

I/475562/2024

Government of West Bengal
Food & Supplies Department
Procurement Cell
11-A Mirza Ghalib Street, Kolkata – 700 087

E-792989

Dated:17-01-2024

From:The Sr Special Secretary to the Government of West Bengal.

To : (1) The Director, Dte. of DDP&S,
Food and Supplies Department.

(2) The Additional Secretary (IT & Reforms), F & S
Deptt.

Sub: SOP for purchase of paddy in different emergency situations

Sir,

With reference to above, I am directed to forwarded herewith the Standard Operating Procedure (SOP) that shall be followed in different emergent situations while procuring paddy from small and marginal farmers in the paddy purchase centres.

This issues with the approval of the competent authority.

Yours faithfully,

Enclo: As stated.

Sr Special Secretary to the Government of West Bengal

No. I/475562/2024/1(12)

Dated :17-01-2024

Copy forwarded for information and taking necessary action to:

1. The Managing Director, BENFED.
2. The Managing Director, WBECSC Ltd.
3. The Managing Director, PBAMCL.
4. The District Controller, F&S (All except Kalimpong).
5. The CEO, CONFED.
6. The Branch Manager , NAFED-Kolkata.
7. The Brach Manager, NCCF, Kolkata.
8. The Technical Director, NIC.
9. The P.S. to the Hon'ble MIC, F&S Department.
10. The P.S. to the Hon'ble MoS, F&S Department.
11. The P.S. to the Pr. Secretary, F&S Department.
12. The P.S. to the Secretary in F&S Department.

Sr Special Secretary to the Government of West Bengal

Standard Operating Procedure (SOP) for purchase of paddy in different emergent situations

A. Server problem:

For any server related issues, first the matter shall be informed in proper forum and get it confirmed that it is related with server and not with his machine/ ePoP device/ network issues, etc.

- 1. Farmers visiting a Paddy Purchase Center for new Registration or Updating the Bank account, etc., or for Self Scheduling and other knowhow on sale of paddy :**

Action to be taken by PO / DO of all Paddy Purchase Centers –

The PO / DO shall educate / guide the farmers to avail the services using the mobile phone. If farmers is not able to do it he may be asked to wait for 1-2 hour or come next day.

- 2. Farmers visiting a Paddy Purchase Center for sale of paddy:**

- a. If there is a problem in the server for few hours:**

Action to be taken by PO / DO of all Paddy Purchase Centers –

The paddy from all such farmers, who have already brought their produce shall be accepted as per the standard procedure (Clause 6.11 of the Procurement Guidelines) like, checking of quality of paddy, unloading, weighment, unpacking and repacking, loading, record keeping in **physical Muster Roll**. A paper acknowledgement with details (Format-A) shall be handed over to the farmer and signatures obtained in the muster roll.

They should be requested to wait for some time or to come at a later time on the same day to capture their biometrics for capturing the sale of paddy in the portal.

To keep a track on the quantity of the paddy which a farmer can sell or has intended to sell in such a situations, it is advised that every day in the evening the printout of next day's schedule should be taken through ePOP and kept. The SMS sent to the farmer on scheduling may also help in confirming the quantity.

- b. If there is a problem in the server for Major part of the day or whole day:**

Action to be taken by PO / DO of all Paddy Purchase Centers –

- The paddy from all such farmers, who have already brought their produce shall be accepted as per the

- standard procedure (Clause 6.11 of the Procurement Guidelines) like, checking of quality of paddy, unloading, weighing, unpacking and repacking, loading, record keeping in physical Muster Roll. A paper acknowledgement with details (Format-A) shall be handed over and signatures obtained in the muster roll.
- ii. They should be requested to wait for some time or to come at a later time on the same day or on an alternative day to capture their biometrics for capturing the sale of paddy in the portal and initiating the payment.
 - iii. When the server problem is resolved afterwards (within 4 PM) PO / DO should inform them over phone to come on the same day.
 - iv. When the server problem is not resolved (within 4 PM) or the farmer cannot come on same day, they should be informed over phone to come on the other day.
 - v. The local Administration (SCFS and local Police station Incharge) should be informed immediately after first 2 hours on such server related issues so that necessary logistics and Police patrolling may be arranged to avoid any law and order problems.
 - vi. When the farmer visit on another day, his credentials shall be taken by adding his name through emergency scheduling under the drop down menu **"Couldn't sell due to server / disruption on the scheduled date"**.
 - vii. **A proper record should be maintained so that only the farmers whose credentials were not captured on the particular day are added in this way and only once.**
- B. PO is not able to despatch paddy through system due to some technical issue:**
- i. He should have adequate copies of physical challan (Downloaded and / or Pre-printed serially numbered) with him.
 - ii. He will inform the technical snag to his higher authorities (SCF&S and DCF&S).
 - iii. He will issue the physical copy of the challan and dispatch the paddy to the tagged Rice Miller after taking photographs in his mobile (at least three) of the loaded vehicle with the authorised representative from the front, back side of the vehicle as mentioned in the order (clause no. 10.12.).
 - iv. He will request the authorised representative by writing in the physical challan itself to come on the next day so that the online entries may be made in his presence pertaining to the offline challans issued to him and to capture his biometrics.
 - v. **The picture of such physical challan as mentioned in**

point no. (iii) above shall be taken and sent to Rice Miller, Rice Miller representative, SCF&S and DCF&S through WhatsApp and / or email.

- vi. Next day when the authorised representative of the rice mill is available, PO shall complete the transaction of dispatching the paddy to rice mill and also upload the pictures taken in his mobile in the ePOP.

C. PO do not turn up and DO is present:

- i. DO will inform immediately to the DCF&S / District Manager or District Incharge of CMR agency.
- ii. DCF&S / District Manager or District incharge of CMR agency shall enter the details of the DO in the field of PO to enable the rights and access of PO temporarily to the DO for the day(s) through OTP validation in his Aadhaar linked mobile.
- iii. On such authorisation, the DO shall act as the PO and perform all functions of the PO as per the guidelines and SOPs in vogue.
- iv. DCF&S / District Manager or District incharge of CMR agency shall withdraw / change the access and rights of PO from such DO, the moment the regular PO joins or another regular PO is posted and assign him the access as PO in the portal again.

D. In the event of failure of rice mill to send authorized representative or vehicle

To cover the scenario when authorized representative of rice millers have not turned up in time or the vehicle tagged by rice miller or labours have not tuned up at purchase center to receive the procured paddy the guidelines or Order on Paddy procurement for the KMS 2023-24 issued vide No. 4511-FS dated 16.10.2023 clearly states that:

- 1. The PO/DO shall coordinate with the tagged rice mill in advance regarding the time, date and place of reporting the vehicle at the purchase centers concerned including the camps. (Clause 6.5)
- 2. It shall be an obligation of the PO/DO to bring to the notice of the SCFS or DCFS or to the Designated Officer of the CMR Agency, immediately on incidents like failure of a rice mill or vehicle to turn up in the purchase center/ camps for lifting of paddy etc. so that remedial measures may be taken in time. (Clause 6.10)
- 3. The procedure as per the Standard Operating Procedure (SOP) regarding the purchase and weighment of bags of paddy and dispatch shall be strictly followed by the PO and DO. (Clause 6.11)

However, In addition to the above and to address such

situations, the following **Standard Operating Procedure** shall be followed:

- a. The PO/DO shall in consultation with the SCFS and the local Administration keep in touch with the labour contractor or engaged handling contractor of nearby godown for urgent need of labour in such eventuality.
- b. The PO / DO shall check everyday in the evening after close of procurement operations, whether the Rice Mill has tagged the authorized representative for next day.
- c. If not, he shall coordinate with concerned rice mill authorities.
- d. PO/DO shall again check the same in the portal in the morning before start of the paddy procurement.
- e. If not, he shall again coordinate with concerned rice mill authorities and also inform the matter immediately to the owner, director or manager of the concerned rice mill and SCFS and DCFS through email, WhatsApp and verbally over phone.
- f. The DCFS on being informed of the matter from the SCFS and /or the PO, shall immediately take up the matter with the rice miller.
- g. In case of inability of the rice miller to do it without any delay, DCF&S shall tag another rice mill or rice mills to that purchase centers and direct the rice millers to send vehicle with an authorized representative to that purchase center immediately.
- h. He shall also inform the concerned PO and the SCFS with the instruction to follow up.
- i. In case no such rice mill is available on that day, he will ensure reporting of one or more than one rice mill on the following day to the purchase center with the vehicle for lifting of the paddy. He will inform the PO and the SCFS accordingly.
- j. DCF&S will instruct the SCFS to direct the PO to start the procurement operations.
- k. The SCFS shall arrange for labour for unloading the paddy that farmers have brought to the purchase centers for sale from a local labour contractor or the handling contractor engaged in the godowns of the Sub Division.
- l. The PO and DO of the concerned purchase centers shall purchase the paddy following due procedure as mentioned in the clause 6.14 of the Procurement Order issued vide No. 4511- FS dated 16.10.2023.
- m. The rice mill or mills who have agreed to lift the paddy on the same day or the following day shall send their authorized representatives to the purchase centers immediately to remain present during the procurement process. The PO shall officially hand over the paddy to

- that authorized representative though it may not be possible to dispatch the paddy physically to the rice mill on the same day if vehicle could not be arranged. If vehicle is arranged the paddy shall be dispatched same day.
- n. It shall be the responsibility of the newly tagged rice mill to lift the paddy from the concerned purchase centers either on the same day or the following day. The lifting must be completed same day or latest by next day even if the following day falls on a Sunday or a holiday.
 - o. If the paddy is to be kept at the purchase centers in spite of all efforts to dispatch it to the newly tagged rice mill on the same day, the SCFS shall immediately bring it to the notice of the SDO who will arrange for posting of police personnel for the safe custody of the paddy till its dispatch.
 - p. The paddy should be kept in a safe and secure place duly covered by polythene sheet which should also be arranged by the H & T contractor.
 - q. If found feasible, the paddy may be sent to the nearest 1,000 MT paddy godown, if available by trucks arranged locally escorted by the police.
 - r. The Inspector (SI/Insp/CI) in charge of the concerned Block or an inspector authorized by SCFS from his office shall be the zimmadar of the paddy till the following morning when it will be handed over to the newly tagged rice mill.
 - s. Cost of labour and transport borne for undertaking procurement operations shall have to be paid by the Rice Mill which was engaged initially for the day and due to whose failure the problem has occurred. In case of non-payment, the bill shall be paid by DCF&S from the procurement contingency and deducted at the rate of twice the actual expenditure from the bill of the concerned rice mill.
 - t. The DCFS shall without further delay issue show cause notice to the originally tagged rice mill for breach of contract and violation of the aforementioned procurement order and initiate proceedings as per rules. If required, the rice mill may be kept out of the procurement operation if the grounds were not justifiable or it happens repeatedly.
 - u. In case of similar situation taking place at purchase centers of any CMR Agency, the District Level Authority of that Agency shall initiate the same procedure in consultation with the DCFS and SCFS.