



# Hand Book

on

## Roles and Responsibilities of Purchase Officers

*Applicable to all CPCs, mobile CPCs, and  
other Purchase Centres operated by CMR Agencies*

**KMS 2025-26**



Department of Food & Supplies  
Government of West Bengal  
<https://food.wb.gov.in>  
<https://epaddy.wb.gov.in>

## Introduction

### Purpose

The procurement of paddy at Minimum Support Price (MSP) from farmers is carried out by the state government with the objectives of providing remunerative price to the small & marginal farmers and prevent any possibility of distress sale, regulate the market prices and provide the rice for Khadyasathi scheme, Mid-day Meal scheme, ICDS scheme and other welfare schemes.

In achieving the prime objective of paddy procurement as per the target set by the government and carrying out the procurement operations in convenient, simple and transparent manner, the Purchase Officer-I (henceforth, P.O.-I) and Purchase Officer-II (henceforth, P.O.-II) appointed by DCF&S and by CMR agencies through Paddy Purchase societies plays a very important and significant roles.

The roles and responsibilities of Purchase Officer-I and Purchase Officer-II in connection with paddy procurement operations in the Kharif Marketing Season (KMS) 2025-26 are well defined in the Order issued on Policy guidelines and subsequent orders. However, it is felt necessary to prepare a concise Handbook on such roles and responsibilities of the Purchase Officer-I and Purchase Officer-II so that they are able to refer to it quickly and it is handy for them.

### Scope

This handbook is applicable to all P.O.s of all Centralised Procurement Centres (CPC), mobile CPCs, and other Purchase Centres (PCs) operated by all CMR Agencies through paddy purchase societies.

However, P.O.-I and P.O.-II are advised to keep checking other orders / SOPs or guidelines being issued in the portal and keep updating their information for compliance during the paddy procurement operations.

## Contents

<b>Sections</b>	<b>Page No.</b>
<b>1. Terms and terminologies</b>	<b>3</b>
<b>2. Overview</b>	<b>4</b>
2.1. KMS operation	4
2.2. Paddy cultivation and its harvesting	4
2.3. Minimum Support Price	4
2.4. Procurement Targets	5
<b>3. Opening and Functioning of Procurement Centres</b>	<b>6</b>
3.1. Paddy Purchase Centres (PCs)	6
3.2. Purchase Officers	6
3.3. Types and functioning of PCs	7
3.4. Operational guidelines	8
<b>4. Roles and Responsibilities of the Purchase Officer</b>	<b>13</b>
4.1. Pre-procurement Activities	13
4.2. Farmers Related Responsibilities	18
4.3. Rice Mills Related Responsibilities	19
4.4. Paddy Purchase Related Responsibilities	20
4.5. Paddy Dispatch Related Responsibilities	23
4.6. Post-procurement Activities	25
<b>5. Quality Control and Dispute Resolution</b>	<b>28</b>
5.1. Quality Assurance	28
5.2. Dispute Resolution Mechanism	28
<b>6. Penalty Provisions</b>	<b>29</b>
<b>7. Miscellaneous Issues</b>	<b>30</b>

## Section 1: Terms and terminologies

<b>Terms</b>	<b>Full Form</b>	<b>Meaning</b>
KMS	Kharif Marketing Season	Season when paddy is being purchased. Starts from October and ends in next September.
RMS	Rabi Marketing Season	Starts in May to September Season for purchase of Rabi Crop mainly wheat.
MSP	Minimum Support Price	Minimum purchase price through which the Government purchase is being made.
P.O.	Purchase Officer	Principal Officer engaged in the Paddy Purchase Centres for day to day operation.
FAQ	Fair Average Quality	Minimum Quality Standard of foodgrains as fixed by the Government from time to time.
CMR	Custom Milled Rice	Custom Milled Rice is manufactured by milling paddy that the state government procures at MSP from farmers.
OTR	Out Turn Ratio	Percentage quantity of rice produced from paddy. For Raw Rice, it is 67% and for parboiled rice, it is 68%.
DLMC	District Level Monitoring Committee	A committee in each district for supervision and monitoring of procurement.
DLSC	District Level Selection Committee	Committee for selection of Paddy Procuring Societies like PACS/ PAMS/ SHG/ FPO/ FPC/ LAMPS etc.
MT	Metric Ton	1000 Kilogram or 10 Quintal.
LMT	Lakh Metric Ton	One Lakh Metric Ton.

## Section 2: Overview

### 2.1 Kharif Marketing Season (KMS) operation

Kharif Marketing Season or KMS for procurement of paddy starts from 1<sup>st</sup> October of each year and ends on 30<sup>th</sup> September next year. For KMS 2025-26, the time period will be 01.10.2025 to 30.09.2026.

### 2.2 Paddy cultivation and its harvesting:

The cultivation of paddy in West Bengal is done thrice or in three times/period in a year and in common parlance; the periods are named as Aus, Aman and Boro. The details of the periods of cultivation and harvesting are given below:-

Name of season	Cultivation season	Harvesting season
Aus	May - June	August - September
Aman	July - August	November - December
Boro	February - March	May - June

Government in the F&S Department procures paddy starting from the month of November and this procurement continues till July-August. Paddy procurement is done through some permanent centres known as Centralised Procurement Centres or CPCs and through some temporary Purchase Centres which are operated by different Agencies named as CMR Agencies and through mobile CPCs.

### 2.3 Minimum Support Price (MSP):

The MSP of paddy of KMS 2025-26 has been fixed at Rs. 2,369/- per quintal of common paddy. The Government mainly buys common paddy of FAQ variety from the farmers. The names of local cultivated common variety paddy are given in the Annexure of the WBCMR Control Order, 2015 which may be consulted. Apart from the MSP, the State Government gives an additional Rs. 20/- per quintal as incentive to the farmers for selling their paddy in the CPCs and mobile CPCs only.

## 2.4 Procurement Targets:

The total target for paddy procurement for KMS 2024-25 is approximately 67 LMT (Lakh Metric Tonnes). This is distributed between the Central Pool and State Pool as detailed below:

**Table 1: Target of Rice and Paddy Procurement**

Pool	Rice Requirement (in LMT)	Paddy Equivalent (in LMT)
Central Pool (CP)	27.98	41.15
State Pool (SP)	17.58	25.85
Total	45.56	67

## **Section 3: Opening and Functioning of Procurement Centres (PCs)**

### **3.1 Paddy Purchase Centre:**

The Government in Food & Supplies Department procures paddy directly from the small and marginal farmers through the CPCs / mobile CPCs and indirectly through different temporary Paddy Purchase Centres operated by Primary Agricultural Co-operative Societies (PACS), Primary Agricultural Marketing Societies (PAMS), Large Area Multipurpose Societies (LAMPS), Sanghas and Mahasanghas of Self Help Groups (SHGs), Farmer Producer Organisations / Companies (FPO/ FPCs). These societies organise temporary Purchase Centres/ camps and work under different Agencies, known as CMR Agencies like WBECSCL, BENFED, NAFED, CONFED, PAMCL etc.

The CPCs and mobile CPCs are run directly by the Government in F&S Department through the DCF&Ss (District Controller of Food & Supplies). The CPCs are fixed permanent centres and remain open and functional throughout the year. The mobile CPCs operate in the remotest locations which could not be catered by the CPCs.

The other procurement centres as opened by different types of Societies/ Organizations/ Companies/ Groups and operate under control of the CMR Agencies are known as Paddy Procuring Societies or PPS. They purchase paddy from their fixed office premises and also organize camps in remotest locations and purchase paddy from the farmers.

### **3.2 Purchase Officers :**

All these paddy Purchase Centres/ camps are manned by two officials, named as Purchase Officer-I or P.O.-I and Purchase Officer-II or P.O.-II. Functions of P.O.-I and P.O.-II are almost same. However, P.O.-I is principally responsible for overall management of the Purchase Centre, farmer registration, farmer scheduling, procurement of paddy from the farmers, etc. P.O.-II will assist the P.O.-I in running the activities of the Purchase Centres smoothly and shall be responsible to perform all the functions of P.O.-I in his absence. All roles and responsibilities of the P.O.-I/ P.O.-II are described hereunder in this Handbook as ready reckoner. This

will always be guided by the Orders / Control Orders as issued/ notified by the Government time to time in connection with procurement related works.

### **3.3. Types and Functioning of Purchase Centres (P.C.s):**

#### **3.3.1. Types of Centres**

- i. **Centralized Procurement Centres (CPCs):** Operate directly under the administrative control of the Director, DDP&S of Food and Supplies Department through the respective District Controllers (F&S).
- ii. **Mobile CPCs:** Operate in the remotest and inaccessible areas for paddy procurement under the control of the DCF&Ss in addition to the notified CPCs.
- iii. **Purchase Centres (PCs) opened by the Paddy Procurement Societies (PPS):** Operate under different CMR Agencies.

#### **3.3.2. Functioning of Centres:**

For direct procurement of paddy from the small and marginal farmers, the Government in F&S Department in each KMS notifies some paddy Purchase Centres which are known as Centralised Procurement Centres or CPCs. These centres are permanent in nature and remain open throughout the year except on Sundays and Holidays (declared under N.I. Act). Considering the plight of small and marginal farmers, some mobile CPCs are also notified by the Government time to time for purchasing paddy from the small and marginal farmers living in remotest areas in the villages.

The Government has also allowed some Agencies like WBECSC, NAFED, BENFED, CONFED, PBAMCL for procurement of paddy by engaging some Societies, Organisations, Companies which act as **Paddy Procuring Societies (PPS)** like the Primary Agricultural Co-operative Societies (PACS) / Primary Agricultural Marketing Societies (PAMS)/ Large Area Multipurpose Societies (LAMPS)/ Sanghas and Mahasanghas of Self Help Groups (SHGs)/ Farmers Producers Organization or Companies (FPO/ FPCs) etc. All these Societies also act as Procurement Centres throughout the year.

Time for procurement of paddy is from 9 AM to 3 PM in all working days except on Sundays and Holidays (declared under N.I. Act).

### **3.4. Operational Guidelines**

#### **3.4.1. Operational Hours and Days:**

- i. For the purpose of smooth and uninterrupted operation, all Purchase Centres will remain open and functional on all working days from 9:00 AM to 3:00 PM, normally.
- ii. However, as per the need and for the convenience of the farmers, the Purchase Centre may operate beyond 3 PM so that all scheduled farmers may be accommodated and procured paddy is dispatched safely to the Rice Mill.

**Holidays and exceptions:** The Purchase Centres shall remain closed on Sundays and Government holidays (declared under N.I. Act). But, during the peak period of paddy procurement, the Department may issue an order to purchase paddy during holidays and Sundays in order to prevent the distress sale of paddy.

#### **3.4.2. Marking of attendance:**

P.O.-I & P.O.-II shall login both through their individual login credentials in the e-PoP devices and mark his attendance in the PC within 9.00 AM everyday.

#### **3.4.3. Selection of locations in consultation with DLMC:**

Location of the permanent centres (CPCs) are selected and recommended by the District Level Monitoring Committees under the Chairmanship of the District Magistrate considering market availability of paddy. CPCs and mCPCs are notified twice or thrice in a year by the Department as per requirement of the districts. The mobile CPCs are also notified by the Department on the basis of demands on selling paddy from the remotest areas. The selection of PPSs is mainly done on the basis of application submitted by the willing PPS and recommendation of the District Level Nodal Officers of the PPS, CMR Agencies followed by the District Level Selection Committees (DLSC) and recommendation by the DLMC. During selection of a Society, its financial condition, infrastructure and past performance are mainly considered.

#### **3.4.4. Notification and setup of centres:**

The State Government through Food and Supplies Department will directly purchase paddy from the farmers at the notified CPCs and

mobile CPCs operating directly under the administrative control of the Director, DDP&S of Food and Supplies Department through the respective District Controllers (F&S).

- i. Centralized Paddy Procurement Centres (CPCs):** The existing number of 620 CPC notified in KMS 2024-25 will remain same in KMS 2025-26. District wise number of CPC will also be same as that of KMS 2024-25. However, any re-location of the CPC within the district may be made by DLMC with the approval of the State Government.
- ii. Mobile Centralized Paddy Procurement Centres (mCPCs):** The existing number of 179 mCPC notified in KMS 2024-25 will also remain same in KMS 2025-26. Performance of the mCPCs shall be reviewed by the DLMC. Considering the performance of the mCPC in KMS 2024-25 it may be re-located to a different place, if required.
- iii. The camps by mCPC shall be scheduled in the portal normally forty-five (45) days but not less than fifteen (15) days before the start of camps and shall undertake activities as detailed in the order regarding “Roles, functions and operation of mobile CPC and PPS vide No. I/576210/2024 dated 19.11.2024.**
- iv. Mobile CPCs shall be selected in such a way that the remote and inaccessible areas / villages producing paddy are covered through their camps in those villages thus minimizing the difficulties faced by the poor farmers in selling their paddy at a far away CPC. Mobile CPCs shall also operate for paddy procurement under the control of the DCF&Ss in addition to the notified CPCs.
- v. **These mobile CPCs will remain functional in the peak procurement period i.e. from November, 2025 onwards till February, 2026.** Mobile CPCs will schedule Paddy Purchase camps sufficiently in advance in remote and inaccessible villages and undertake publicity, registration, updation activities before the date of the camp scheduled. However, SCF&Ss and DCF&Ss shall review the procurement progress and future potential in coming weeks / months regularly and take decision regarding discontinuing the mCPC for some time

or permanently. In all situations, the same shall be updated in the portal sufficiently in advance.

- vi. If re-location of CPC is required, **1000 MT unutilized godowns/ Govt. godowns in rural and semi-urban areas may be explored for use as new location of already notified CPC.** These shall be identified and any missing essential infrastructure like toilet, electricity or water supply should be arranged and provided in consultation with WBSWC. In case it is not possible to utilise the premises due to godown operations, it should be explored that the venue may be utilised in a controlled way so that only the vehicle and farmer whose transactions is underway is allowed to enter the premises. **In case the godown premises cannot be used as CPC it shall be used as a base mCPC location site for at least 1-3 fixed days in a week.** If mCPC operation is expected to cause some disruption in the godown operation then DCF&S shall coordinate and fix the schedule in such a way that both operations are not happening on same day.
- vii. **CPCs** will run throughout the procurement season except on Govt. holidays unless otherwise notified by the Food & Supplies Department in the interest of procurement. Purchase of paddy through the Centralized Procurement Centres (CPCs) is the utmost priority of the State Government. Any CPC may also act as base location of the mobile CPC depending upon the urgency of the paddy procurement from the small and marginal farmers living in the remotest areas, if required.
- viii. **Paddy Procuring Societies or PPS:** The PPS will also open Purchase Centres on behalf of any CMR Agencies in addition to CPCs in a Block. However, no Paddy Procuring Societies shall be allowed to organize Paddy Purchase Camps within the radius of 03 kilometers from the CPCs and no CMR agency shall organize Paddy Purchase Camps within that area either directly or through PACS etc. In the peak procurement season, however, purchase camps may be organized within the 3 KM radius with the prior and written clearance from DCF&Ss.
- ix. Locations of the camps organized by the PPS shall not be confined to their office premises and shall preferably organize

the camps in various locations away from their office premises. However, their Office premises may also function as one of the camp locations for registration and updation.

- x. It shall be an obligation of the PPS to purchase paddy also from the farmers who are not their members. In other words, no genuine farmer having a valid registration certificate shall be denied the facilities to sell his paddy in the Purchase Centres run by the PPS.

#### **3.4.5. Publicity and Awareness:**

- i. At every such CPC / mCPC, camps and Purchase Centres, Banner / Flex shall remain fixed in these locations permanently. Publicity materials containing these information shall also be displayed on the mobile vans. Adequate numbers of flex / banners shall be displayed in and around the premises and also on various junctions / roads leading to the Purchase Centres. In case of the Purchase Centres of the PPS, it shall be ensured that the flex / banners so displayed also shows the name of CMR Agency and the name of the PPS. Suggestive templates / Formats and specifications of banner / flex for CPC / mCPC, and Purchase Centres run by CMR agencies Necessary under “Capacity Building & Awareness Plan for Procurement” has already been issued vide Memo No. 897-FS/ Sectt./Food/4P-27/2022 dated 24.09.2025, Memo No. 898(5)-FS/Sectt./Food/ 4P-27/2022 dated 24.09.2025.
- ii. The organizers of camps (PPS and CMR Agencies) shall ensure that details (venue and date) of all the camps are informed to the Gram Panchayat in writing at least fifteen (15) days in advance and adequate miking is done.

**3.4.6.** It may be noted that the purchase and transactions in the portal shall be made only from the physical locations of the camps so scheduled through ePOP devices.

**3.4.7.** The location details of the camps have to be entered in the portal at the time of scheduling of the camps. The GPS coordinates have also to be captured by selecting the location in Google map given in the “**scheduling of camp**” menu in the procurement portal by the PPS / CMR agency / DCFS in case of mCPC.

- i. Coordination with Rice mill or his authorised representative regarding vehicle and labourers.
- ii. Ensuring proper, smooth and transparent functioning of procurement centres as per the guidelines and established procedure.
- iii. Maintaining safety and security of equipment, documents and paddy purchased.
- iv. Maintaining Helpdesk.

### **3.4.8. Compliance and Reporting**

- i. **Adherence to guidelines and SOPs issued by the Food & Supplies Department, DDPS/ CMR Agencies and District Officers:** Following all official procedures strictly.
- ii. **Regular reporting to DCF&S/ District Manager of CMR Agencies and other designated officials:** Keeping higher authorities informed of operations and any issues.
- iii. **Participating in training programmes and meetings:** Engaging in continuous learning and updates on best practices.

## Section 4: Roles and Responsibilities of Purchasing Officers

### 4.1. Pre-Procurement Activities

#### 4.1.1. Taking Charge of a Procurement Centres:

The Department or the CMR Agencies or the PPS issue order for appointment/ engagement of suitable staff as the P.O.-I and P.O.-II. Immediately after getting the order of appointment / letter of engagement, a P.O.-I/ P.O.-II shall do the following formalities:

- i) If he/she is already engaged and worked in a Purchase Centre as the P.O. in earlier KMS, he will sort, list and bundle all documents/ registers in connection with farmer registration, updation of registration, paddy purchase done by him/her and handover it to the SCF&S/ District Authorities of the CMR Agencies with proper acknowledgement, handover the charge to the new incumbent and join to his/her new place of posting.
- ii) Get his/her name enrolled with the new place of posting and Aadhaar mapped with his/her login credentials.
- iii) He/she shall not share his/her login credentials with anybody under any circumstances. He/she shall remain responsible for ensuring safety and security of the password and any transaction made through his/her credentials.

#### 4.1.2. Infrastructure assessment:

Assess the infrastructure requirement as per the PCSAP guidelines for Permanent and Temporary Purchase Centres and make necessary arrangements for proper functioning of the Purchase Centres, with the help of the DCF&S/ CMR Agencies:-

- i. The essential, desirable, important infrastructure and scale of good or poor practices, are given below:

Sl. No.	Criteria	Options	Level of Requirement
1	Infrastructural facilities at Procurement Centre.	Biometrics verification of farmers	Essential
		Board/Banner of Procurement Centre	Essential
		Drinking water facility	Essential
		Drainage facility	Essential
		Waste Handling Arrangements	Essential
		Kutcha approach road	Essential
		First Aid Box	Essential
		Toilet facility	Important
		Pucca approach road	Important
		Help Desk	Desirable
2	Type of structure of the waiting room for farmers at the Procurement Centre.	Administrative Building	Desirable
		Canteen facility	Desirable
		No room available	Poor practice
		Temporary structure like Tent	Essential
3	Type of floor available for unloading of grains at the Procurement Centre.	Permanent structure without amenities	Important
		Permanent structure with amenities like fan, coolers etc.	Desirable
		Kutcha floor	Poor practice
		Kutcha floor with tarpaulin	Essential
4	Type of weighment facility available at the Procurement Centre.	Brick Flooring	Important
		Cemented floor	Desirable
		No weighment arrangements	Poor practice
		Manual beam scale/Platform scale with Calibration and stamping	Essential
		Electronic platform scale with Calibration and stamping	Desirable

<b>Sl. No.</b>	<b>Criteria</b>	<b>Options</b>	<b>Level of Requirement</b>
5	Source of power available at the centre.	Power connection not available	Poor practice
		Power connection available (Electricity/Generator)	Essential
		Power connection with generator as backup	Important
		Solar Power	Desirable
6	Functional lights installed in the following locations.	Not installed	Poor practice
		Loading/unloading area	Essential
		Sheds	Essential
		Gate and Boundary walls	Important
		Administrative Building	Important
		Internal roads	Important
7	Time taken for entering the details of purchase into State portal (SFPP) after the day's procurement.	More than 24 hrs	Poor practice
		12-24 hrs	Essential
		6-12 hrs	Important
		0-6 hrs	Desirable
8	Transaction details (of farmers and transporters) maintained at the Procurement Centre.	Manual Register	Essential
		Uploaded on a computer	Essential
		E-POP/Tablets/Mobile Phones	Important
9	Upload and download speed of the internet at the Centre.	Not available	Poor practice
		Upload and download speed Between 2 to 5 Mbps	Essential
		Upload and download speed Greater than 5 Mbps	Desirable

<b>Sl. No.</b>	<b>Criteria</b>	<b>Options</b>	<b>Level of Requirement</b>
10	Following informations displayed in the Procurement Centre.	Not displayed	Poor practice
		MSP	Essential
		Procurement Centre operation days and timings	Essential
		Quality specifications	Essential
		Contact details of the officials	Essential
		Contact details for grievance redressal	Essential
		List of token generated farmers	Desirable
11	Kind of storage facility available at the Procurement Centre for procured grains.	No facility available	Poor practice
		Kutcha Ground	Poor practice
		Cemented/Pucca floor covered with tarpaulin	Essential
		Platform (with tarpaulin)	Important
		Shed/Godown/Warehouse/ Covered platform	Desirable
12	Kind of dunnage material used for storing the procured stock.	Not available	Poor practice
		Bamboo mats/Tarpaulin/Husk bags /Wooden balli	Essential
		Wooden Crate/Poly Pallets	Important
13	Kind of gate and boundary walls available at the Procurement Centre.	No fencing/gate	Poor practice
		Temporary fencing	Essential
		Temporary gate	Essential
		Barbed wire fencing	Important
		Permanent gate (Wooden/Metal)	Desirable
		Pucca compound wall	Desirable

Sl. No.	Criteria	Options	Level of Requirement
14	Kind of Security and firefighting arrangements available in the Mandi/ Procurement Centre.	No Security arrangements	Poor practice
		No firefighting arrangements	Poor practice
		Firefighting arrangements available	Essential
		Security Personnel available	Essential
		CCTV Camera	Desirable
15	Equipment available for quality check of grains.	None of the Equipment available	Poor practice
		Moisture meter with calibrated certificate	Essential
		Sample Collection Pan (Enamel Plate)/Parkhi	Essential
		Analysis Kit (e.g.: weighing balance, magnifying glass, scoop, callipers and fractional weight box set)	Essential
16	Equipment available for cleaning of grains for quality improvement.	Not available	Poor practice
		Manual cleaning using sieve/fan/manual cleaning machine	Essential
		Power fans/Power cleaner	Important

- ii. After assessment, if any of the above mentioned essential, desirable and important infrastructure/ equipment/ facilities is not in working condition, not available, broken, etc. the P.O.-I/ P.O.-II shall bring the fact to the notice of the DCF&S/ District Manager of CMR agency and take necessary and immediate steps, so that the infrastructure/ equipment/ facilities are restored/ repaired or made available.
- iii. Necessary infrastructural support at the procurement centres and camps shall be arranged by the empanelled / participating PPS / CMR Agencies and required instruments / equipment for paddy procurement for the participating PPS should be

provided by CMR agencies only (not by Rice Mills) and for CPC / mCPC these shall be ensured by the DCF&Ss well in advance.

- iv. Verify calibration certificates of all QC equipment and weighing instruments and do complete the formalities of entry of the details in the portal as well.
- v. Get the details of the Rice Mills tagged with the Purchase Centre and contact the Rice Mill owner for making advance arrangements of labour, trucks, authroised persons of the Rice Mill at least seven days before the schedule date of paddy purchase.

## **4.2. Farmer Related Responsibilities:**

### **4.2.1. Registration of farmers in the procurement portal:**

The P.O.-I/ P.O.-II shall register, update the details of the farmers and schedule the date and slot for selling the paddy in the online portal (<https://epaddy.wb.gov.in>) of the F&S Department through e-PoP/ Computer whenever a farmer approaches a centre.

### **4.2.2. Verification of farmer details and documents:**

The P.O.-I/ P.O.-II while registering farmers/ updating the detail of the farmer at the Purchase Centres, shall ensure that all the details are properly filled in the portal and all required documents have been uploaded in the portal, carefully. The details as available in the original documents should only be entered after verification from original. Necessary corrections should be made as per the details provided in the original document of the farmer, if the portal allows for editing.

### **4.2.3. Wrong entry in the portal:**

In case of any data entry of particulars of the farmer and / or upload of any false or fabricated document with malafide intention, the P.O.-I/ P.O.-II will be held personally responsible and penal action will be taken as per the law.

### **4.2.4. Scheduling purchase slots for farmers:**

The P.O.-I/ P.O.-II shall schedule and help the farmers for selling their paddy if the farmer reports with paddy and slots are available

for purchasing from such farmers. However, the same shall be done only after those farmers who had already scheduled and reached the PC with paddy on that particular day.

He/she can also fix only 2 slots (i.e. emergent spot schedule) per day, on the grounds of emergent scenarios like Medical treatment, Children's education, marriage ceremony or on the recommendation of public representative such as GP Pradhan, Panchayat Samiti Sabhapati and Sabhadhipati / MLA /MP or Govt. official like BDO/ SDO/ ADM/ DM/ DCF&S/ SCF&S/ ADCF&S/ DD(Agriculture). In such cases, P.O.-I /P.O.-II has to mention the reason behind such emergent scheduling by selecting the reason from the drop-down menu and upload relevant proper document(s).

**4.2.5.** The P.O.-I/ P.O.-II shall also inform the farmers that the name in the Aadhaar and the Bank passbook should be same as both will be verified through system.

### **4.3. Rice Mill Related Responsibilities:**

#### **4.3.1. Coordinating with the Rice Miller and his authorised representatives:**

The Rice Mills are supposed to tag an authorised representative and VLTS enabled goods carriage vehicles with the Purchase Centres online through the portal. All precautions shall be taken beforehand, preferably, a day before, for getting confirmation of the attendance as well as arrangement of the labour, authorised representative and vehicle along with driver of the tagged Rice Mill. The P.O.-I/ P.O.-II shall coordinate with the tagged Rice Mill or authorised representative in advance regarding the time, date and place of reporting of the vehicle at the Purchase Centre concerned including the camps. It shall be an obligation of the P.O.-I/ P.O.-II to bring to the notice of the DCF&S or the designated official of CMR Agency, as the case may be, immediately on any incidences like failure of an authorised representative to turn up in the Purchase Centre for lifting of paddy etc. so that remedial measures may be taken in time.

#### **4.3.2. Issue of programmes to the Rice Mills:**

P.O.-I of the Purchase Centres (including PPS) will issue programme online to the tagged Rice Mills preferably at least 03 days before the date of procurement based on the following conditions -

- i. If more than one Rice Mill is tagged, then the P.O.-I has to send program to all tagged Rice Mill or any one of them depending upon number of farmers scheduled on that date.
- ii. The P.O.-I should send program to one Rice Mill for maximum 20 scheduled farmers, and 2 Rice Mills for maximum 40 Farmers and 3 Rice Mills beyond 40 farmers.
- iii. P.O.-I shall dispatch paddy to all the Rice Mills tagged with a Purchase Centre without discrimination during the days of tagging with a Purchase Centre. He should be able to justify his actions with facts and reasons.
- iv. In case of single tagged Rice Mill, the system will automatically show the program. However, if that single Rice Mill is not able to attend the Purchase Centre, the Rice Mill shall inform the P.O.-I and DCF&S / CMR Agency at least 2 days in advance over phone as well as through updating the online portal.

**4.3.2.** P.O.-I shall inform and instruct the Rice Miller/ his representative that in case any Rice Mill, on any reasonable ground, is unable to attend any centre, Rice Mill has to inform the P.O.-I with the grounds of inability over phone at least one day before the scheduled date. In such a situation P.O.-I shall inform the matter to the DCF&S / District Manager of CMR Agency.

**4.3.4.** In case any Rice Mill fails to attend, the P.O.-I can send program instantly to any of the other tagged Rice Mills, but he/she has to put a remark regarding the ground of such changes.

## **4.4. Paddy Purchase Related Responsibilities:**

### **4.4.1. Verification of quality and quantity of paddy:**

The P.O.-I/ P.O.-II shall properly check the quality and quantity of the paddy before purchase. The paddy shall be weighed and checked in the presence of the farmer and authorized representative of the Rice Mill and briefed to him. P.O.-I/ P.O.-II shall be responsible to ensure that paddy of FAQ quality is purchased as per the specifications of FAQ.

**4.4.2.** It shall be the responsibility of the P.O.-I/ P.O.-II to proactively protect the interests of the farmers at the time of quality check and weighment. After the weighment, the farmers shall be informed proactively regarding the quantity of the paddy.

**4.4.3.** The P.O.-I/ P.O.-II shall take utmost care in entering/ verifying all details like EPIC number, Aadhaar number, Bank account number and the paddy quantum purchased from a farmer in the portal so that no further rectification needs to be done. In case of any data entry of particulars of the farmer and/or upload of any false or fabricated document with malafide intention, the P.O.-I/ P.O.-II will be held personally responsible and penal action will be taken as per the law.

**4.4.4. P.O.-II Assist P.O.-I/ farmers / Millers in quality checking/ weighment/ purchase of paddy:** Though the P.O.-I is primarily responsible for purchase of paddy, the P.O.-II shall assist the P.O.-I for the following jobs required to be done smoothly at the time of purchase of paddy:-

- i. Maintaining que based on the slots booked by the farmers and assisting the farmers in waiting and getting their produce sold one after another without any problems,
- ii. Maintaining the books of accounts documented, registered and preserved,
- iii. Assisting the Rice Mills in tracking records of purchase, weighment and receipt of paddy from the PC.

**4.4.5. Verification of payment details and documentation:**

Ensuring timely and accurate payment to the farmers within 3 (three) working days is the topmost priority of the Government. To ensure that the P.O.-II shall verify all transactions after three working days to get a clear picture on payment from the portal itself. He shall keep track of all non-payments and inform the DCF&S/ District Authorities of the CMR Agencies of such non-payment cases and take necessary rectification measures in ensuring payments after talking to the farmers over his registered mobile number. **For any non-payment of MSP for more than seven days, the P.O.-II will be held responsible for non-reporting, if any.**

**4.4.6. Use of e-PoP machines and troubleshooting:**

Both P.O.-I and P.O.-II ensure smooth operation of e-PoP machine and in case of any technical issues, that shall immediately be reported to DCF&S/ ADCF&S/ SCF&S/ District Authorities of the CMR Agencies.

#### **4.4.7. Supervision of paddy purchase from farmers:**

The P.O.-I shall complete the purchase formalities from the farmers who have already scheduled to sell the paddy on a particular day in that Purchase Centre in the order of slot booking. The same shall be done immediately after quality checking and weighment in front of the farmers. The entire transaction shall be entered in the portal through e-PoP machine using his/her own login credential and fingerprint authentication. Purchase slip will be generated which shall be handed over proactively to the farmer after each transaction.

#### **4.4.8. Use of e-PoP machines for biometric authentication and transaction:**

Purchase shall be done by the authentication of the farmer through fingerprint or IRIS scan only.

#### **4.4.9. Storing of paddy:**

Paddy shall be weighed in an area having proper shed, preferably having an area with elevated platform with proper dunnage (like polythene sheet) spread evenly on the floor to avoid damage of the procured stock of paddy during weighment after un-bagging and re-bagging of paddy till delivery of the stock to the tagged Rice Mills.

**4.4.10.** The P.O.-I/ P.O.-II should coordinate with the Rice Mills to ensure that vehicles, labourers, and authorised representatives arrive on time so that procurement operations can start promptly without any delays. There should not be any delay leading to accumulation of farmers and their vehicles. Additionally, paddy should be weighed, loaded onto the Rice Mills' vehicles, and dispatched regularly in installments to prevent overcrowding and avoid any potential mismanagement or law and order issues.

**4.4.11.** Recording the Reporting of tagged Rice Mill at Purchase Centre in the portal regarding the arrival of tagged vehicle, representative, labour, etc. at Purchase Centre :

Purchase Officer (P.O.-I/ P.O.-II) shall make entries in a “**Reporting of tagged Rice Mill at PC**” in the portal against each Rice Mill immediately after reporting by selecting from drop down menu / entering the following details:

- a. Tagged Authorised Representative -> Reported / Not Reported -> reporting Time
- b. Tagged Vehicle(s) [selectable from the Vehicles tagged by Rice Mill] -> Reported / Not Reported -> reporting Time
- c. Labourer -> Reported / Not Reported -> Nos. of Labourers reported -> reporting Time

## **4.5. Paddy Dispatch Related Responsibilities:**

- 4.5.1.** The P.O.-I should verify and confirm before dispatch of the paddy that the vehicle is a goods carriage vehicle, its registration and insurance is valid, and the vehicle is fitted with a functional GPS enabled tracker of the specification approved by the department before tagging the vehicle.
- 4.5.2.** The Rice Mill shall provide once used gunny bags for packing of paddy at paddy Purchase Centres / camps and arrange labour for unloading from the vehicles of the farmers, stacking properly and if required unbagging and re-bagging, assist the P.O.-I/ P.O.-II and P.O. of PPS in sampling and testing, weighment, loading in the trucks of Rice Mills for transportation of paddy to the Rice Mill.
- 4.5.3.** The paddy shall be checked and weighed in presence of the farmer, P.O.-I and the authorized representative of the Rice Mill and after closure of the procurement for the day it shall be reconciled.
- 4.5.4.** Before dispatch of paddy to a tagged Rice Mill and issuance of paddy challan, the P.O.-I shall take and upload three live photos captured on the spot (with date and time stamp) through ePoP, of himself with authorised representative and of the vehicle with registration number of the vehicle visible in front and from back side of the vehicle, every time of the dispatch. Any manipulation in uploading the live photographs by P.O.-I / PO of PPS shall be viewed seriously.

**4.5.5.** The paddy purchased at the Purchase Centre, shall be handed over to the authorized representative of the tagged Rice Mill by the P.O.-I regularly during the day and dispatch to Rice Mill on regular interval from the morning itself in order to manage the crowd properly and unnecessary piling of stock. The P.O.-I shall physically hand over the paddy and dispatch all the paddy online on same day after proper authentication of the authorized representative of the Rice Mills tagged with the centre.

**4.5.6.** The procurement of paddy and delivery of the same to the tagged Rice Mills for the purpose of milling shall be done on same day physically and also through the portal.

**4.5.7.** System generated paddy challan will be printed or the pre-printed paddy delivery challans should be duly filled in duplicate by entering the challan number as shown in the e-PoP device / portal for that dispatch and should be signed by the P.O.-I/ PO of PPS and authorized representative of the Rice Mill. A copy will be issued to the authorized person of the Rice Mill for due acknowledgement for carrying the stock from Purchase Centres to the Rice Mill.

**4.5.8. Difficulties in dispatch of paddy through online mode:**

**In Normal case:** The procurement of paddy and delivery of the same to the tagged Rice Mills for the purpose of milling shall be done on same day physically and also through the e-PoP ONLY.

**Any offline dispatch will entail disciplinary action as well as other legal actions as per rules.**

**4.5.8.1. Any technical glitch in the portal/e-PoP:**

If online dispatch could not be made due to **technical glitch** in the portal, the paddy shall be delivered to the authorized representative of the Rice Mill through physical delivery challan (Manual challan) after obtaining the signature of the representative. When the system restores, the same shall be dispatched through online module **immediately or latest on the next date** after proper authentication of the representative of the Rice Mill in the portal. MIS report in drilled-down manner will be provided in the login of all the stakeholders for daily monitoring and taking corrective steps.

#### 4.5.8.2. Exceptional circumstances:

Further, if due to certain circumstances like -

- ✓ the tagged Rice Mill has exhausted its PHL

OR

- ✓ the tagged Rice Mill has not turned up and other responsive Rice Mill has to be tagged to tackle the situation but the latter has exhausted its PHL, and therefore, the dispatch of paddy will breach the PHL of the tagged / alternative Rice Mill temporarily, DCFS will be allowed to enhance the PHL instantly for **P (Procurement date) + 1 day only** in the portal with cogent reasons to be recorded to receive paddy beyond PHL, subject to the conditions-

- DCFS will be allowed such enhancement within the day maximum up to **5%** of the actual Paddy Holding limit of the Rice Mill.
- DCFS has to certify in the portal that the Rice Mill tagged has exhausted its PHL and that no suitable Rice Mill is left for delivering the paddy within the district on the instant date with available PHL.

#### 4.5.8.3. In such situation, DCF&S / CMR Agency should immediately change the tagging of concerned Rice Mill with all such centres for the next day where the Rice Mill is currently tagged and be replaced with other Rice Mills having sufficient PHL.

#### 4.5.8.4. Any enhancement of the PHL beyond **5%** of the actual PHL may be allowed subject to the approval of the DDPS in the portal.

#### 4.5.8.5. MIS will be provided to see how much and how many times PHL has been increased against different Rice Mill.

### 4.6. Post-Procurement Activities

#### 4.6.1. Charging, calibration, maintenance of all machines/ equipment/ computer/ e-PoP devices:

All machines/ equipment shall be charged, cleaned, properly calibrated and should be in good working condition and should be giving proper reading always. The damaged machines shall always

be repaired/ replaced with a functioning machine within 24 hours, if not earlier, through the authorised vendor after informing the SCF&S/ ADCF&S/ DCF&S/ District Manager of CMR Agencies.

**For damage of e-PoP/ weighing machines** due to mishandling, the P.O.-I/ P.O.-II will remain liable and fine may be imposed and recovered from him as per the latest order in this regard.

#### **4.6.2. Maintenance and preservation of documents:**

The primary responsibility of maintenance of documents, registers, records are that of both P.O.-I and P.O.-II. All necessary paper/ documents connected with registration, up-dation of registration data, scheduling, purchase, maintenance of the equipment shall be properly catalogued, registered and preserved in the PCs for verification and handover to the officials as and when asked. The P.O.-I and P.O.-II both will be held responsible for missing/ mismanagement of any document/ instrument handed over to him after joining or at the time of his posting in the Purchase Centre as P.O.-I or P.O.-II.

#### **4.6.3. Maintaining Helpdesk/ managing call records:**

The P.O.-II will maintain the register for keeping day to day records of the grievances/ opinion/ comments lodged/ registered by a farmer/ Rice Miller/ any officials at the time of visit/ enquiry in the PC. He/ she shall also call the complainant and get all updates noted in the register and sign himself and also get it verified and signed by the P.O.-I. The P.O.-I will contact and send the updated report to the ADCF&S/ DCF&S/ District Manager of CMR Agencies on weekly basis.

#### **4.6.4. Reporting of any discrepancies or issues to higher authorities:**

The P.O.-I/ P.O.-II must notify the SCF&S or DCF&S or the designated official of the CMR Agency immediately on any incidences like failure of a Rice Miller or the vehicle to turn up in the Purchase Centre/ camps for lifting paddy or regarding any Law and Order problem etc. so that remedial measures can be taken in time.

#### **4.6.5. Reporting of any misconduct of P.O.-II to higher authorities:**

It shall be the responsibility of the P.O.-I to report to the SCF&S and DCF&S or District Manager or In-charge of the CMR agency regarding any misconduct, malpractices, non- compliance of the order of the government or Procurement guidelines by the P.O.-II.

#### **4.6.6. Reporting of any misconduct, non-compliance, etc. of Rice Mills to higher authorities:**

It shall be the responsibility of the P.O.-I to report to the SCF&S and DCF&S or District Manager or In-charge of the CMR agency regarding any misconduct, malpractices, non-reporting or delayed reporting of authorised representative, vehicles and labourer and non-compliance of the order of the government by the Rice Mill.

**All responsibilities mentioned P.O.-I shall be deemed to be bestowed upon the P.O.-II whenever he is discharging the functions of P.O.-I.**

## Section 5: Quality Control and Dispute Resolution

### 5.1. Quality Assurance

- i. All provisions under para “QUALITY OF PADDY TO BE PROCURED” in the order on paddy procurement policy shall be strictly adhered to.
- ii. **Standards for paddy quality (Common variety and Fair Average Quality):** Ensuring all specified quality standards of paddy is the joint responsibility of both P.O.-I and P.O.-II. The Government orders in this regard shall be followed strictly in this regard. Higher authorities shall always be informed about the disputes on paddy quality, if any.
- iii. **Procedures for quality verification and dispute resolution:** Handling any disputes over quality through established processes is the primary responsibilities of the P.O.-II.

### 5.2. Dispute Resolution Mechanism

- i. If a farmer faces any issues or problems with the authorised representative of the Rice Mill during the quality check of paddy or weighment, it is the responsibility of the P.O.-I/ P.O.-II to proactively protect the interests of the farmer. The P.O.-I/ P.O.-II must take immediate steps to resolve the issue on-site to ensure the farmer’s rights are upheld during the procurement process.
- ii. **Role of the Block Level Monitoring Committee (BLMC):** Facilitating resolution of disputes. The role of the BLMC has been detailed in the order no. I/586242/2024 dated 13.12.2024.
- iii. **Contact details of committee members and helpdesk numbers:** Providing resources for assistance.

## Section 6: Penalty Provisions

### 6.1. Penalties for mishandling or loss of equipment:

In case an e-PoP device, including IRIS Scanner and weighing scale, gets lost or stolen or becomes in-operational due to defects caused by reasons such as mishandling, misuse, abuse, physical damage, unauthorized opening of e-PoP devices, including IRIS Scanner and weighing scale by P.O.-I/P.O.-II or unauthorized technician, then the Departmental Committee comprising of DCF&S & concerned SCF&S at district level would find whether that damage has been caused due to deliberate mishandling, loss, theft, misuse, abuse, physical damage, unauthorized opening of e-PoP devices, including IRIS Scanner and weighing scale by P.O.-I/P.O.-II of the Purchase Centre. Then a penalty as per the following table would be paid by the person of the CPC/ mCPC/ Paddy Procuring Society responsible for damage or loss of the equipment to System Integrator. The decision taken by the Department will be considered as final.

### 6.2. Penalty for Mishandling Equipment:

Time Period	Penalty for e-PoP (INR)	Penalty for IRIS Scanner (INR)	Penalty for Weighing Scale (200 kgs) (INR)	Penalty for Weighing Scale (3 ton) (INR)
Within 1 year	25,000 to 30,000	6,000 to 8,000	8,000 to 10,000	60,000 to 80,000
Within 2 years	15,000 to 25,000	4,000 to 6,000	6,000 to 8,000	40,000 to 60,000
Within 3 years	10,000 to 15,000	2,000 to 4,000	4,000 to 6,000	20,000 to 40,000
After 3 years	10,000	2,000	4,000	20,000

## Section 7. Miscellaneous Issues

### 7.1. Duty to keep the equipment and other infrastructure safe and proper maintenance.:

The P.O.-I/ P.O.-II shall take utmost care in handling and keeping safe the e-PoP, weighing scale, other equipment like moisture meter, mini grader etc., laptop/ printers and other assets and documents of the Purchase Centres. The P.O.-I/ P.O.-II and the Paddy Procuring Society shall have the responsibility of carrying out procurement from the farmers and of the stock of paddy procured till the delivery of paddy to the authorized representative of the tagged Rice Mill.

- 7.2. The P.O.-I/ P.O.-II of PO of PPS shall manually check and maintain physical records and registers in respect of details of farmer regarding registration, updation, scheduling, purchase and details of dispatch of paddy to the tagged Rice Mills shall be followed as per order no. I/575339/2024 dated 18.11.2024.
- 7.3. In case of any misappropriation of paddy by the officials of the paddy procuring Society/ CPC/ mCPC, appropriate legal action will be taken against him which includes lodging of FIR or the departmental proceedings, termination of contract or agreement/ termination of employment, etc. as the case may be against errant officials of the CPCs / Paddy Procuring Societies.
- 7.4. If any P.O.-I/ P.O.-II feels that he is lacking on any aspect of paddy procurement responsibilities, he should request DCF&S or District Manager of CMR Agency to make arrangement for his training.

### 7.5. Standard working hours and provisions for extended hours during peak season:

For the purpose of smooth and uninterrupted operation, all Purchase Centres will remain open and functional on all working days from 9:00 AM to 3:00 PM, normally. However, as per the need and for the convenience of the farmers, the Purchase Centre may operate beyond 3:00 PM so that all scheduled farmers may be accommodated and paddy is dispatched safely to the Rice Mill.

**Holidays and exceptions:** The Purchase Centres shall remain closed on Sundays and Government holidays (declared under N.I. Act). But, during the peak period of paddy procurement, the Department may issue an order to purchase paddy during Holidays and Sundays in order to prevent the distress sale of paddy.

## **7.6. Importance of adherence to guidelines:**

Emphasizing the significance of following all protocols to ensure smooth and fair procurement processes.



Printed at Saraswaty Press Limited