



Hand Book

On
Roles and Responsibilities
of Purchase Officers and
Disbursing Officers



*Applicable to all CPCs,
mobile CPCs,
and other purchase centers
operated by CMR Agencies*

KMS 2024-25

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



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**Department of Food & Supplies
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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 Officers (henceforth, P.O.) and Disbursing Officers (henceforth, D.O.) appointed by DCF&S and by CMR agencies through Paddy Purchase societies plays a very important and significant role.

The roles and responsibilities of Purchase Officers and Disbursing Officers in connection with paddy procurement operations in the Kharif Marketing Season (KMS) 2024-25 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 Officers and Disbursing Officers 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/D.O.s of all Centralised Procurement Centers (CPC), mobile CPCs, and other Purchase Centers (henceforth PCs) operated by all CMR Agencies through paddy purchase societies.

However, P.O.s and D.O.s 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.

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Section 1: Terms and Terminologies

Terms	Full Form	Meaning
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 and ends in 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 Centers for day to day operation.
D.O.	Disbursing Officer	Assisting Officer engaged in the Paddy Purchase Centers for assisting the P.O. as well as perform duties of P.O. in his absence.
FAQ	Fair Average Quality	Minimum Quality Standard of food-grains as fixed by the Government from time to time.
CMR	Custom Milled Rice	Custom Milled Rice is manufactured by milling paddy that the Government procures at MSP from farmers.
OTR	Out Turn Ratio	Percentage amount 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 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.

2.2 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 centers known as Centralised Procurement Centers or CPCs and through some temporary purchase centers 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 2024-25 has been fixed at Rs. 2,300/- 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 68 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)	27.60	41
State Pool (SP)	18.24	27
Total	45.84	68

Table 2: Rice Requirement Breakdown

Scheme	CP Rice Requirement (in LMT)	SP Rice Requirement (in LMT)
NFSA	24	–
MDM + ICDS + OWS (Central)	3.60	–
RKSY - I	–	13.56
RKSY - II	–	1.44
Special Package & Other Schemes	–	3.24
Total (Rice)	27.6	18.24
Total (~Paddy)	41	27

Section 3: Opening and Functioning of Procurement Centers

3.1 Paddy Purchase Centers (PCs):

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 centers 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 centers/camps and work under different Agencies, known as CMR Agencies like WBECSCS, 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 or permanent centers 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 centers as opened by different types of Societies/Organisation/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 organise camps in remotest locations and purchase paddy from the farmers.

3.2 P.O. and D.O. :

All these paddy purchase centers/camps are 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, 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. All roles and responsibilities of the P.O./ D.O.s 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 Centers (PCs):

3.3.1. Types of Centers

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

3.3.2. Functioning of Centers:

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 year.

Time for procurement of paddy is from 9:00 AM to 3:00 PM on 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 centers 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 center may operate beyond 3:00 PM so that all scheduled farmers may be accommodated and procured paddy is dispatched safely to the Rice Mill.

Holidays and exceptions: The purchase centers 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 & D.O. shall login both through their individual login credentials in the e-PoP devices and mark his attendance in the PC within 9 AM everyday.

- 3.4.3. Selection of locations in consultation with DLMC:** Location of the permanent centers (CPCs) are selected and recommended by the District Level Monitoring Committees under the Chairmanship of the District Magistrate considering market availability of paddy. All centers 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 centers:** CPCs and mobile CPCs are notified by the Department and these operate directly under the DCF&Ss.

Section 4: Roles and Responsibilities of Purchasing Officers (P.O.s)

4.1. Pre-Procurement Activities:

- 4.1.1. Taking Charge of a Procurement Center :** The Department or the CMR Agencies or the PPS issue order for appointment/engagement of suitable staff as the P.O. Immediately after getting the order of appointment/letter of engagement, a P.O. shall do the following formalities:
- If he/she 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/her 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/her new place of posting.
 - Get his/her name enrolled with the new place of posting and Aadhaar mapped with his/her login credentials.
 - 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 and make necessary arrangements ready for proper functioning of the Purchase center, with the help of the DCF&S/CMR Agencies:–

i) The vital, essential and desirable infrastructure are given below:

Vital	Essential	Desirable
- Procurement Center sign board/Banner with the following – - Display of MSP (to be displayed prominently) - Quality specifications (to be displayed prominently) - Contact details of the officials (to be displayed prominently) - Display of Toll-free helpdesk number - Display of Procurement Center operation days and timings - e-POP machine - Waiting place for farmers with shed or a temporary structure (Tent) - Tarpaulin in case of Kutcha floor (for dumping of paddy) Electronic weighing scale or Weigh Bridge. - Quality assessment equipment like moisture meter, sample collection pan (enamel plate), parkhi. - Winnowing machine OR manual cleaning using sieve - Register (for recording transaction at the time of computer/internet breakdown)	- Drinking water facility - Toilet facility - Help desk - Administrative building - Drainage - Brick Flooring - Power connection - Emergency light - Installation of light at– - Loading - unloading area and weightment area - Entry & Exit gate - Sheds - Boundary walls - Administrative building - Internet connection	- Quality control room - Fan - Display of calibration certificate of weighing scale - Metal main gate at the PC

Vital	Essential	Desirable
8. Pre-printed challan	11. Display of Duties of Procurement Center officials	
9. Temporary Storage facility. If covered space not available then a clean space like Road/Cemented/Pucca floor covered with tarpaulin	12. Wooden gate/ Temporary gate in absence of permanent gate	
10. Dunnage materials-Bamboo mats/Tarpaulin/Husk bags	13. CCTV in all permanent purchase centers including in the office of the PPS.	
11. Directional signages leading upto purchase center from the road/crossing		

After assessment if any of the above mentioned vital, essential and desirable infrastructure/equipment/facilities is not in working condition, not available, broken etc. the P.O. 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/repared or made available.

- ii) The P.O. should assess following poor infrastructure availability in the PC and take necessary remedial measures for early rectification :-
 - a. No Banner with MSP and other basic details,
 - b. Kutcha Floor,
 - c. Non availability of power supply, weighment scale, quality assessment equipment, grain cleaning equipment,
 - d. No storage facilities etc.
- iii) 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.
- iv) 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.

4.2. Farmer Related Responsibilities :

4.2.1. 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.

4.2.2. Verification of farmer details and documents: The P.O. while registering farmers/updating the detail of the farmer 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.

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./D.O. 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. 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 purchase paddy from any farmer requesting to allow him/her 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 in a day.

4.2.5. 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 through system.

4.3. Rice Mill Related Responsibilities:

4.3.1. 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.

4.3.2. Issue of programmes to the Rice Mills: P.O. 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 P.O. has to send program to all tagged Rice Mill or any one of them depending upon number of farmers scheduled on that date. The P.O. 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. P.O. 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 or District Manager of CMR Agency as the case may be at least 2 days in advance over phone as well as through updating the online portal.

4.3.3. P.O. 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. with the grounds of

inability over phone at least one day before the scheduled date. In such a situation P.O. shall inform the matter to the DCF&S/ District Manager of CMR Agency and other tagged Rice Mill so that there is no disruption in the paddy purchase operations.

- 4.3.4. 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/she has to put a remark regarding the ground of such changes.
- 4.3.5. If the tagged Mill fails to attend the camp/center on the day of purchase, P.O. should inform the DCF&S/District Manager of CMR Agencies for tagging of second Mill on urgent basis.

4.4. Paddy Purchase Related Responsibilities:

- 4.4.1. **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.
- 4.4.2. **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.**
- 4.4.3. 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.
- 4.4.4. **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 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.

- 4.4.5. 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 preferably. In case of any difficulty in IRIS scan or by fingerprint, purchase can be made via Aadhaar linked mobile OTP authentication.
- 4.4.6. 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.
- 4.4.7.** The P.O. 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 Millers' vehicles and dispatched regularly in installments to prevent overcrowding and avoid any potential mismanagement or law and order issues.

4.5. Post-Procurement Activities:

- 4.5.1. 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. will remain liable and fine may be imposed and recovered from him as per the latest order in this regard.

- 4.5.2. Maintenance and preservation of documents:** The primary responsibility of maintenance of documents, registers, records are 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.

- 4.5.3. 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/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. The P.O. will contact and send the updated report to the ADCF&S/DCF&S/District Manager of CMR Agencies on weekly basis.
- 4.5.4. 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.
- 4.5.5. 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 In-charge of the CMR agency regarding any misconduct, malpractices, non-compliance of the order of the government or Procurement guidelines by the D.O.
- 4.5.6. 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.

Section 5 : Roles and Responsibilities of Disbursing Officers (D.O.s)

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 D.O. Immediate after getting the order of

appointment/letter of engagement, a D.O. shall do the following formalities:

- i. If he/she is already engaged and worked in a purchase center as the D.O. in earlier KMS, he/she 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 P.O. with proper acknowledgement, handover the charge to the new incumbent D.O. 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 also 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.

5.1.2. Coordination with P.O.s for smooth operation of purchase centers:

Ensuring that all necessary and required vital, essential and desirable infrastructural arrangements are in place or 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.

5.1.3. 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 to get the damaged instruments repaired/replaced is the primary responsibility of the D.O.

5.1.4. 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. If the P.O. is otherwise busy or if the P.O. requests the D.O., then D.O. shall perform the duties following the orders in vogue. The D.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 using his/her login credentials whenever a farmer approaches a center.

- 5.1.5. 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.
- 5.1.6.** 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.
- 5.1.7.** 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.
- 5.1.8. Charging, calibration, maintenance of all machines/equipment/ computer/e-PoP 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 e-PoP/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.

5.2. During Procurement :

- 5.2.1. Marking of attendance :** He will login through his login credentials in the e-PoP devices and mark his attendance in the PC within 9:00 AM everyday like P.O.
- 5.2.2. Assisting P.O./farmers/Millers in quality checking/weightment/ 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:-
- 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,
 - Maintaining the books of accounts documented, registered and preserved,
 - Assisting the Rice Mills in tracking records of purchase, weightment and receipt of paddy from the PC.

- 5.2.3. 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.**
- 5.2.4. 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.
- 5.2.5. All responsibilities mentioned under Para 4 in the last section shall be deemed to be bestowed upon the D.O. whenever he is discharging the functions of P.O.**

5.3. Post-Procurement Activities:

- 5.3.1. 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.
- 5.3.2. 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/she also call the complainant and get all updates noted in the register and sign himself/herself and also get it verified and signed by the P.O.
- 5.3.3. 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.

- 5.3.4. 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 or procurement guidelines by the P.O.
- 5.3.5. 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 In-charge of the CMR agency regarding any misconduct, malpractices, non-reporting or delayed reporting of authorised representative, vehicles and labourers and non-compliance of the order of the government by the Rice Mill.
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Section 6: Joint Responsibilities of P.O.s and D.O.s

6.1. Operational Coordination:

- i. Daily attendance marking in the e-POP device and making the purchase centre fully functional by 9:00 AM.
- ii. Coordination with Rice Mill or his authorised representative regarding vehicle and labourers.
- iii. Ensuring proper, smooth and transparent functioning of procurement centers as per the guidelines and established procedure.
- iv. Maintaining safety and security of equipment, documents and paddy purchased.
- v. Maintaining Helpdesk.

6.2. 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.

- iv. After the weighment, 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.
- v. An acknowledgement slip generated and printed from the e-PoP device shall be proactively issued to the farmer.

6.3. Dispatch of Paddy to the Rice Mill :

- 6.3.1. After the paddy is quality-checked and weighed in the presence of the farmer and the authorised representative of the Rice Mill, it shall be handed over to the authorised representative of the Mill with proper acknowledgment through the e-PoP machine. **The paddy purchased in a given day shall be handed over to the authorised representative of the tagged Rice Mill on the same day of purchase.** 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 Mills after the **e-challan** is receipted by the authorized persons in e-PoP through biometric authentication only.
- 6.3.2. **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 or Disbursing 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.
- 6.3.3. If there is any problem in issuing online paddy delivery challan due to server problem or technical glitches, the same shall immediately be brought to the notice of the concerned SCF&S/ADCF&S/DCF&S/ District Manager of CMR Agency and **offline challan or physical delivery challan** may be issued.
- 6.3.4. **Difficulties in dispatch of paddy through online mode:**
 - i. 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 authorized

representative and following the procedure as mention under para **“Dispatch of paddy to Rice Mills”** in the order on procurement policy. 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. Refer to the procedure in detail in the order on procurement policy and subsequent SOPs/Orders, if any.

- ii. 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 dispatch like - to which Rice Mill and how much quantity of paddy has been dispatched, shall be recorded in the system and upload the copy of the physical challan.

6.3.5. 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.

Section 7 : Quality Control and Dispute Resolution

7.1. 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. and D.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.

- iii. **Procedures for quality verification and dispute resolution :** Handling any disputes over quality through established processes is the primary responsibility of the D.O.

7.2. 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./D.O. to proactively protect the interests of the farmer. The P.O./D.O. 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 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. 4014-FS/Sectt/Food/4P-16/2016 (Pt.) dated 26.09.2019.
- iii. **Contact details of committee members and helpdesk numbers:** Providing resources for assistance.

Section 8: Penalty Provisions

8.1. 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 P.O./D.O. of the purchase center. 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.

8.2. 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 9 : Miscellaneous Issues

- 9.1. 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 etc., laptop/printers and other assets and documents of the Purchase Centers. 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.
- 9.2. In case of any misappropriation of paddy by the officials of the CPC/ mCPC/Paddy Procuring Society, 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 CPC/mCPC/Paddy Procuring Societies.**
- 9.3. If any P.O. or D.O. 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.**

- 9.4. 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 3:00 PM so that all scheduled farmers may be accommodated and paddy is dispatched safely to the Rice Mill.

Holidays and exceptions: The purchase centers 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.

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



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