Rice (raw and parboiled). Register of agreement with rice /flour miller Register of Bank guarantee of Rice/Flour Miller. Register of Security deposit/earnest money of different service provider. Register of procurement of wheat Agreement with flour miller Stock register of resultant Atta. Agreement registers with godown owners Register of hiring and operation of godowns Agreement registers with CMR Agencies Register of allocation and receipt of sugar Tender and agreement of Jute bag procurement Inspection book at rice millers and godowns	Transportation charges (as per cost sheet) (pool wise) Milling charges (as per cost sheet) (pool wise) Godown registers for receipt and issue of PDS items (FIFO basis) and its stock Register of Agreement with handling contractors. Register of Dealers & Distributors and their commission Register of Maintenance of Quality Control Registers of physical verification of stock. Register for Issue of Jute bag to different rice millers and its stock. Registers of society for payment of their commission. Record of issuance & deletion of ration card (scheme wise) and no of existing ration cards thereof. For inter district movement of stock, proper acknowledgement of delivery should be obtained from receiving district. Relevant register is desirable. Register for issue of Rice for Mid-Day Meal, welfare scheme should be maintained. Maintenance of documents of stock loss.

C. (Establishment related issues)

Maintenance of service book and its updation, LTC bills, leave salary bills, Health Scheme bills, Car hiring bills with log book, list of employees going to retire within 2 years, T.A Bills, Register of assets, preparation of budget.

Most important: -

- 1) Maintenance of guard file of different G.O.s must be adhered to.**
- 2) Accounts of any month should be examined with supporting documents by a team of other employees so that mistakes can be avoided.**
- 3) Prudence of fund management should be made in a manner so that optimum usage of fund can be ensured. Estimation of required fund can be made by preparing fund flow statement in terms of ensuing receipt of fund and probable amount of expenditure over a reasonable time of completion of operation.**

Long pending audit paras

Audit paras on long pending issues should be assessed very closely. These paras are pending due to (mainly) non maintenance of proper documents such as cash book, agreement, different ledger accounts, non-adherence to KMS guidelines while making payments for PDS Operations, non-maintenance of scheme wise stocks records and mismatch between book balance and physical balance, non-availability of documents etc. Paras should be studied thoroughly. Necessary documents should be searched out and genuineness of transaction should be established.

Therefore, a little effort of completion of every transaction in reference to the appropriate G.O. should be maintained to avoid further paras.

Above notes are exemplary in nature and meant for guidance while keeping accounting records with documents. Audit team verifies the transactions in the light of Government Orders and the authentic documents.

SERVICE-RELATED ISSUES

HUMAN RESOURCE MANAGEMENT SYSTEM

HRMS

The HRMS module of iFMS deals with the functionality related to establishment work of an employee at Government Offices. The main objective of this module is making online work of establishment like Pay Bill generation, Leave Application, Loan Application, Official Tour Application, Leave Travel concession, Home Travel Concession etc. is now made through online and such approval and billing (if any) procedure is also made through online. The ultimate objective of HRMS under WBIFMS is to generate EServiceBook for an Govt. employee and make integration of WBIFMS with AGWB for online transmission of EServiceBook generation and make available the same Pensionary benefit like PPO, Final Payment of GPF, Retiring Gratuity/Death Gratuity/ CVP etc. in the Concerned related stake holder login (i.e., ESE login, Treasury/Pay & Accounts Office login, PSA login mean HOO login) at real time.

Some related Sub modules of HRMS

- 1) **Pay Roll**- HRMS ID of an employee is generated through HRMS module of WBIFMS.
The Bills are prepared through HRMS by the DDO – Monthly Pay Bill, Part salary Bill, Supplementary/ Arrear Bill, Festival Advance Bill, Bonus Bill, 13th Month (Compensatory pay) Bill etc.
- 2) **Leave**-Through this sub module employee can apply Leave through ESE login.
The HOO/AA/DA can approve the same from their HOO/AA/DA login as per Leave sanctioning authority mentioned in the WBSR.
Please note:
ESE: eServices for Employees
HOO- Head of Office
AA-Appointing Authority
DA- Delegated Appointing Authority
- 3) **Loan**: Through this sub module employee can apply Leave through ESE login. The HOO/AA/DA can approve the same from their HOO/AA/DA login as per Loan sanctioning authority mentioned in the WBFR (West Bengal Financial Rules), GPF rules and other Govt. order published in time to time.
- 4) **Stake Holder**
Level- 1- Department office
 2- Directorate office
 3- Regional Office
 4- District Office
 5- Sub Division Level office
 6- Block level Office

Authority created in Stake Holder

Appointing Authority (AA)

Head of Office (HOO)

Delegated Appointing Authority (DA)

Head of Department (HOD)

HOO-Employee mapping is required for an employee which would be done through HOO login.

- 5) **Sanctioned Strength-** Post code (cadre schedule wise) is created by CCA (Cadre Controlling Authority) from Appointing authority login.

Through sanctioned strength Appointing Authority (AA)-Employee mapping is done through post code tagging.

- 6) **TA/DA /LTC/HTC/TC:** Through this sub module employee can apply Official tour/Transfer on Govt. Order/ LTC/HTC/TC through ESE login.

The HOO can approve the same from their HOO login.

- 8) **Promotion (Functional/Non-Functional):** Through this module CCA/ Main Appointing authority can generate the Promotion order through Appointing authority (AA) login.

- 09) **Pay fixation:** Through This module Head of Office can done pay fixation of the employee who is tagged with such HOO code.

- 10) **Performance Appraisal:** Though this module only Gr-A service (State Govt.) employees can Prepare SAR hierarchy through their ESE login and submit it to the concerned Nodal officer of SAR for approval purpose /or they may approve their own SAR hierarchy from their own ESE login on the basis of appraisal period.

And after approval of SAR hierarchy the employee can prepare and submit his/her SAR to the next higher authority (Reporting/ Reviewing/ Accepting) for evaluation purpose.

Finally, the SAR kept in HRMS at SAR Custodian login after accepting by the Accepting officer.

- 11) **eService Book:** Presently employee can initiate their EServiceBook through their own ESE login and also can enter the legacy data (back log data prior to HRMS or outside of HRMS) and forward the same to the custodian of eService Book.

- 12) **Exit Management:** Through this sub module employee can make their family entry and nomination from their ESE login to the Head of Office (HOO) and the HOO can approve the same and generate a sanction copy and forward the same to the AGWB office for their necessary action.

HOO can sanction some retirement benefit like GISS, Leave Encashment of the retired/death employee under exit management through HOO login.

Moreover, HOO can also prepare the pensionary document like Single comprehensive form etc. through such sub module of HRMS.

13) **Transfer-Release Process:**

Existing HOO can follow the following steps

Transfer Order entry,

Released Out

New HOO can follow the following step

Joining In

Existing DDO can follow the following step

LPC Out

New DDO can follow the following step

LPC IN

New DDO get the Bank Account automatically in ePradan at Unapproved beneficiary list after making the LPC in.

- 14) **Workflow management:** Workflow concept presently implies for Pay Fixation/ GPF Advance/ TA/DA Management etc.

The Workflow management defines in an office that who will be the Approver/Recommender/ operator for such work.

Workflow may be created from HRMS HOO login or Workflow Nodal Officer Login.

Login features of HRMS:

1. Stake Holder- a) Headof Office, (b) Appointing Authority /Delegated Appointing Authority – Code is created by Higher Level for lower-level office and which office created such code is provide the login to the lower-level office user against that code.
2. DDO log in is given by concerned TO/ PAO against the DDO code.

In this system code is fixed but user is dynamic in nature.

ESE Facility: It is a very important and useful facility for the employee and through ESE employee can Apply Loan/Leave/ Joining report after availing the Leave / LTC/HTC/TC/ TA DA for Official Tour/ Station Leave Permission/ HRA Declaration/ Income tax deduction as TDS and also forward the same to the Concerned Authority and also the same can be Approved by the concerned Authority in HRMS. And through ESE employee can also make his/her own Family entry and Nomination for GPF/ Death Gratuity/GISS/Leave Encashment/ LTA (Payment of arrear Pension). Through ESE employee can view his/her Payslip/ and also all the reports regarding application and Sanction report of his/her own claim/application. In ESE employee's own HRMS ID is the Login ID and he/she gets the password from for that ESE login ID through registration of ESE in IFMS Portal. And there is also password change facility is available.

Different types of HRMS ID are now available in HRMS:

There are several types of HRMS ID can be generated from several login which are described as follows:

- 1) **Government HRMS ID:** This type of HRMS ID is generated through two ways, one is from DDO login and other is from Main Appointing Authority (Cadre Controlling Authority) login. The HRMS ID is generated here on the basis of different Service types of the employees and the Service types includes "Honourable High Court Judge","AIS", "State Government", "Central Government", "AICTE", "Constitutional", "Higher Judicial and Judicial", "Military Service Type", "UGC", "Other State Government" etc.

Generally, The DDO is generated the HRMS ID but when the employee's posting is in a Parastatal Office and the Pay bill of the employees of that office is not generated through HRMS, then Main Appointing Authority is responsible to generate HRMS ID for that employee. This type of HRMS ID is only 10-digit number (For example 2007009526).

This HRMS ID is for those who get their salary from details Pay Head of Account "01" (If Salary Bill is generated from HRMS).

- 2) **Grant-in-Aid HRMS ID:** This HRMS ID is also generated from DDO login and not by Main Appointing Authority. This HRMS ID is generated on the basis of two service types of the employees, one is "Grant-in-Aid Institution" (i.e., Grant-in-Aid employee having Payscale) and Other is "Grant-in-Aid Consolidated" (i.e., Grant-in-Aid employees having Consolidated Pay). This type of HRMS ID is starts with alphabetic character "G" and then after 10digit number (For example G2005008524).

This HRMS ID is for those who get their salary from details Pay Head of Account "36".

There is a facility to generate Pay Bill from details Pay Head of Account “36” for both types of employees, one category is Grant-in-Aid employees of that Institution and other is Government employee(s) is deputed on that Grant-in-Aid Institution. And for that there needs to map some Head of Account from DDO login and also from HRMSADMIN login. Example, in GTA office there are Government Deputed employees and also Grant-in Aid employees are there also and for both DDO draws their salary Bill from detailed Head of Account “36”.

- 3) **Wages HRMS ID:** This type of HRMS ID is also generated from DDO login and not from Main Appointing Authority end. There are two types of Service types, one is “Wages” (it includes “Wages Daily”, “Wages Monthly” employee types) and other is “Wages Payscale” (for those draws their wages pay in Payscale)

This type of HRMS ID is starts with alphabetic character “W” and then after 10digit number (For example W2020008524).

This HRMS ID is for those who get their salary from details Pay Head of Account “02”.

- 4) **Special HRMS ID:** This types of HRMS ID is generated from DDO end and also from Head of office end. Moreover, this type of HRMS ID is generated only for those who do not get their salary from HRMS presently and in future also. This ID is created for doing the work as Appraisal Authority in Performance Appraisal/ SAR (Applicable only for Group-A Service employees) and also for creation of Head of office login for Parastatal Head of Office. Example of Special HRMS ID is “Chairman” of a Municipality.

This type of HRMS ID is starts with alphabetic character “N” and then after 10digit number (For example “N2022008524”).

- 5) **Retired Employee:** There is a facility at DDO end to generate HRMS ID for the retired employee and having no HRMS ID of then in earlier. This type of HRMS ID is presently generated for the purpose of “NGIPF”.

Note: Moreover, there are separate types of links to generate several types of HRMS ID. There are different types of ROPA (Revision of Pay Allowances) are available (if any) for several types of HRMS ID.

The HRMS ID creation access (i.e., Normal DDO/High Court DDO/Govt. Aided DDO/ Wages DDO/ Non-Salaried DDO) is given centrally to the DDO code from HRMSADMIN login.

VIGILANCE MATTERS

DEPARTMENTAL PROCEEDINGS

- The West Bengal Services (Classification, Control & Appeal) Rules, 1971 govern disciplinary action against State Govt. employees.
- Under Rule 10 of the **W.B.S. (D.C.R.B.) Rules, 1971**, departmental proceedings may be instituted against a retired employee with the sanction of the Governor for any event, which took place within four years before such institution. Govt. may withhold, withdraw pension or part of it or recover any pecuniary loss suffered by Govt. for grave misconduct or negligence during his service.
- Under **Rule 7 (3)** a Govt. employee **detained in custody for more than 48 hours** under any law providing for preventive detention or as a result of proceedings either on a criminal charge or otherwise shall be **deemed to have been suspended from the date of such imprisonment**.
- A Govt. employee on suspension is entitled to subsistence allowance and to pay and allowance on reinstatement under Rule 71 and 72 of W.B.S.R. pt. I respectively.
- Rule 8 provides for imposition of penalties (eight different types) commensurate with the gravity of the offence committed. Penalties, imposed shall invariably be recorded in the confidential character Roll/ Service Book.
- Appeal should be submitted within 3 months—but it may be accepted beyond that date, if the appellate authority is satisfied about the reasons of delay.

Procedure for imposing penalties:

- **Rule 10 (2):** The disciplinary authority shall draw up or cause to be drawn up—
 - i. The substance of the imputations of misconduct or misbehavior into definite and distinct **articles of charge**;
 - ii. A statement of **imputations of misconduct or misbehavior** in support of each article of charge which shall contain—
 - (a) Statement of relevant facts including any admission or confession made by the Government servant.
 - (b) A list of documents by which, and a list of witnesses by whom, the articles of charge are proposed to be sustained.
- **Rule 10(3):** The disciplinary authority shall deliver to the Government servant a copy of the articles of charge and the statement of imputations of misconduct or misbehavior and ask him to submit to the inquiring authority within such time as may be specified a written statement of his defense and to state whether he desires to be heard in person.
- **Rule 10(4)** The disciplinary authority shall appoint an **inquiring authority**.
- **Rule 10 (5)(ii):** The Government servant against whom departments proceedings have been instituted may take the assistance of any other Government servant to present the case on his behalf, but may not engage a legal practitioner for the purpose unless the Presenting Officer appointed by the disciplinary authority is a legal practitioner, or the disciplinary authority,

having regard to the circumstances of the case, permits to do so.

- **Rule 10 (6):** If the Government servant who has not admitted any of the articles of charge in his written statement of defense appears before the inquiring authority, such authority shall ask him whether he is guilty or has any defense to make and if he pleads guilty to any of the articles of charge, the inquiring authority shall record the plea, sign the record and obtain the signature of the Government servant thereon.
- **Rule 10 (9):** After the competition of the enquiry, a report shall be prepared and it shall contain—
 - (a) The articles of charge and the statement or imputations of misconduct or misbehavior;
 - (b) The defense of the Government servant in respect of each article of charge;
 - (c) An assessment of the evidence in respect of each article of charge;
 - (d) The finding on each article of charge and the reasons therefore.
- **Rule 10 (10) (i)** The disciplinary authority shall consider the report of the enquiry and record its finding on each charge.
 - (ii)** The disciplinary authority may for reasons to be recorded in writing, remit the case to the inquiring authority for further inquiry and report, and the inquiring authority shall, thereupon, proceed to hold further inquiry, as far as possible, according to the provisions laid down in this rule.
- **Rule 10 (11):** If the disciplinary authority, having regard to its finding on the charges is of opinion that any of the penalties specified in clauses (i) to (iii) of rule 8 should be imposed, it shall pass appropriate orders on the case.
- **Rule 10 (12):** If the disciplinary authority, having regard to its finding on the charges is of opinion that any of the penalties specified in clauses (iv) to (viii) of rule 8 should be imposed or where the commission recommends, in any of the cases referred to it under sub-rule (11) one or other of the penalties specified in clause (iv) to (viii) of rule 8 and the disciplinary authority agrees with the views, it shall-
 - (a) Furnish to the Government servant a copy of the report of the inquiring authority and a statement of its findings together with brief reasons for disagreement, if any, with the findings of the inquiring authority; and
 - (b) Give him a notice stating the punishment proposed and the grounds-therefore and calling upon him to submit within a specified time such representation as he may wish to make on the punishment proposed but only on the basis of the evidence adduced during the inquiry.
- **Rule 10 (13):** In every case in which it is necessary to consult the Commission, the record of the enquiry together with a copy of the notice given under clause (b) of sub-rule (12) and the representation made in response to such notice, if any shall be forwarded by the disciplinary authority to the Commission for its advice.
- **Rule 10(14):** On receipt of the advice of the Commission the disciplinary authority shall consider the representation if any made by the Government servant and the advice given by the Commission and determine what penalty, if any, should be imposed on the Government servant and pass appropriate order on the case.
- **Rule 10 (15):** In any case in which it is not necessary to consult the Commission, the disciplinary authority shall consider the representation, if any, made by the Government servant in response to the notice under clause (b) of sub-rule (12) and determine what penalty if any, should be imposed on the Government servant and pass appropriate orders on the case.
- There is no bar in initiating second departmental proceedings on different graver charges during dependency of first proceedings.

PUBLIC GRIEVANCE

Grievance Redressal Mechanism

Food & Supplies Department has a robust grievance redressal mechanism to address any service-related issues on PDS and paddy procurement.

A. Different modes of lodging grievances are stated below:

1. Helpdesk cum Call Center

Anyone can lodge any PDS related grievance through

- (i) Helpdesk portal helpdesk.wbfood.in with 'Register Your Grievance Here' option.
- (ii) Departmental 12X7 Call Centre at the toll-free nos. 1967, 18003455505 and 14445 (ONORC).
- (iii) People can also lodge their grievances at the end of District Grievance Redressal Officer (DGRO) either through online or offline. In districts an Additional District and in Kolkata a Joint Municipal Commissioner of KMC acts as DGRO.

2. CMO Portal

The Department receives grievances through CMO Portal. People can lodge their grievances directly to the CMO by dialing their helpline number 9137091370 and the same are forwarded to this end for disposal.

3. DOFPD (Govt. of India)

The Department also receives grievances from DOFPD (Govt. of India).

4. Helpdesk for Stakeholder

The Department has recently started a Helpdesk for its stakeholder like FPS Dealer, Distributor, Rice Miller, Flour Miller, Purchase Officer of Centralized Procurement Centre's. Stakeholders may be accessed through:

- Telephone- 03322520080
- Email- helpdeskfsd2024@gmail.com
- WhatsApp- 7604068668

Through this Helpdesk, stake holders may seek any kind of assistance and lodge their complaint.

B. Major category of complaints:

On the basis of the grievances received through different medium, it has been categorized mainly in three main categories:

Category	Sub Category
i. Ration Card related	1. Disposal of application forms. 2. Technical issues
ii. Distribution/FPS related	1. Entitlement denied 2. Less quantity of food grain 3. Quality of food grain 4. Service of FPS (Duare Ration related, FPS opening time, not giving e-pos receipt etc.)
iii. Paddy Procurement related	1. Payment of MSP 2. Technical issues ((Registration, Modification of registration, Bank account related problem)

C. Way of Disposal of grievances:

1. Helpdesk cum Call Center

- On getting such complaints, the same are checked and accordingly assigned to the concerned Directorate or concerned cell of the department. After analysing, the complaints for which intervention of sub offices is required, the concerned Directorate sent the complaint to the respective DCF&S/DDR for enquiry and report. In the same manner the DCF&S/DDR send it to the concerned SCF&S/RO, if required or assigned Inspecting staff for enquiry & report. If it is sent to the SCF&S/RO, the SCF&S/RO in turn forwarded it to the Inspector for enquiry and report.

In final turn the concerned Inspector enquire into the complaint & send report to the next authority (SCF&S/RO) within reasonable time, the SCF&S/RO send to the DCF&S/DDR who in turn send to the concerned Directorate for final disposal of the complaint.

After getting final action taken report, the disposal is reviewed from the end of Directorate and if the quality of disposal is not up to the mark, the same is again returned to the sub offices for taking necessary action. Otherwise, the case is disposed on the basis of satisfactory action taken report.

- Moreover, any petitioner, now can lodge any PDS related grievance at the end of District Grievance Redressal Officer (DGRO) directly through the Helpdesk Portal. After lodging the grievance, it is assigned to the DGRO automatically and the concerned DGRO forward that grievance to the DCF&S/DDR, SCF&S/RO or Inspector as needed and the action taken report is again returned to the DGRO by the inspecting authority through the portal. After verification, the complaint is closed by the DGRO.

2. CMO Portal

Complaints received through the CMO Portal are properly monitored and the same are forwarded to the DCF&S/DDR directly, or to concerned Directorate or too concerned Cell dealing with that matter for taking necessary action. After enquiry the same is send back to this end with the action taken report through the portal.

The action taken report is reviewed from this end and communication is made to the petitioner directly to know the disposal status and their feedback. On the basis of positive feedback, the grievance is forwarded to the CMO for final closure. Otherwise, the complaint is again forwarded to the DCF&S/DDR or concerned Directorate or concerned Cell for re-verification.

3. DOFPD (Govt. of India)

Complaint from the DOFPD (Govt. of India) is generally received through email and the same is forwarded to the concerned DCF&S/DDR directly or too concerned Directorate through email. After disposal, concerned office sends final report and the same is sent to the DOFPD verification through the same email after proper verification.

Besides these, anyone can lodge complain through departmental e mail (wbfoodrccomplaints@gmail.com) or in social media and the issues are duly entertained by the department.

4. Helpdesk for Stakeholder

Stakeholders of the Department such as FPS Dealer, Distributor, Rice Miller, Flour Miller, Purchase Officer of Centralized Procurement Centres contact through the Helpline number and their problem are recorded and forwarded to the DCF&S/DDR, Directorate, Cell directly for taking necessary action. On successful disposal, communication is made with the stakeholder for giving the information.

D. Timeline for disposal:

Generally, it is always suggested to dispose a grievance within 7 days from the date of lodging. Few cases need more time as the grievance need field inspection and final report. Those cases

need to be disposed as early as possible after conducting proper inspection and by maintaining the quality of disposal. Monitoring should be done in each level so that no complaint is lying pending for more than 30 days.

E. Few Observations on disposal of grievances:

1. Helpdesk cum Call Centre:

- Complaints should be properly monitored. Each level of offices should monitor their log in regularly so that no complaint remains unattended at their log in and the complaint could be redressed quickly.
- Any issues which need technical intervention should be forwarded quickly to the Reforms Cell through the Portal for taking necessary action in spite of holding it in log in.
- Any complaints for which given address by the complainant is not right and it needs address rectification should be rectified and reassign within 3 days.
- For any dealer related complaint, inspection should be conducted by the inspecting authority quickly and only issuing show cause notice should not be treated as final action. Final action needs to be taken as early as possible after issuing the show cause. If the alleged dealer is found guilty, action should be taken according to the existing provisions of Control Order. Such grievances only can be closed after submitting the final action taken report.
- During disposal of any kind of application form, sometimes the remarks for rejection shows insufficient document. Before rejection the same should be checked with Reforms cell whether there is any technical issue in viewing the document. Every rejection should have reasonable ground and clearly mention the required document/information for disposal of the same.

2. CMO Portal:

‘SorasoriMukhyomontri’ programme has been started on 8th June, 2023. Disposal of such grievances are time bound and quality disposal needs to be done in such cases. Monitoring of disposal quality and time bound disposal are being monitored time to time by the highest authority and CMO Grievance Cell contact the petitioner directly over phone to know their satisfaction regarding the disposal. That’s why special attention need to give on disposal of such grievances.

- a. During submission of action taken note, an action taken point has to be selected from the dropdown option on the basis of the detail report.
- b. **Benefit/Service Provided** option should only be selected where final benefit to the petitioner is provided. If initial action has been taken to dispose any case and it needs more time to give final benefit, **Matter Taken Up for Expected Resolution** option should be chosen.
- c. Forwarding any complaint for final closure should be re-verified so that the complaint is not returned back by the CMO for re verification.

3. DGRO complaints:

Complaints lodged at the end of DGRO should be monitored properly. Regular communication should be made with the DGROs by the concerned DCF&S/DDR so that no complaint remains unattended at the log in of DGRO.

