



Haryana State Warehouse Corporation

HSWC DOCUMENTS



**BUSINESS
DIVISION**



Haryana State Warehouse Corporation

1. Purpose

Receipt of stocks in General Warehouse.

2. Responsibility

Warehouse Manager

3. Abbreviations and Definitions

Sr. No	Abbreviation/Terminology	Expansion/Definition
1.	DTD	Daily Transaction Diary
2.	DTR	Daily Transaction Register
3.	WR	Warehouse Receipt

4. Input

Sr. No	Input Description	Source
1.	Arrival Stock	Depositor

5. Process Activities

Sr No	Activity Title	Activities with preferred sequence	Responsibility
5.1	Vehicle in the Premises	Entry of the Vehicle inside the gate shall be allowed by Gate Incharge after making entry in the Gate Register on the basis of duly marked by office Assistant of Truck Driver/Depositor or his agent.	Gate Incharge
5.2	Introduction of the depositor	<p>a) In case of existing depositor introduction shall not be required.</p> <p>b) New depositor shall be introduced by an existing depositor of the warehouse, Notary public or a member of Local Merchants association or by an officer bearer of Agriculture Marketing Committee or any other Govt agencies.</p> <p>c) The specimen signature of the new depositor shall be obtained and attested by the Warehouse Manger on the specimen signature card.</p>	Warehouse Manager



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			Warehouse Manager
5.3	Application of Deposit	The depositor or his authorised agent shall present duly filled in Deposit Application to the office assistant who after verification of the signature from the Specimen signature card shall allot space giving godown No.	Office Assistant
5.4	Weighment of Stocks	<p>a) If the stock is found to be acceptable for storage, the same shall be weighed on weighing equipment (10% for standard bags and 100% for non standard bags.)</p> <p>b) Necessary entries shall be made in deposit application.</p> <p>c) Necessary entries shall also be made in Lorry weighbridge register / Weight check memo.</p>	Weigh Bridge Incharge /Gdn Asstt
5.5	Unloading/Stacking of Stocks	<p>a) The stock shall be unloaded, counted and stacked at the suitable location in the godown and the godown No./Stack No. would be indicated on Deposit Application.</p> <p>b) Empty truck shall be weighed for Tare weight and recorded in the Weighbridge Register.</p>	Godown Incharge/ Godown Asstt. Weighbridge Incharge
5.6	Entries in Godown Records	After tallying the number of loaded units and stacked, necessary entries shall be made in the : <p>i. Stack wise Register ii. Stack Cards iii. Deposit application</p>	Gdn Incharge/ Gdn Assistant



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5.7	Issue of Acknowledgement/ Warehouse Receipt	<p>a) On receipt of the duly Acknowledgement Deposit Application from the godown the warehouse Receipt / Acknowledgement shall be prepared in duplicate and issued to the depositor after the signature of the Warehouse Manager or authorised person. The original shall be issued to the Depositor and duplicate copy be retained at warehouse. Signature of the depositor shall be obtained on the duplicate copy of the Warehouse Receipt/Acknowledgment in token of having received the same. Necessary entries shall also be made in Warehouse Receipt/Acknowledgment issued / cancelled register.</p> <p>b) The Godown Incharge / Assistant shall prepare the Daily Transaction Diary and furnish to the office.</p>	
5.8	Passing out of empty vehicle	The truck / cart shall be allowed to go out of the gate after making entries in the Gate Register	Gate Incharge
5.9	Entries in office Registers	<p>a) Entries shall be made in the following registers:</p> <ul style="list-style-type: none">i. Stock Registerii. Depositor's Ledgeriii. Insurance Registeriv. Daily Transaction Register <p>b) The Warehouse Receipts can be pledged with the banks as per the R.B.I guidelines in vogue from time to time. If the bank informs/confirms any lien, the same be noted in the Warehouse Receipt Bank Lien Register/Duplicate copy of the warehouse Receipt.</p>	

6. Process Output

S. No.	Output Description	User
1	Acceptance of stock	Depositor
2	Rejection of stock	Depositor
3	Generation of WR	Depositor

7. Metrics

Sr. No.	Critical Success Factor	Targets
1	Quality/Quantity Inspection	As per Norms
2	Availability of space	Optimal Utilization



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8. References

Sr . No.	Input Description	Source
1	As per Govt. Policy	Govt. of India

9. Records

S. No.	Name of Record	Location / Path	Custodian	Retention period
1	Depositor Specimen signature Card	Main Office WH	Office Incharge	Permanent
2	Gate Register	Gate Complex	Gate Incharge	Two years from the date of final delivery of the stocks
3	Deposit Application	Main Office WH	Office Incharge	-do-
4	Weight Check Memo	Concerned Godown	Godown keeper	-do-
5	Lorry Weighbridge Register Receipt	LWB Complex	LWB Incharge	-do-
6	Insurance Register	Concerned Godown	Godown keeper	Three years
7	Stackwise Register	Concerned Godown	Godown Keeper	Two years from the date of final delivery of the stocks
8	Stack Card	Concerned Godown	Tech/God own Incharge	-do-
9	Acknowledgement	Main Office WH	Office Incharge	Two years from date of cancellation of all the WRs/acknowledges entered in the book
10	Daily Transaction Diary	Concerned Goodown	Godown Keeper	Two years from the date of final delivery of the stocks
11	WR/ Acknowledgement Issued & cancelled Register	Main office WH	Office Incharge	Two years from date of cancellation of all the WRs/acknowledges entered in the particular register
12	Stock Register	Main Office WH	Office Incharge	Two years from the date of final delivery of the stocks
13	Depositor's Ledger	Main Office WH	Office Incharge	-do-
14	Daily Transaction Register	Main Office WH	Office Incharge	-do-



Haryana State Warehouse Corporation

1. Purpose

Hiring / De-hiring of godowns.

2. Responsibility

Regional Manager

3. Abbreviations and Definitions

S. No.	Abbreviation/ Terminology	Expansion/ Definition
1	Godown Owner	Godown owner means, the lawful owner of the godowns or legally authorized to let out the godowns and execute the lease deed agreement under the law.
2	Godown Report	A report containing the details of the godowns such as area, storage-worthiness, market rent, rent proposed and cost benefit analysis of the godowns, proof of ownership.
3	Lease deed agreement	A document executed between CWC and godown owner for hiring the godowns.

4. Input

s. No.	Input Description	Source
1	Business Potential (for hiring)	Depositor
2	Godown Availability (for hiring)	Godown Owners
3	Vacant space/godown	Cost incurred

5. Process Activities

S. No.	Activity Title	Activities with preferred sequence	Responsibility	Ref. Doc
5.1	Need for hiring Selection of Godowns	i) The Corporation hires godowns for warehousing purposes. ii) Hiring of godown shall be assessed by Warehouse Manager/Regional Manager; keeping in view nearly full utilization of existing constructed/ hire capacity (more than 90%). The additional godowns preferably shall be hired on confirmed business basis. A. Only such godowns shall structurally sound and requirements:-	Ware House Manager/DM	



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		<p>i) The floor and walls of the godown shall preferably be of cement, concrete, brick, stone and also be damp proof. Roof of the godown shall be leak proof.</p> <p>ii) There is easy access to the godowns.</p> <p>iii) The godown should be away from dumping ground, dairies, ternaries and other establishments which may have deleterious effect on the personnel and the stocks in the godown.</p> <p>iv) The godown should be away from factories and partial dumps, etc.</p> <p>v) Low lying area should be avoided to prevent flooding.</p>		
5.2		<p>vi) The godown should have sound foundation with level surroundings and high plinth level.</p> <p>vii) The storage capacity of the godown depends on the carpet area, accordingly, the rent is payable only for the carpet area by excluding the area occupied by pillars and such other obstructions.</p> <p>✓ iii) The height of the godowns should be kept in view, while negotiating the rent of godowns.</p> <p>ix) The godown should be storage worthy.</p> <p>x) The godown should be safe with secured locks.</p> <p>B. The godown should be inspected by the Warehouse Manager/ Authorized Officer with a view to determine the suitability, other relevant aspects and for taking measurement to work out the <u>capacity</u>.</p>	Ware House Manager/DM	
5.3	Business Potential	Warehouse Manager/Regional Manager shall assess the business potentials after conducting detailed survey.	Ware House Manager/DM	
5.4	Cost benefit Analysis	Cost benefit analysis shall be done by Warehouse Manager/ Regional Manager before sending proposal for hiring of godown to CA.	WM/RM Ware House Manager/DM	
5.5	Reason-ability Of godown rent.	The godown rent demanded by the godown owner shall be negotiated by comparing the prevalent market rates in the area and storage tariff applicable to the centre. The rates for hiring by other PSUs, SWCs, State Govt, and cooperatives may also be compared.	Ware House Manager/DM	
5.6	Examination by Regional Committee	The proposal submitted by WM shall be examined by a committee, constituted by the Regional Manager including a member from Finance, Technical and Business Divisions from the Regional Office.	Ware House Manager/DM	
5.7	Approval for hiring of the	i) Based on the report of WM/Regional Committee, business potential, cost benefit analysis, storage worthiness of the godowns, utilization level of		



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		warehouse, rent reasonability, RM shall take a decision for hiring of the godowns in the interest of the corporation		
5.8	Execution of agreement and HO/TO Report	The concerned RMs shall execute agreement with the godown owner on the prescribed format (enclosed) by incorporating escalation clause as per BOD guidelines (enclosed) or included in procedure. A photo copy of agreement executed with the depositor will be submitted to Commercial Division of CO. Handing over/ taking over report be signed by Warehouse Manager/ godown owner with date including area of the godown. and annexed to the agreement: The agreement give basic guidelines and can be amended, if required. After the discussion with the owner. In case of a major modification, CO's approval of agreement be obtained.	Ware House Manager/DM	
5.9	Payment godown rent	Godown rent should be paid regularly/ timely to avoid any legal complications with the owner, on receipt of godown rent bill/ possession certificate from WM.	Ware House Manager/DM	
5.10	Repairs of hired godowns	i) The repairs of godown will be undertaken by the godown owner from time to time to make the godown storage worthy as per provision of agreement. In case the godown owner fails to carry out the repairs within the time limit specified in the notice, (2 weeks notice to be given), the same shall be carried out by the RM under his DOP and expenditure incurred may be recovered from the bills of godown rent. The repair should not exceed DOP of RM, else approval of CO be obtained. ii) The number of godown particularly which have been hired long ago, required repairs and if the godown owner is reluctant to carry out the required repairs due to low rent being paid by the Corporation and demanding enhancement of rent and on business consideration, if it is not possible for the Corporation to de-hire these godowns, CWC is left with no other option but to undertake the repairs departmentally. Such urgent repairs may be carried out by RM after recording full justification.	Ware House Manager/DM	
5.11	Enhancement of godown rent	i) The escalation clause of enhancement may be incorporated as per the BOD guidelines i.e. 10% after every three years and 15% after every five years and godown rent may be enhanced with the approval of CA. ii) In such cases where the godowns were hired with a provision for periodic escalation, duly approved by CA and incorporated in the agreement	Ware House Manager/DM	



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	<p>need not be referred to CO for affecting the enhancement. However, before each enhancement, proper financial analysis/ business has to be made by RM.</p> <p>iii) While giving such enhancement, RM will ensure that the provision of the agreement with regard to repairs and maintenance of the godown and other obligations on the part of owners are duly fulfilled and RMS will have to satisfied themselves from all angles before affecting such enhancement at their level.</p> <p>iv) The BOD has laid down parameters for enhancement of rent in respect of godowns which werr hired in past, without specific provisions for periodical escalation, the same shall be followed. The main provision are are:-</p> <p>a. The owner will agree to continue the lease of the godown for the next five years or more, at the discretion of the Corporation.</p> <p>b. The owner will agree to undertake the repair and maintenance of godown as per our requirement from time to time.</p> <p>c. The owner will agree to a provision for subsequent escalation or rent at the rate of 10% after every three years.</p> <p>d. The owner will execute a fresh agreement with the Corporation in our standard format, by incorporating the new terms and conditions.</p> <p>v) In case, where there is no provision' in the agreement, may be referred to CO. for consideration by intimating the following:-</p> <p>a. The prevailing rent in the area.</p> <p>b. Storage worthiness of the godowns.</p>		
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		<p>c. Whether any court case has been filed by the owner at any stage. If so, the status thereof ?</p> <p>d. Whether the godowns are to be retained for a period of five years depending upon the business prospects?</p> <p>e. Whether the godown owner is agreeable to enter into a fresh lease agreement?</p> <p>f. specific recommendation of the R.M.</p>		
DE-HIRING OF GODOWNS				
6	Review	<ol style="list-style-type: none">1. Physical and financial performance of the hired godown shall be reviewed by WM/RM every month and to be sent to RO/CO every month, as the case may be, by indicating the income and itemwise expenditure including establishment cost on prorata basis, security, insurance, godown rent, misc., etc.2. At a centre, own constructed godown shall be fully utilized first and then to meet the requirement of additional/new business, godown shall be hired. The stock may be delivered on priority basis from hired godown so that the same can be de-hired.3. <u>In case adequate business is not available, and retention of hired godown is not economical, the godown may be de-hired by RM. It is to be ensured that uneconomical godowns should not be retained to avoid loss to the Corporation. In case the warehouse is not able to recover the variable cost, the same will be de-hired.</u>4. Warehouse Manager shall send a proposal for de- hiring of the godowns on the prescribed format to RO. Regional Committee to be constituted by RM may examine the proposal, in view of past performance of the godowns, storage worthiness, rent elements and business availability.5. DM exercises the power for de-hiring of the godowns.	Ware House Manager/DM	
7	Approval at HO	A decision may be taken to de-hire the godowns, based on the recommendations of WM/DM	Ware House Manager/DM	



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6. Process Output

s. No.	Output Description	User
1	Availability of space (For Hiring)	Depositor
2	Increase in Capacity (on hiring)	Depositor
3	De-hiring of Godown/WH	

7. Metrics

s. No.	Critical Success Factor	Targets
1	Business Potential	100%
2	Suitability/Storage worthiness of Godown	As per Govt. standards
3	Rent Reasonability	Reasonable
4	Cost Benefit Analysis	Profitability

8. Reference

s. No.	Input Description	Source
1	License	Registrar of Cooperative societies of concerned states
2	Local Taxes/Insurance	Local Bodies

9. Records

s.No.	Name of Record	Location / Path	Custodian	Retention period
1	Survey Report	Business Section RO	Business Head/RO	Two years after the date of closure of the warehouse/hiring of godowns at that centre
2	Lease Agreement	Business Section RO	Business Head/RO	-



Haryana State Warehouse Corporation

1. Purpose

Issue of stocks in General Warehouses

2. Responsibility

Warehouse Manager

3. Abbreviations and Definitions

S. No.	Abbreviation/ Terminology	Expansion/ Definition
1	D O/RO	Delivery Order/Release Order

4. Input

S. No.	Abbreviation/ Terminology	Expansion/ Definition
1	D O/RO	Delivery Order/Release Order

5. Process Activities

S. No.	Activity Title	Activities with preferred sequence	Responsibility	Ref. Doc
1	Delivery Order	Delivery order in the prescribed format alongwith Original Warehouse Receipt/acknowledgement	Office Assistant	
2	Verification of Documents	i.The signature of the depositor/agent as made in the Delivery Order shall be verified with specimen signature card/file. ii. Warehouse Receipt/Acknowledgement shall be verified to ensure the clearance of bank lien, if any, and make necessary entries.	Office Assistant Office Assistant	
3	Collection of charges	Storage, insurance and other charges as per the tariff in force shall be collected and a Cash Receipt will be issued or noted for billing	Cashier	
4	Delivery advice to Godown	On ensuring payment of all the dues, instructions shall be issued to Godown Incharge to deliver the stock as per details in the Delivery Order.	Warehouse Manager/or Authorised Representative	
5	Entry of empty	The empty vehicle shall be permitted to enter the gate after	Gate Incharge	



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	vehicle	verifying the vehicle number and recording the time of entry in the Gate Register.		
6	Weighment of empty vehicle	The empty vehicle (whenever so needed) shall be subjected to weighment and the reading shall be recorded in the weighment register.	Weighbridge Incharge	
7	Placement of empty vehicle & loading	Empty vehicle shall be placed at the loading point and stock shall be loaded on the vehicle as per the endorsement on the delivery order.	Godown Incharge/ Godwon Assistant	
8	Weighment of loaded vehicle	i. Weighment of loaded vehicle (whenever so needed) shall be done in the presence of depositor/ or authorised agent and weight be recorded in the Weighbridge Register. ii. In case of weighment on scales other than weighbridge, a Weight Check Memo shall be prepared and jointly signed by Godown Incharge/ Godown Assistant and Depositor/or authorised agents.	Weigh bridge Incharge Godown Incharge/ Godown Asstt.	
9	Preparation of Gate Pass	After loading of vehicle, a Gate Pass shall be issued in triplicate.	Godown Incharge/ Godown Asstt	
10	Exit of loaded vehicle	Second copy of gate pass would be handed over at the gate on the strength of which exit of vehicle would be permitted. Relevant entries would be made in the Gate Register.	Gate Incharge	
11	Entries in Godwon Records	After the deliveries are effected as per the delivery order, necessary entries shall be made in the i). Stackwise Register; ii). Stack Cards; iii). Delivery Order, iv). Daily Transaction Diary	Godown Incharge/ Godown Asstt.	
12	Entries in office registers/ Records.	i). On the receipt of the Delivery Order with entire details of transactions, the Warehouse Receipt/Acknowledgement copies available in the office would be updated. ii). In case, the stocks covered under a particular Warehouse Receipt Acknowledgement are completely delivered, both the copies of Warehouse Receipt/ Acknowledgement would be marked "CANCELLED" and an entry to this effect will be made in Warehouse Receipt/ Acknowledgement issued and cancelled Register, iii) Relevant	Office Assistant Office Assistant	



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		entries shall also be made in the following Registers :- i). Stock Register ii). Depositor Ledger iii). Insurance Register iv). Daily Transaction Register.		
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6. Process Output

No.	Output Description	User
1	Issue of Stock	Depositors
2	Gate Pass	Depositors

7. Metrics

s. No.	Critical Success Factor	Targets
1	Quality	As per govt. norms
2	Quantity	As per govt. norms

8. References

No.	Input Description	Source
1	As per Govt. Policy	Govt, of India

9. Records

s. No.	Name of Record	Location / Path	Custodian	Retention period
1	Depositor specimen signature card	Main Office WH	WH Assistant/ WHM	Permanent
2	Gate Register	Gate Complex	Gate Incharge	Two years from date of final delivery of stock
3	Weight Check Memo	Concerned Godown	WH Assistant	-do-
4	Insurance Register	Concerned Godown	WH Assistant	Three Years
5	Lorry Weighbridge Register	LWB Complex	LWB Incharge	-do-
6	Stackwise Register	Concerned Godown	Godown Keeper	Two years from date of final delivery of stock
7	Stack Cards	-do-	Tech/WH Assistant	-do-
8	Daily Transaction Diary	-do-	Godown Keeper	-do-



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9	Acknowledgement	Main Office	Manger/Incharge	Two years from date of cancellation of all the WRs/acknowledges entered in the book
10	Warehouse Receipt	-do-	Manager/ Incharge	-do-
11	WR/ Acknowledgement issued and cancelled Register	-do-	Manager/ Incharge	Two years from date of cancellation of all the WRs/acknowledges entered in that particular register
12	Stock Register	Main Office	Office Incharge	Two years from the date of final delivery of the stocks
13	Depositors Ledger	Main Office	Office Incharge	-do-
14	Delivery Order	Concerned Godown	Godown Incharge / Keeper /WHM	-do-
15	Gate Pass	Concerned Godown/gate complex	Godown keeper /Gate Incharge	-do-



Haryana State Warehouse Corporation

1. Purpose

Receipt of Goods in Custom Bonded Warehouses.

2. Responsibility

Warehouse Manager

3. Abbreviations and Definitions

S. No.	Abbreviation/ Terminology	Expansion/ Definition
1	SAC	Space Availability Certificate " "
2	CIF Value	Cost Insurance Freight

4. Input

S. No.	Input Description	Source
1	Arrival of Stock	Depositor/Agent

5. Process Activities

S. No.	Activity Title	Activities with preferred sequence	Responsibility	
1	Application for availability of space	An application shall be filled by the importer or his authorised agent for SAC alongwith the copies of Bill of lading/Airway Bill, Invoice & packing list.	Office Assistant	
2	Issue of Space Availability Certificate	<p>i) SAC shall be issued in duplicate as per request of the importer/his agent for the goods after assessing the acceptability thereof and the minimum space required for the intended goods to be received on payment of advance four weeks charges as per tariff in force for the area required for storage of said consignment. The original shall be handed over to the Importer/Agent and duplicate copy shall be retained at the Warehouse.</p> <p>ii) In case the stocks are not</p>	Warehouse Manager/ Authorised Person	



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		brought within the valid period for which SAC was issued, revalidation of SAC shall be sought by the importer or his agent.		
3	Collection of charges	Storage charges for four weeks for the 'area allotted shall be collected at the time of issuance/revalidation of SAC and space shall be extended for minimum two weeks and space shall be cancelled with an advance notice of two weeks.	Cashier	
4	Entry of SAC Register	The necessary Entries shall be made in the SAC Register regarding the space allotted against a particular application.	Office Assistant	
5	Filling of Deposit Application & Acceptance of goods	A Deposit Application shall be filed by the Importer/Agent together with In-To Bond fill of Entry for verification of the particular of the goods with reference to the details available in the SAC Register.	Office. Assistant	
6	Allotment of Deposit No.	A serial No. as found in Bond Register shall be allotted and indicated on the <u>Deposit Application</u>	Office. Assistant	
7	Entry of Cargo	<p>i) On production of the Deposit Application duly permitted & Truck Challan (wherever available), entry of the vehicle carrying cargo shall be allowed in to the warehouse premises and a proper entry to this effect shall be made in the Register.</p> <p>ii) In case of the truck being escorted by customs, the seal shall be checked along with concerned custom staff.</p>	Gate Incharge	
8	Unloading of Cargo	i) The cargo shall be got off loaded from the vehicle and stacked at the designated slot/location in the presence of importer/his		



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		<p>agent and the Escort Officer/Bond officer as the case may be.</p> <p>ii) In case, goods are allowed to be offloaded outside the Bonded premises by the Customs in emergent circumstances, the same <u>should be done only with the written instructions</u> of the custom office and relevant entries to this effect shall be made in the Bond Register duly countersigned by the Custom Officer. Thereafter effort shall be made to get the goods shifted to the notified area at the earliest possible.</p>		
9	Verification/Examination of Cargo	<p>i) The cargo shall be tallied with Marks & Nos. of the packages with those of the In-To Bond BOE.</p> <p>ii) The cargo can also be weighed as and when required</p> <p>iii) Damages-notices to the cargo if any, shall be recorded on the Deposit Application and intimated to customs immediately for repacking/resealing. The observation of damages so found would be got authenticated by the importer or his agent in the Deposit Application and the entry to this effect shall be made in Bond Register duly countersigned by Bond Officer.</p>	<p>Godown Incharge/ Office Assistant</p> <p>Weighbridge Incharge/ Godown Assistant</p> <p>Godown Incharge/ Godown Assistant/ Office Assistant</p>	
10	Measurement of Area occupied	<p>i) The net Area occupied by the cargo shall be physically measured, in the presence of importer/his agent and recorded in' the deposit application, bond register and on the reverse of the copy of the Bill of entry.</p>		



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		ii) In case the actual area occupied by the Cargo is found to be more than the area indicated in the SAC, the storage charges for differential area from the date of SAC shall also be collected.		
11	Preparation of stack card	The details of cargo stacked in the godown shall be entered in the stack card (Custom Bond) and displayed.	Godown Incharge/ Assistant	
12	Entry in Stackwise Register	Entries shall be made in the stack wise register as to the details of stocks received, net/gross area occupied, CIF Value and duty payable.	Godown Incharge Assistant	
13	Entry in Bond Register	The details of cargo as received in the godown shall be entered in the Bond Register."	Office Assistant	
14	Acknowledgment	The receipt of cargo covered under a particular Bond No. shall be acknowledged on the duplicate copy of the In -To Bond BOE clearly indicating the condition of packages. -	Manager and/or his authorized person	
15	Entry in Insurance Register	Insurable value of stocks (CIF duty, payable penalties if any) shall be indicated in the Insurance Register.	Office Assistant	
16	Documents & Records	<ol style="list-style-type: none">1. Application for availability of space.2. Space Availability Certificate.3. Space Availability Register.4. Cash Receipt.5. Deposit Application (Custom Bond).6. Bond Register.7. Stack Card (Custom Bond).8. Weight Check Memo.9. Lorry Weighbridge Register.10. Insurance Register.11. Stack wise Register.12. Daily Transaction Diary.13. Daily Transaction Register.		
17	Distribution	<ol style="list-style-type: none">1. All Branch Head2. All DMs3. All WHMs (through HO)		



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6. Process Output

Sr No.	Output Description	User
1	Acceptance of Goods,	Agent/Importer/Depositor
2	Rejection of Goods	Agent/Importer/Depositor
3	Generation of Acknowledgement Receipt	Agent/Importer/Depositor

7. Metrics

S. No.	Critical Success Factor	Targets
1.	Availability of space	Optimal Utilization

8. References

S. No.	Critical Success Factor	Targets
1.	Availability of space	Optimal Utilization

9. Records

s. No.	Name of Record	Location / Path	Custodian	Retention period
1	Application for Availability of space.	F/CD/22	Office Incharge	
2	Space Availability Certificate	F/CD/23	-s. Gate Incharge	
3	Regret Certificate	F/GD/23	Office Incharge	
4	SAC Register	F/CD/24	Godown keeper	
5	Deposit Application (Custom Bond)	F/CD/25	LWB Incharge	
6	Bond Register	F/CD/26	Godown keeper	
7	Stack Card (Custom Bond)	F/CD/27	Godown Keeper	



Haryana State Warehouse Corporation

1. Purpose

S. No.	Abbreviation/ Terminology	Expansion/ Definition
1	TBB	Time Barred Bond

2. Responsibility

S. No.	Abbreviation/ Terminology	Expansion/ Definition
1	TBB	Time Barred Bond

3. Abbreviations and Definitions

S. No.	Abbreviation/ Terminology	Expansion/ Definition
1	TBB	Time Barred Bond

4. Input

S. No.	Input Description	Source
1	Clearance/delivery of Goods	Agent/Importer

5. Process Activities

s. No.	Activity Title	Activities with preferred sequence	Responsibility	Ref. Doc
1	Application for delivery of cargo	Importer shall present his delivery order in prescribed format alongwith ex-bond Bill of entry duly passed out of charge by Customs.	Office Assistant	
2	Verification of Specimen Signature	Signature of Proper customs officer as available in the ex-bond bill of entry .and the signature of Importer/his agent on the delivery order shall be verified with those of specimen signature cards/file. T.	Office Assistant	



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3	Verification of documents	<p>f) Correctness of the Bond No. & Date and the payment of Custom duty etc. shall be verified.</p> <p>if) Out of charge order given by proper officer of customs along</p>	Office Assistant	
		<p>with the quantity to be delivered as per the pass out order of customs, shall be verified</p> <p>... iii) In case, Ex Bond Bill pfEntry is produced for delivery after three days from the date of payment of duty or after the stipulated time of customs in force, the same shall be referred back to customs to ensure mat there is no change in the duty structure, iv) When the TBB are subjected to delivery the duty is payable till the - goods are physically-removed from the warehouse.</p>		
4	Collection of Charges	<p>i) Storage charges to be collected for the area occupied by the cargo after expiry of the validity of S A C</p> <p>ii) Surcharge to be collected on storage charges from the date the goods become TBB and or if the party had not cleared CWC's dues on month to month basis.</p>	Cashier	
5	Delivery advice to Godown Incharge	<p>ensuring payment of dues and the correctness of documents, delivery Instructions shall be issued to the Godown Incharge in the Delivery Order apart from the instructions to the gate incharge permitting the entry of empty vehicle into the warehouse premises.</p>	Warehouse Manager/ Authorized Person	
6	Entry of Empty Vehicle	<p>i) Empty vehicle shall be allowed as —. —.-per;the Delivery Order produced at gate, and the details thereof shall be recorded in the gate register alongwith actual time of entry of vehicle in the premises-</p>	Gate In charge	



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7	Placement of empty vehicle at Godown Verification Of Cargo	Empty vehicle shall be placed at the nominated godown point for loading of cargo meant for delivery by customs, the seal shall be checked alongwith concerned custom staff. i) The cargo meant for delivery as per particulars contained in the delivery Order and ex-bond bill of entry shall be tallied with those on the stack card and the packages.	Godown Incharger	
8	Loading of Cargo	i) The cargo meant for delivery shall be loaded into the empty vehicle designated for the purpose. ii) The acknowledgement" for having received the cargo in good condition shall be obtained from the Importer/CHA or his agent in the appropriate column provided in the delivery order and also in the ex-bond bill of entry. iii) In case PART DELIVERY of cargo is effected, it should be ensured that the balance quantity as per the bill of entry is properly packed with the Customs seal by the custom officer and importer/his agent. iv) After effecting part delivery of cargo, the area occupied by the balance cargo under the said bond shall be measured jointly with the importer or his agent and the same shall be indicated in the appropriate column under the <u>Delivery Order</u> ,	Godown In charge/ Godown Assistant Godown Incharge/ Office Assistant	
9	Issue of Gate Pass	Gate pass duly indicating all relevant details of the cargo delivered and shall be prepared in triplicate and two copies thereof shall be given to the importer or his agent.	Godown Incharge/ Gd Assistant	
10	Entries in Godown Records	After deliveries are effected as per the Delivery Order (Custom Bond), the necessary entries shall be made in the; i) Stackwise Register ii) Stack Card iii) Delivery Order iv) Daily Transaction Diary	Godown Incharge/ Godown Assistant	



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11	Exit of loaded vehicle	The importer or his agent would produce second copy of the gate pass at the gate on the strength of which the exit of loaded vehicle would be permitted and relevant entries would be made in the gate register.	Godown Incharge/ Cashier	
12	Entry in Office Register/ Record	On receipt of delivery order with full details of transactions undertaken , necessary entries shall be made in the following registers/ records in the office, i) Bond register H). Insurance register iiif Daily transaction register	Office Assitants	

6. Process Output

s. No.	Output Description	User
1	Acceptance of stock	Depositor
2	Rejection of stock	Depositor
3	Generation of WR	Depositor

7. Matrics

No.	Critical Success Factor	Targets
1	Quality/Quantity Inspection	As per Norms
2	Availability of space	Optimal Utilization

8. References

s. No.	Input Description	Source
1	As per Govt Policy	Govt, of India

9. Records

S No.	Name of Record	Custodian	Retention
1	Delivery Order (Custom Bond)	Office Incharge	
2	Cash Receipt	"Gate Incharge	
3	Gate Pass	Office Incharge	
4	Bond Register	Godown keeper	
5	Stack Card (Custom Bond)	LWB Incharge	
6	Stackwise Register	Godown keeper	
7	Insurance Register	jGodown Keeper	
8	Daily Transaction Diary	Tech/Godown Incharge	
9	Daily Transaction Register	Office Incharge	
10	Gate Register	Godown Keeper/	



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		Office incharge	
11	Weight Check Memo	Office Incharge	
12	Lorry Weighbridge Register	Office incharge	
13	Specimen Signature Card	Office Incharge	

1. Purpose

Opening and closing of Office / Godown for normal business transaction

2. Responsibility

Warehouse Manager, Caretaker, Head Admn.

3. Abbreviation and Definitions

S. No.	Abbreviation/ Terminology	Expansion/ Definition
		NIL

4. Input

s. No.	Input Description	Source
1	Receipt/delivery of stock	Depositor
2	Preservation of Stock	Scientific storage practices

5. Process Activities

S. No.	Activity Title	Activities with preferred sequence	Responsibility
1	Verification of seal of Key box / Number of Keys	Before withdrawal of keys verification of seal of the key box shall be carried out. This will be followed by verification of number of keys	WHM or the Authorized Officer.
2	Withdrawal of keys	The keys kept in safe custody with Head Admn. / Warehouse Manager / Cashier shall be withdrawn on the working day or in exigencies, whenever business	Godown Incharge / Security Personnel / Godown Asstt.



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		transactions are required as per customer or other needs.	
3	Entry into the record	No. of keys withdrawn shall be entered into the opening / closing register maintained with Head(Admn.) / Warehouse Manager, person withdrawing the keys shall fill up all entries.	Godown Incharge / Security Personnel / Godown Asstt.
4	Returning the keys	At the end of day / closure of the operations, gates of Godown / office shall be locked and the keys shall be deposited with Head (Admn) / Warehouse Manager. Entries shall be made in the register.	-do-
5	Verification	Before closure of the Office at the end of the day, the total number of keys shall be verified. The officer verifying the entries and keys shall sign on the register. Any deviation in number of keys shall be immediately reported to higher authorities and appropriate action to change the lock etc. shall be taken.	Head Admin. / Warehouse Manager

6. Process Output

S. No.	Output Description	User
1	Security of stock	Depositor
2	Security of	WHM/Office Assistant



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	Warehouse/Office	
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7. Metrics

No.	Critical Success Factor	Targets
1	Verification of keys	100%
2	Seal at key box	Intact

8. References

s. No.	Input Description	Source
1	Internal Audit	IA

9. Records

S. No.	Name of Record	Location / Path	Custodian	Retention period
1	Office order for allocation of Duties	Main Office	Office Incharge/ WHM	Permanent
2	Godown opening / closing Register	Main Office	Office Incharge/WHM	—



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1. Purpose

Procedure for survey of centres for setting up a warehouse / creation of additional capacity at existing warehouse.

2. Responsibility

District Manager/ Manager Business / Manager (S&T)

3. Abbreviation and Definitions

S.No	Abbreviation/ Terminology	Expansion/ Definition
1	IRR	Internal Rate of Return

4. Input

s. No.	Input Description	Source
1	Business Potential	Depositors
2	Demand of storage space	Depositor

5. Process Activities

S. No.	Activity Title	Activities with preferred sequence	Responsibility
1	Need	Based on the request of prospective depositors / users and/ or suggestion of Corporate Office/Ministry, Shareholders and other Agencies, availability/ scope of business, the requirement /need for survey would be decided.	Ware House Manager/DM
2	Survey	A Survey Officer not below the level of Sr. Asstt. Manager will be deputed by Regional Manager concerned for market survey of the place.	Ware House Manager/DM
3	Contacting prospective business houses	The Survey Officer during the course of survey will contact all the agencies involved depositors/. Railway Authorities/Banking Institutions /Mandi Samiti / Village Panchayat /custom authorities /industrial houses/shipping lines/ prospective importers/ exporters, Chamber of Commerce etc. and	Ware House Manager/DM



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		prepare the feasibility report for general warehouse/ bonded/ CFS/ICD as the case may be.	
4	Outcome of survey	<p>The Survey Officer will as far as possible obtain the written requirement of storage space from various concerned agencies and compile them, sum up the requirement and recommend the opening of new warehouse. In case CWC vacant land is available he will recommend construction of the required capacity if found feasible.</p> <p>If existing land is not available he will locate the hired storage worthy godown at reasonable rent and send the proposal for hiring as per ISO Procedure. The written requirement of depositor(s) will be enclosed with Survey Report.</p>	Ware House Manager/DM
5	Identification of land	<p>On being satisfied with the statistics of business during the survey, the Survey Officer will try to locate/identify some Govt. Land with the help of local revenue authorities tentatively and make mention in the report about the estimated cost of land etc. if it is a new centre.</p>	Ware House Manager/DM
6	Submission of Survey Report	<p>After preparation of the report the Survey Officer will submit the same to the Regional Manager with his clear recommendations. The report will be processed in the Commercial Section of Regional office to work out the viability and economics of the proposal both in case of new centre as well as creation of additional capacity.</p>	Ware House Manager/DM
7	Proposal to Corporate Office	<p>The Survey Report will be thoroughly examined in regional office and a recommendation will be made to Commercial Division, CO:- for setting up of a warehouse with capacity /creation of additional capacity with justification after having cost benefit analysis.</p>	Ware House Manager/DM
8	Approval by Corporate	<p>On receipt of the Survey Report and the recommendations of the</p>	In charge WO Section of Commercial Division CO.



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	Office	Regional Manager, the Commercial Division, Corporate Office will examine the proposal in consultation with the Finance Division and the approval of Competent Authority (MD) would be conveyed to the Regional Manager, if adequate potential exists.	
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6. Process Output

s. No.	Output Description	User
1	Approval of setting up WH	Depositors

7. Metrics

No.	Critical Success Factor	Targets
1	Business Potential of Area	Sufficient
2	Cost Benefit Analysis	As per IRR

8. References

s. No.	Input Description	Source
1	Land Laws	Concerned State Govt.

9. Records

S. No.	Name of Record	location / Path	Custodian	Retention period
1	Survey Report (General warehouse)	Business Section (HO)	Business Head/HO	Two years after the date of closure of the warehouse/dehiring of godowns at that centre
2	Survey Report (Industrial Warehouse)	Business Section (HO)	Business Head/HO	-do-



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1. Purpose

To ensure a system for review of any long term/short term contract for availing Warehousing Service by any users. Applicable to all contracts for using warehousing services.

2. Responsibility

1. Commercial Manager for Contract Review activities with major customers (spreading over more than one Region) at CO level.
2. Regional Manager for Contract Review Activities at Regional level.
3. Warehouse Manager for Contract Review activities at Warehouse level.

3. Abbreviation and Definitions

S. No.	Abbreviation/ Terminology	Expansion/ Definition
	NIL	

4. Input

S. No.	Input Description	Source
1	Space availability	Vacant Godown
2	Customized business need	Business type

5. Process Activities

s. No.	Activity Title	Activities with preferred sequence	Responsibility
1	Business Development	<p>The Terms & Conditions and tariffs, rebates (if applicable) for various services shall be sent to the prospective customers (users) mailing list.</p> <p>a) On receipt of offer for business from the user, the concerned Warehouse Manager in consultation with Regional Manager (wherever required) shall decide the strategy and carry out the necessary activities such as:</p> <p>i. Identification of customer needs relevant to the service offered/projected</p>	Ware House Manager/DM



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		<p>to be offered.</p> <p>ii. Identification of capabilities, potentials in line with the customer needs and regulatory requirements.</p> <p>b) Based on the above condition, detailed requirements including necessary documents, (wherever applicable), of the prospective users shall be obtained.</p>	
2	Scrutiny customer's needs	<p>a) The customer's requirements shall be examined in detail through the documents (wherever applicable).</p> <p>b) The ambiguities, if any, shall be resolved with user after identifying any additional inputs required and examining the warehouse capabilities to meet the requirements.</p> <p>c) If satisfied, concerned authority shall process with preparation of offer.</p>	Ware House Manager/DM
3	Preparation of offer	<p>a) The offer shall be prepared covering relevant aspects of the service to be provided, such as:</p> <p>i) Scope of service</p> <p>ii) Facilities available with CWC.</p> <p>iii) General and specific conditions of warehousing services offered,</p> <p>iv) The requirements of documents from the users to provided services.</p> <p>v) Time within which the service shall be provided.</p> <p>vi) Validity of the offer.</p>	Ware House Manager/DM



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		<p>vii) Charges of the service to be rendered and mode of payment.</p> <p>viii) Additional facilities being provided at a charge of otherwise.</p>	
4	Business Development Activities at Warehouse Manager level.	<p>a) Warehouse Manager shall visit the local market/Mandi/other important customers to assess the market needs and communicate the service available with Warehouse.</p> <p>b) A set of terms and conditions shall be sent to prospective customers based on assessment of needs and availability of facilities/infrastructure available. otherwise.</p>	
5	Review of Contract	<p>On receipt of any contract/business offer/any amendment thereof from the users, following shall be examined/reviewed by the Warehouse Manger/Regiona Manager (wherever appropriate)</p> <p>a) All requirements are adequately defined and documented.</p> <p>b) The contract/offer received is in line with the offer submitted by CWC, if any.</p> <p>c) Region/Warehouse has the capability to meet the contract/offer requirements in terms of technical, infrastructural, commercial, logistical, statutory, regulatory and any other relevant issues involved,</p> <p>d) Any deviation shall be recorded and resolved with mutual consent with users.</p>	
6	Acceptance of Offer	Based on above activities, if approved the final acceptance of the contract/offer/amendment shall be communicated to the client in writing.	Ware House Manager/DM



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6. Process Output

S. No.	Output Description	User
1	Customized Business Solution	Depositor
2	Optimal utilization of space	Depositor

1. Purpose

To obtain feedback from the customers on Quality of Service delivery

2. Responsibility

Branch Heads, H.O/DMs/ Warehouse Manager

3. Abbreviation and Definitions

S.No.	Abbreviation/ Terminology	Expansion/ Definition
1	CFB	Customer feedback
2	MPR	Monthly Performance Review

4. Input

S. No.	Input Description	Source
1	Periodic Meetings	Customer (Existing)
2	Market Surveys	Customers (Potential/Existing)
3	Direct Feedback	Customers

5. Process Activities

s. No.	Activity Title	Activities with preferred sequence	Responsibility
1	Collection of Information	Collection of information on any customer related complaints, and suggestions /feedbacks shall be obtained through following means i. Periodical meetings with the users. ii. Market Survey from time to time to assess standing CWC in trade circle. iii. Complaint/ suggestion box	Ware House Manager/DM (Commercial) Head (Commercial) WM/RM / Head (Commercial)



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		available with the Warehouse Manager / Regional Manager and at the entrance of Corporate Office. Feed back, complaints received in Corporate Office in any other form, from any other interested party including statutory / <u>Regulatory bodies.</u>	Branch Head Concerned
2	Compilation of the Information received	The information received from various sources shall be compiled in the customers feedback Register maintained at Warehouses, Regional Office, and CO. Necessary investigation can be carried out to assess the complaint and its root cause.	Head (Commercial)
3	Corrective / Preventive Actions.	Warehouse Manager shall analyze complaints/suggestions received and decide necessary corrective and preventive action and maintain the record in the custom feedback register. At Regional Office level RM shall take appropriate Corrective & Preventive action and record shall be maintained in the Customers Feed Back Register. Report on complaint/ suggestions /feedback received alongwith action taken shall be forwarded to appropriate authority in CO through MIS	Ware House Manager/DM Ware House Manager/DM Ware House Manager/DM
4	Complaint Redressal	Warehouse Manager & RM shall ensure that all complaints received on service delivery, customer difficulties etc. are suitably attended to and redressed in a time-bound manner.	Ware House Manager/DM
5	Response to the customer	An interim reply shall be sent to the customer immediately on receipt of complaint / suggestion	Ware House Manager/DM



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		from him. The action taken shall also be intimated to the customer.	
6	Analysis of trend	Analysis of trend of complaint / feed back of customer shall be made once in 6 months at the time of management review, to identify areas of inadequacy and appropriate solutions to deal with the same shall be decided.	Ware House Manager/DM

6. Process Output

S. No.	Output Description	User
1	Improved Quality of Service	Depositor

7. Metrics

S.No.	Critical Success Factor	Targets
1	Identification of areas of inadequacy	Proper Analysis
2	Corrective/Preventive Actions	Timely
3	Response to Customers	Timely

8. References

S. No.	Input Description	Source
1	Periodic Meetings	Depositors
2	Regulatory/Administrative Bodies	Local Bodies/Ministry

9. Records

S. No.	Name of Record	Location / Path	Custodian	Retention period
1	Customer Feed Back Register	Main Office	Office In charge/ WHM	Two years being a Commercial Matter
2	Customer Feed Back format	-do-	-do-	-do-



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Performa for Customer's Feedback

Dear Customer,

We thank for choosing HSWC for warehousing and allied services. To ensure that your expectations are always met, we request you to provide us your evaluation of our facilities and services, in the format given below:

Number of years you are utilizing HSWC Services.

at Field/HO

at Warehouse/ICD

How did you come to know about HSWC:

i) From Advertising

ii) From Warehouse staff

iii) From CWC Customers

Which of the services you are utilizing:

i) Storage of Goods

ii) Import/Export of cargo

iii) Handling & transportation

iv) Pest Control

How do you rate the "service" at the warehouse:

Stocks:

Poor

Avage

Good

V.Good

i) Depsit

ii) Preservation'

iii) Handling

iv) Delivery

v) Working as per time parameters exhibited

in the warehouse

vi) Accuracy of billing

vii) Refund of excess charges

Infrastructure / Facilities:

i) Telephone

ii) Clean Tiolet



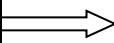
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- iii) Drinking Water
- iv) Hygienic Condition
- v) Weighment facility

Behavior of Employees:

- i) Security
- ii) Office
- iii) Godowns
- iv) H&T contractor/Labour:

Warehousing Charges

Reasonable/High 

Do you have to pay extra money for getting the work done:

- i) To HSWC Employees
- ii) To H&T Constructor/Labour

Have you ever registered with our local Manager:

Did you get a prompt response:

Name

Organization

Address:

Phone:

e-mail:

website:

Suggestion for improvement:



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1. Purpose

To maintain identification and traceability of stocks stored in the Warehouse. All the stocks in the warehouse.

2. Responsibility

Warehouse Manger/Godown (ncharges.

3. Abbreviation and Definitions

S. NO.	Abbreviation/ Terminology	Expansion/ Definition
	NIL	

4. Input

S. No.	Input Description	Source
1	Traceability of stock	Request of Depositor

5. Process Activities

S. NO.	Activity Title	Activities with preferred sequence	Responsibility
1	Identification & Traceability requirements	Identification and traceability requirements at warehouse for establishing ownership of stocks shall be duly maintained through stack cards, stock records and other displays.	Warehouse Manger
2	Mechanism for maintaining identification and traceability	i. Identification and traceability of stocks shall be maintained godown wise /compartment wise/stack wise in stock records establishing the ownership, date of receipt, initial condition of stocks, quantity and location through stack number, godown number and technical operations carried out.	Godown I/C Godown Asstt.



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		<p>ii. Appropriate stack cards with complete data shall be displayed on the stacks or near the walls giving the necessary identification of stock and its tractability. All stack locations shall be identified through stack numbers displayed and recorded in stock records.</p> <p>iii. Appropriate entries of the stack cards shall be made in documents provide to the depositor identifying the godown number, compartment number and stack number.p</p>	
3	Specific Customer need for identification & traceability	Any specific customer requirement for identification and traceability shall be identified and provided on stocks as per contractual requirements through appropriate mechanism.	Warehouse Manager Godwon1/C
4	Use of Display Boards, flags in storage area	<p>a) If required, cordoning of the areas with suitable indications shall be displayed by appropriate methods like boards, flags etc. to meet the specified requirements of the customers/customs.</p> <p>b) The area for maintaining hazardous items shall be clearly earmarked and displayed for storage of hazardous material</p>	



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6. Process Output

S.NO.	Output Description	User
1	Easy access to stock	Depositor

7. Metrics

S. No.	Critical Success Factor	Targets
1	Traceability and easy access to stock	In least possible time

8. References

S.No.	Input Description	Source
	IA	Internal Audit

9. Records

S.No.	Name of Record	Location / Path	Custodian	Retention period
1	Stack card	In Concerned Godown	Godown keeper	Two years from date of final delivery
2	Stackwise Register	-do-	-do-	-do-



Haryana State Warehouse Corporation

1. Purpose

Appointment of a contractor for handling and transport services of ISO container and other allied service. Appointment of handling and transport contractors for all warehouses under two Bids systems.

2. Responsibility

Competent Authority at CO District Manager.

S. No.	Abbreviation/ Terminology	Expansion/ Definition
1.	CFS	Container Freight Station
2.	NIT	Notice inviting tender
3.	ISO	International Organization for Standardization
4.	TEC	Tender Evaluation Committee
5.	RTC	Regional Tender Committee
6.	EMD	Earnest Money Deposit
7.	H81TC	Handling & Transport Contractor
8.	CA	Competent Authority
9.	Two Bid Systems	Two stage tendering process Comprising submission of bids consisting of two parts i.e. the technical bid & the price bid. Where in Price bid of Technically Qualified bidders are evaluated.

3. Input

S. No.	Input Description	Source
1.	Permission of CA for utilizing bids	CWC
2.	Bids Received	Prospective Bidders.

4. Process Activities

S.No.	Activity Title	Activities with preferred sequence	Responsibility
1.	Permission from Competent Authority for inviting tender	Permission shall be obtained from competent authority depending upon value of contract for inviting tender to appoint H&T contractor	District Manager
2.	Invitation of Tender	Tender shall be invited from interested parties for H&T and through a NIT Advertisement in	



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		three leading newspapers (Hindi, English, Local language). The advertisement shall contain main terms & conditions of contract place of work, requirements of Man & Machinery, EMD, last date & time and place for submission of duly filled tender etc. date of opening of tender etc. The tender shall be invited for Technical Qualification and Rate Quotation under e tendering.	
3.	Sale of Tender forms	Non-transferable tender forms alongwith detailed terms & conditions for tender shall be uploaded in electronic format on the tender portal, CWC website & the CPP portal for viewing/downloading by prospective bidders by paying applicable tender cost upto a date on the tender portal, CWC website & the CPP portal for viewing/downloading by prospective bidders by paying applicable tender cost upto a date	DM
4.	Constitution of Tender Committee	a) A Tender Committee shall be constituted by the competent authority at Regional level and Corporate Office level. b) For evaluation of tender a tender committee shall be constituted by the Competent Authority at Regional level and Corporate Office level.	District Manager/Activity Head Commercial Divison,CO
5.	Receipt of duly filled Tenders form	Tenderers shall submit their offer in electronic format on the CWC's tender Portal on or before the schedule date and time as	District Manager



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		mentioned in the NIT.	
6.	Opening of tenders	Bids received on the CWC's tender portal shall be opened on a date & time mentioned in NIT in presence of tenderers. Only bids for technical qualified shall be opened by RTC at RO.	District Manager
7.	Evaluation of Technical Bids	<p>On the strength of documents related to equipment, financial strength, EMD deposit, submitted alongwith the tender document, tender shall be evaluated to assess tenderers ability to meet the tender requirement including technical aspect for ensuring quality performance and a comparative statement shall be prepared for shortlisting technically qualified tenders. For assessment due weightage shall be given to the following:</p> <ul style="list-style-type: none">i) Past performance of Handling & Transport Contractor.ii) Performance Certificate provided by the tenderers from other users of his service.iii) Market surveillance report about the tenderers performance. Physical assessment of H&T equipments and amount of managerial/technical Capabilities of his staff. A list of Handling & Transport Contractors who have provided services to CWC in past shall be maintained alongwith account of their performance by Regional Manager. Performance of contractor shall be reviewed on annual basis for all running contracts. This may be used for future bidding and performance assessment.	
8.	Opening of Price bids	Price Bids of technically qualified	District Manager



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		tenderers shall be opened in their presence, if applicable, and a comparative statement shall be prepared for Price bids to work out comparative Price for tender. The tender committee shall place the recommendation before the Competent Authority to take a decision for appointing an H&T Contractor after evaluation of the bids.	
9.	Appointment of H&T Contractors	Based on the decision taken by the Competent Authority, the Regional Manager shall send letter of offer to the successful bidder for accepting the offer.	District Manager
10.	Acceptance of offer & execution of contract agreement for appointment as H&T Contractor	The successful bidder shall inform in writing about acceptance of offer made to him and The Regional Manager shall issue an appointment letter to successful bidder as H&T contractor, who shall enter into a written contract for agreement with CWC on non-judicial stamp papers of appropriate value.	District Manager