

1. **What is Kharif Marketing Season (KMS) 2024-25?**

Kharif Marketing Season or KMS for procurement of paddy starts from 1st October of each year and ends on 30th September next year. For KMS 2024-25, the time period will be 01.10.2024 to 30.09.2025.

2. **How many types of Purchase Centers are there?**

There are three types of Purchase Centers

Centralized Procurement Centers (CPCs) : Operate directly under the administrative control of the Director, DDP&S of Food and Supplies Department through the respective District Controllers (F&S).

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.

Purchase Centers (PCs) opened by the Paddy Procurement Societies (PPS): Operate under different CMR Agencies.

3. **How these Purchase Centers functions?**

For direct procurement of paddy from the small and marginal farmers, the Government in F&S Department in each KMS notifies some paddy purchase centers which are known as Centralised Procurement Centers or CPCs. These centers 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, PAMCL 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 Centers throughout the KMS.

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).

4. **Who are Purchase Officers (P.O) and Disbursement Officers (D.O)?**

Purchase Officer and Disbursing Officers are two officers engaged by the Department of Food & Supplies, Government of West Bengal at each Centralized Procurement Centers (CPCs)

including mCPCs for purchasing paddy and taking necessary actions for payment to the farmers for the same. The Officials working similar duties in the empanelled Primary Agriculture Co-operative Societies (PACS), Primary Agriculture Marketing Societies (PAMS) Sanghas and Mahasanghas of SHGs, Farmer Producer Organisations (FPOs) and Farmer Producer Companies (FPCs) on behalf of the CMR Agencies like WBECSCCL, BENFED, NAFED, CONFED, PBAMCL are also known as Purchase Officer (P.O.) and Disbursing Officer (D.O.).

All the paddy CPCs and other purchase centers / camps **will be** manned by two officials, named as Purchase Officer or P.O. and Disbursing Officers or D.O. Functions of P.O. and D.O. are almost same. However, P.O. is principally responsible for overall management of the purchase center, farmer registration, farmer scheduling, and procurement of paddy from the farmers, etc. The D.O.(s) were engaged earlier for disbursement of cheques when the payment of MSP was done through Cheques before KMS 2019-20. Now, since the payment is done through NEFT directly in the Bank accounts of the farmers within three working days by the Department itself, the role of D.O. has been minimized mainly in assisting the P.O. in performing his duties. D.O. will assist the P.O. in running the activities of the purchase centers smoothly and shall be responsible to perform all the functions of P.O.. He will also perform all the responsibilities of P.O. in absence of P.O.

5. What are the roles and responsibilities of the PO?

5.1. Pre-Procurement Activities

5.1.1. Taking Charge of a Procurement Centers: The Department or the CMR Agencies or the PPS issue order for appointment / engagement of suitable staff as the P.O. Immediate after getting the order of appointment / letter of engagement, a P.O. shall do the following formalities:

- ✓ If he is already engaged and worked in a purchase center 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 and handover it to the SCF&S / District Authorities of the CMR Agencies with proper acknowledgement, handover the charge to the new incumbent/D.O. and join to his new place of posting.
- ✓ Get his name enrolled with the new place of posting and Aadhaar mapped with his login credentials.
- ✓ He shall not share his login credentials with anybody under any circumstances. He shall remain responsible for ensuring safety and security of the password and any transaction made through their credentials.

5.1.2 Infrastructure assessment: Assess the infrastructure and make necessary arrangements ready for proper functioning of the Purchase center, with the help of the DCF&S/ CMR Agencies:-

The vital, essential and desirable infrastructure is given below:

Vital	Essential	Desirable
<ol style="list-style-type: none"> 1. Procurement Center sign board/ Banner with the following – <ol style="list-style-type: none"> a. Display of MSP (to be displayed prominently) b. Quality specifications (to be displayed prominently) c. Contact details of the officials (to be displayed prominently) d. Display of Toll-free helpdesk number e. Display of Procurement Center operation days and timings 2. e-POP machine 3. Waiting place for farmers with shed or a temporary structure (Tent) 4. Tarpaulin in case of Kutcha floor (for dumping of paddy) Electronic weighing scale or Weigh Bridge. 5. Quality assessment equipment like moisture meter, sample collection pan (enamel plate), parkhi. 6. Winnowing machine OR manual cleaning using sieve 7. Register (for recording transaction at the time of computer / internet breakdown) 8. Pre-printed challan 	<ol style="list-style-type: none"> 1. Drinking water facility 2. Toilet facility 3. Help desk 4. Administrative building 5. Drainage 6. Brick Flooring 7. Power connection 8. Emergency light 9. Installation of light at – <ol style="list-style-type: none"> a. Loading - unloading area and weighment area b. Entry & Exit gate c. Sheds d. Boundary walls e. Administrative building 10. Internet connection 11. Display of Duties of Procurement Center officials 12. Wooden gate/ Temporary gate in absence of permanent gate 13. CCTV in all permanent purchase centers including in the office of the PPS. 	<ol style="list-style-type: none"> 1. Quality control room 2. Fan 3. Display of calibration certificate of weighing scale 4. Metal main gate at the PC

<p>9. Temporary Storage facility. If covered space not available then a clean space like Road/ Cemented/ Pucca floor covered with tarpaulin</p>		
<p>10. Dunnage materials- Bamboo mats/ Tarpaulin/ Husk bags</p>		
<p>11. Directional signages leading upto purchase center from the road/ crossing</p>		

- The P.O. should assess following poor infrastructure availability in the PC and take necessary remedial measures for early rectification:-
 - ✓ No Banner with MSP and other basic details,
 - ✓ Kutcha Floor,
 - ✓ Non availability of the following: a. power supply, b. weighment scale c. Quality assaying equipment, d. grain cleaning equipment, 4. No storage facilities etc.
- Verify calibration certificates of all QC equipment and weighing instruments and do complete the formalities in the portal as well.
- Get the details of the Rice Mills tagged with the PC and contact the Mill owner for making advance arrangements of labour, trucks, authroised persons of the Mill at least seven days before the schedule date of paddy purchase.

5.2. Farmer related responsibilities:

- 5.2.1. **Marking of attendance:** He will login through his login credentials in the ePoP devices and mark his attendance in the PC within 9 AM everyday.
- 5.2.2. **Registration of farmers in the procurement portal:** The P.O. 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 center.
- 5.2.3. **Verification of farmer details and documents:** The P.O. while registering farmers at the purchase centers, 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.
- 5.2.4. **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. / D.O. will be held personally responsible and penal action will be taken as per the law.

- 5.2.5. **Scheduling purchase slots for farmers:** The P.O. 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 can also purchase paddy from any farmer requesting to allow him due to some emergency reasons like children education, marriage ceremony or medical expenses etc. after obtaining due recommendation letter from authority as prescribed in the order on procurement. This scheduling over and above normal scheduling is known as emergency scheduling and that can be done for 5 cases only.
- 5.2.6. The P.O. shall also inform the farmers that the name in the Aadhaar and the Bank passbook should be same as both will be verified.

5.3. Rice Mill related responsibilities:

- 5.3.1. **Coordinating with the Rice Miller and his authorised representatives:** The Rice Millers are supposed to tag an authorised representative and vehicles with the purchase centers. 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./D.O.s 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 center concerned including the camps. It shall be an obligation of the P.O./D.O.s 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 Center for lifting of paddy etc. so that remedial measures may be taken in time.
- 5.3.2. **Issue of programmes to the Rice Mills:** PO of the PCs will issue program to the tagged Rice Mills at least 03 days before on the following condition-
- a. If more than one Rice Mill is tagged, then the PO has to send program to all tagged Rice Mill or any one of them depending upon number of farmers scheduled on that date. The PO may 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.
 - b. PO shall dispatch paddy to all the Rice Mills tagged with a purchase center without discrimination during the days of tagging with a purchase center. He should be able to justify his actions with facts and reasons.
 - c. 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 Miller shall inform the P.O. and DCF&S at least 2 days in advance over phone as well as through updating the online portal.

- 5.3.3. In case any Rice Mill on any reasonable ground is unable to attend any centre, he has to inform the PO through system putting the grounds of inability and over phone at least one day before the scheduled date.
- 5.3.4. In case any Rice Mill fails to attend, the P.O. can send program instantly to any of the other tagged Rice Mills, but he has to put a remark regarding the ground of such changes.
- 5.3.5. If the tagged Mill fails to attend the camp/ center on the day of purchase, P.O. should inform the DCF&S/ District Authorities of CMR Agencies for tagging of second Mill on urgent basis.

5.4. Paddy Purchase related responsibilities:

- 5.4.1. **Verification of quality and quantity of paddy:** The P.O. 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. and D.O. shall be responsible to ensure that paddy of FAQ quality is purchased as per the specifications of FAQ. **It shall be the responsibility of the P.O./D.O. to proactively protect the interests of the farmers at the time of quality check and weighment.**
- 5.4.2. The P.O.s 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. will be held personally responsible and penal action will be taken as per the law.
- 5.4.3. **Supervision of paddy purchase from farmers:** The P.O. shall complete the purchase formalities from the farmers who have already scheduled to sell the paddy on a particular day in that purchase center 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 ePoP machine using his own login credential and fingerprint authentication. Purchase slip will be generated which shall be handed over to the farmer after each transaction.
- 5.4.4. **Use of e-PoP machines for biometric authentication and transaction:** Purchase will be done by the authentication of the farmer through fingerprint or IRIS scan or Aadhaar linked mobile OTP authentication only.
- 5.4.5. **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.
- 5.4.6. **Delivery of paddy to tagged Rice Mill:**
 - 5.4.6.1. The paddy after quality checking and weighment of the same, always in front of the farmer and the authorised representative of the Rice Mill, shall be

handed over to (with proper acknowledgement of) the authorised representative of the Mill through the ePoP machine. The paddy purchased in a day shall be handed over to the authorised representative of the Mill on the same day of purchase. If there is any problem in issuing online paddy delivery challan due to server problem, the same shall immediately be brought to the notice of the concerned SCF&S/ ADCF&S/DCF&S and offline challan may be issued. However, the details of the offline challans shall immediately be entered and uploaded in the portal when the system is retrieved. Refer to the procedure in detail in the order on procurement policy and subsequent SOPs/ Orders, if any.

5.4.6.2. **System generated paddy challan should 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 Purchase Officer and authorized representative of the Rice Mill.** A copy should be issued to the authorized person of the Rice Mill for due acknowledgement for carrying the stock from Purchase Centers to the Rice Mill.

5.4.7. **The P.O. should coordinate with the Rice Mills in such a way that the vehicle and labourer reports alongwith the authorised representatives timely and procurement operations starts without any waste of time. There should not be any delay leading to accumulation of farmers and their vehicles. Paddy should also be weighed and loaded into the vehicle of Rice Millers and dispatched regularly in instalments to avoid any overcrowding which may lead to any mismanagement and law & order situation.**

5.5. Pre-Procurement Activities:

5.5.1. **Charging, calibration, maintenance of all machines / equipment/ computer/ ePoP devices:** All machines / equipment shall be cleaned, properly calibrated and should be in good working condition 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. For damage of ePoP / weighing machines due to mishandling, the P.O. will remain liable and fine may be imposed and recovered from him as per latest order in this regard.

5.5.2. **Maintenance and preservation of documents:** The primary responsibility of maintenance of documents, registers, records is that of both P.O. and D.O. 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. and D.O. 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 PC as P.O or D.O.

- 5.5.3. **Maintaining Helpdesk / managing call records:** The D.O. 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 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. The P.O. will contact and send the updated report to the ADCF&S / DCF&S on weekly basis.
- 5.5.4. **Reporting of any discrepancies or issues to higher authorities:** The P.O./ D.O.s 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 Center / camps for lifting paddy or regarding any law and order problem etc. so that remedial measures can be taken in time.
- 5.5.5. **Reporting of any misconduct of D.O. to higher authorities:** It shall be the responsibility of the P.O. to report to the SCF&S and DCF&S or District Manager or Incharge of the CMR agency regarding any misconduct, malpractices, non-compliance of the order of the government by the D.O.
- 5.5.6. **Reporting of any misconduct, non-compliance, etc. of Rice Mills to higher authorities:** It shall be the responsibility of the P.O. to report to the SCF&S and DCF&S or District Manager or Incharge 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.

6. What are the roles and responsibilities of the DO?

6.1 Pre-Procurement Activities

- 6.1.1. **Taking Charge of a Procurement Centers:** The Department or the CMR Agencies or the PPS issue order for appointment / engagement of suitable staff as the D.O. Immediate after getting the order of appointment / letter of engagement, a D.O. shall do the following formalities:
- If he is already engaged and worked in a purchase center as the D.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 and handover it to the P.O. with proper acknowledgement, handover the charge to the new incumbent D.O. and join to his new place of posting.
 - Get his name enrolled with the new place of posting and Aadhaar mapped with his login credentials.
 - He also shall not share his login credentials with anybody under any circumstances. He shall remain responsible for ensuring safety and security of the password and any transaction made through their credentials.
- 6.1.2. **Coordination with POs for smooth operation of purchase centers:** Ensuring that all necessary and required vital, essential and desirable infrastructural arrangements are in place for smooth functioning of the PC in coordination with P.O. It is the joint

responsibility of the D.O. along with P.O. to keep all infrastructural arrangements ready and up to date.

- 6.1.3. **Ensuring availability of necessary equipment and resources:** Ensuring all required equipment / instruments/ devices/ documents and materials are available, duly calibrated, authenticated and in working condition. The communication and get the damaged instruments repaired/ replaced is the primary responsibility of the D.O.
- 6.1.4. **Registration of farmers / updation of registration data in the procurement portal:** The P.O. is primarily responsible for registration of farmers and updation of the registration data as and when asked by the farmers. In the absence of P.O., the D.O. shall perform the duties of P.O. following the orders in vogue.
- 6.1.5. **Verification of farmer details and documents:** The D.O. while registering farmers at the purchase centers, 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.
- 6.1.6. The D.O.s shall take utmost care in entering 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 D.O. will be held personally responsible and penal action will be taken as per the law.
- 6.1.7. The D.O.s shall also inform the farmers that the name in the Aadhaar and the Bank passbook should be same as both will be verified. D.O. will obtain the contact number of farmers and shall contact regularly them to encourage and educate them to sell paddy at nearby procurement centers.
- 6.1.8. **Charging, calibration, maintenance of all machines / equipment / computer/ ePoP devices:** All D.O.s shall assist the P.O. in performing his duties as and when asked for maintenance of all equipment / instruments etc. For damage of ePoP/ weighing machines due to mishandling, the D.O. will also remain liable and fine will be imposed and recovered from him as per latest order in this regard.

6.2. During Procurement

- 6.2.1. **Marking of attendance:** He will login through his login credentials in the ePoP devices and mark his attendance in the PC within 9 AM everyday like P.O.
- 6.2.2. **Assisting P.O. / farmers / Millers in quality checking/ weighment/ purchase of paddy:** Though the P.O. is primarily responsible for purchase of paddy, the D.O. shall assist the P.O. 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, weightment and receipt of paddy from the PC.
- 6.2.3. **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 D.O. 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 D.O. will be held responsible for non-reporting, if any.**
- 6.2.4. **Assisting in the use of e-PoP machines and troubleshooting:** Helping the P.O. with technical issues and ensuring smooth operation of e-PoP machines.
- 6.2.5. **All responsibilities mentioned under Section 4 shall be deemed to be bestowed upon the D.O. when he is discharging the functions of P.O.**

6.3. Post-Procurement Activities

- 6.3.1. **Maintenance and preservation of documents:** Both P.O. and D.O. should maintain, update and preserve all the documents / records / registers, complain books, etc. regularly. The D.O. shall assist the P.O. in this work. P.O. and D.O. 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 PC as D.O.
- 6.3.2. **Maintaining Helpdesk / managing call records:** The D.O. 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 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.
- 6.3.3. **Reporting of any discrepancies or issues to higher authorities:** The D.O.s must also 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 Center/camps for lifting paddy or regarding any law and order problem etc. so that remedial measures can be taken in time.
- 6.3.4. **Reporting of any misconduct of P.O. to higher authorities:** It shall also be the responsibility of the D.O. to report to the SCF&S and DCF&S or District Manager or Incharge of the CMR agency regarding any misconduct, malpractices, non-compliance of the order of the government by the P.O.
- 6.3.5. **Reporting of any misconduct, non-compliance, etc. of Rice Mills to higher authorities:** It shall also be the responsibility of the D.O. to report to the SCF&S and DCF&S or District Manager or Incharge 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.

7. What are the Joint responsibilities of the PO & DO?

7.1. Operational Coordination

- a) Daily attendance marking and making the purchase centre fully functional by 9 AM
- b) coordination with Rice Mill / authorised representative regarding vehicle and labourers
- c) Ensuring proper, smooth and transparent functioning of procurement centers as per the guidelines and established procedure
- d) Maintaining safety and security of equipment and documents
- e) Maintaining Helpdesk

7.2. Compliance and Reporting

- **Adherence to guidelines and SOPs issued by the Food & Supplies Department:** Following all official procedures strictly.
- **Regular reporting to DCF&S and other designated officials:** Keeping higher authorities informed of operations and any issues.
- **Participating in training programs and meetings:** Engaging in continuous learning and updates on best practices.

7.3. After the weighing, the farmers shall be informed proactively regarding the quantity of the paddy and he shall be authenticated through biometric authentication (fingerprint/ IRIS scan) or OTP validation in Aadhaar linked mobile.

7.4. An acknowledgement slip generated and printed from the e-PoP device shall be proactively issued to the farmer.

7.5. Dispatch of paddy to the Rice Mill

7.5.1. Paddy purchased from the Purchase Centers shall be dispatched to the tagged Rice Mills on the same day through the authorized person of the tagged Rice Mill after the e-challan is receipted by the authorized person in e-PoP through biometric authentication only. He shall also issue the system generated / pre-printed Paddy delivery challan (in duplicate) duly signed by him or Disbursing Officer to the Miller or his authorized representative on due acknowledgement in duplicate copy for road. However, if due to any reason, online dispatch could not be made, the paddy shall be delivered to the authorized representative of the Rice Mill through physical delivery challan after obtaining the signature of the representative and following the procedure as mention under para “**Dispatch of paddy to Rice Mills**” in the order on procurement policy.

- 7.5.2. The vehicle details as submitted by the Rice Miller shall also be verified from the portal of the Transport Department (<https://parivahan.gov.in>) to verify that the vehicle is a goods carriage vehicle. Before dispatch of paddy to a tagged Rice Mill and issuance of paddy challan, the P.O./D.O. shall take and upload two photos (with date and time stamp) of himself with authorised representative with the photo of the vehicle with registration number of the vehicle visible in front and from back side of the vehicle.
- 7.5.3. **Difficulties in dispatch of paddy through online mode:**
- 7.5.3.1. 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.
- 7.5.3.2. If due to **any other reason**, online dispatch could not be made, the paddy shall be delivered to the authorized representative of the tagged Rice Mill through physical delivery challan after obtaining the signature of the representative **provided the Rice Mill has sufficient gap in annual milling capacity**. But, the details of such offline despatch like - to which Rice Mill and how much quantity of paddy has been despatched, shall be recorded in the system and upload the copy of the physical challan.
- 7.6. **Duty to keep the equipment and other infrastructure safe and proper maintenance:**The P.O. and D.O.s 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 Centers.
- 7.7. The P.O./D.O. 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.
- 7.8. **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/ Rice Miller.**
- 7.9. If any P.O. or D.O. feels that he is lacking on any aspect of paddy procurement responsibilities, he should request DCF&S to make arrangement for his training.

8. How the quality control and dispute resolution issues will be handled by the PO & DO?

8.1. Quality Assurance

- All provisions under para “QUALITY OF PADDY TO BE PROCURED” in the order on paddy procurement policy shall be strictly adhered to.
- **Standards for paddy quality (Common variety and Fair Average Quality):** Ensuring all specified quality standards of paddy is the primary responsibility of the P.O. 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.
- **Procedures for quality verification and dispute resolution:** Handling any disputes over quality through established processes is the primary responsibilities of the D.O.

8.2. Dispute Resolution Mechanism

- **Role of the three men’s committee at the Block level:** Facilitating resolution of disputes. The role of three men committee has been detailed in the order no.... date.. as annexed herewith. (Annexure -)
- **Contact details of committee members and helpdesk numbers:** Providing resources for assistance.

9. What is the penalty provision for mishandling or loss of the equipment for the PO & DO?

9.1. 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./D.O. 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 Purchase center staff. Then a penalty as per the following table would be paid by the Purchase center staff / Paddy Procuring Society to System Integrator. The decision taken by the Department will be considered as final.

9.2. 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

10. What are the the operational hours and days of Purchase Centers ?

Operational Hours and Days

10.1.1. Standard working hours and provisions for extended hours during peak season: For the purpose of smooth and uninterrupted operation, all purchase centers 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 center may operate beyond 3 PM so that all scheduled farmers may be accommodated and paddy is dispatched safely to the Rice Mill.

10.1.2. Holidays and exceptions: The purchase centers shall remain closed on Sundays and Government holidays. 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.

10.1.3. Importance of adherence to guidelines: Emphasizing the significance of following all protocols to ensure smooth and fair procurement processes.