STANDARD OPERATING PROCEDURE FOR IRBN SUBSIDIARY CANTEEN
(A UNIT OF CPC)

C.XVII.2/CPC/20010-CPC-2012 dated 23-11-2010
CPC/da-03/13/Opn. Of MC-SC/Police-S2/2018/268 dated 29-01-2018

INTRODUCTION

1. Central Police Force Canteen is established under the Ministry of Home Affairs operating with its HQr at New Delhi for providing goods and consumer durable to the personnel in active duty and retired personnel of Central Police Forces which broadly included BSF, CRPF, CISF, ITBP, SSB and Assam Rifles. This facility has now been extended to All CPOs coming under MHA like IB, SPG, NSG, NCRB, CBI, Railway Police and also to All State Police serving and retired personnel and their families as a welfare measure. Central Police Canteen system is operating in all over India for the Central Police Force Personnel. It has wide network of 119 Master Canteens with around 1493 subsidiary canteens/outlets in different parts of the country.

2. The CEO cum GM Central Office, Central Police Canteen (MHA) vide Order No. C.XVII.2/CPC/20010-CPC-2012 dated 23-11-2010 and Revalidated Order No. CPC/da-03/13/Opn. Of MC-SC/Police-S2/2018/268 dated 29-01-2018, has accepted our (IRBn Police Department, Puducherry) request and accorded permission for opening / functioning of a new Subsidiary Canteen in IRBn, Police Department, Puducherry on the following terms and conditions;

a) The said subsidiary canteen will strictly adhere to the instructions / guidelines already issued / being issued by the Central Office Central Police Canteen in the light of instructions issued by the MHA from time to time.

b) The said canteen will regularly send the Monthly Return & other information sought by this office from time to time through its Master Canteen

c) Any clarifications/suggestion related to policy decisions should be routed through its IRBn HQr Police Department, Puducherry only.

d) The canteen is not allowed to make any terms and conditions related to placing of demands, supplies etc., related to firms registered with CPC on its own

e) The Head of Office of the Canteen will ensure that firms/companies other than the firms/companies registered with CPC, are not at all entertained in the way that none of the products of firms/companies which are not registered with CPC should be sold through the aforesaid Subsidiary Canteen

f) Funds and space for maintenance of the canteen will be managed by the canteen itself through the IRBn HQr, Police Department, Puducherry

3. The Master Canteen, GC CRPF Avadi vide letter No. C.XVII/1/2017-18-GC-CPC-M/C dated 16/02/2018 has also issued the following direction / guidelines for functioning of Subsidiary Canteen, IRBn Puducherry with reference to Central Office, CPC MHA Revalidated Order dated 29-01-2018 cited above and besides other conditions laid down in the CPC Revalidation Order;

a) Before opening of the Subsidiary Canteen Rupees 5,00,000/- only to be deposited into the Master Canteen as temporary advance to manage timely payment to the firms.

b) Food licenses may be obtained from FSSAI (Food Safety and Standard Authority of India) and copy of the same to be forwarded to the Master Canteen

c) Subsidiary Canteen should possess computer with internet (Static IP) facilities for proper updating of stock availabilities and smooth regulation of payments. Subsidiary Canteen shall have an online link with the Master Canteen.

d) The demands be submitted to Master Canteen in the prescribed pro forma along with stock position and its last purchase for further placing of supply order with the concerned firms.

e) Sufficient stock of particulars items are available, no demand of that items be placed with Master Canteen

f) The major portion of demand may be submitted in the last week of every month so that goods may be made available for the first week of the following month.

g) Due to non receipt of GST exemption from the Government, items / goods to be purchased / sold with GST only. Hence, the demand of items should be placed for the need of 10 to 15 days only and over stocking shall not be entertained at any cost.

4. Therefore, IRBn Subsidiary Canteen will start functioning in the IRBn Temporary Camp near Indira Gandhi Government Higher Secondary School, Gorimedu, Puducherry. For an effective and transparent functioning of the IRBn Subsidiary Canteen, the Standard Operating Procedure (SOP) is set as follows and comes into force with immediate effect;

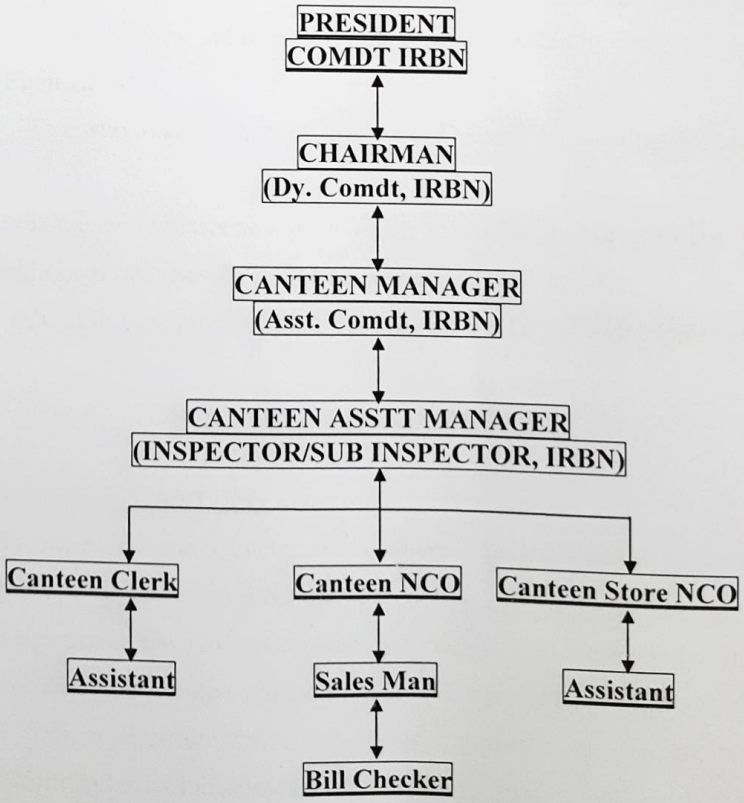
MANAGEMENT

5. The IRBn Subsidiary Canteen will be managed by the Officers as detailed below:-

President	-	Commandant, IRBn, Puducherry
Chairman	-	Deputy Commandant, IRBn
Canteen Manager	-	Assistant Commandant, IRBn
Canteen Asst. Manager	-	Inspector/Sub-Inspector, IRBn
Canteen Clerk	-	One HC & One PC, IRBn
Canteen NCO	-	One HC, IRBn
Canteen Store In-charge	-	One HC & One PC, IRBn
Billing clerk (Salesman)	-	One HC & One PC, IRBn
Bill checker	-	One HC & One PC, IRBn
Multi Tasking Staff (MTS)	-	One Sweeper, IRBn

The above strength may be decreased / increased as per actual requirement.

STRUCTURE OF IRBN SUBSIDIARY CANTEEN



Sl No	Designation	Rank
1.	President	Comdt.
2.	Chairman	Dy. Comdt.
3.	Canteen Manager	Asst. Comdt.
4.	Canteen Asst. Manager	Inspector/Sub-Inspector
5.	Canteen Clerk	HC
6.	Canteen NCO	HC
7.	Canteen Store NCO	HC
8.	Assisting to Canteen Clerk	PC
9.	Assisting to Canteen Store NCO	PC
10.	Sales (Billing) Man	PC
11.	Bill checker	PC

OBJECTIVES OF IRBN SUBSIDIARY CANTEEN

6. (a) To provide general stores required for daily use through sale in cheaper rate to the serving / retired members and martyred police personnel family of all the ranks of Police Department, Puducherry.

(b) To ensure that the level of Consumer Demand Satisfaction is maintained at the maximum.

(c) To generate reasonable profitability to sustain the organisation, permit growth and provide additional facilities for police personnel and their families.

(d) To utilise the profit of the CPSC for the welfare of IRBn Puducherry.

ROLE AND RESPONSIBILITIES

PRESIDENT OF THE CANTEEN

7. The President of the canteen will convene general meetings quarterly. He is responsible for overall administration and functioning of the Subsidiary Canteen and its complete management. He will ensure the final demand of items to be placed with the Master Canteen after his written approval. He will also ensure checking of accounts by endorsing his counter signature fortnightly, besides surprise checking on any day of that particular fortnight and affix his signature on relevant records. The Survey / Line Committee Report of items supplied by firms on the basis of demand placed with Master Canteen, to be approved by the President of the Canteen. The Administrative approval in any special case or

exceptional case as required if any, same may be obtained from DGP/IGP, Puducherry accordingly.

CHAIRMAN

8. (a) He is responsible to the President for efficient running of the Canteen and with the assistance of the Manager of the Canteen will conduct all transactions and sanction of purchase of canteen items. He will bear in mind that the sanction of the general meeting is necessary for all transactions with regard to contracts and items of heavy expenditure. He will ensure that the general meetings are held quarterly and that accounts for preceding months are signed by the 15th of the following month. He will ensure that the accounts are audited annually and stocks physically checked every month by a board of officers to be detailed by the President of the Canteen through Orders. All Cheque Books, Savings Account and other valuable documents of the society will be kept in the Manager's Custody. All cheques of withdrawals from the banks will be signed by the Chairman.

CANTEEN MANAGER

9. (a) He is responsible for general supervision of all transactions and to arrange the supply of all goods locally or otherwise on reasonable prices. He will also be responsible to see that Canteen SO/NCO deposits sale cash on the following working day in the Treasury Chest and would see that no such amount is retained without sufficient cause.

(b) He will insist the members of the Committee to check and inspect the fresh purchases or put them up before the Chairman (or President).

(c) He will bring to the notice of the Chairman all articles lying unsold for more than 06 months and obtain his orders regarding disposal.

(d) He will report all cases of damage to dead stock or items of sale, to the Chairman.

(e) He will check the registers twice a month and the stocks monthly and will sign all the registers. He will keep the Chairman informed of any discrepancies found by him.

(f) He will be responsible for running the Subsidiary Canteen.

(g) He will maintain separate sanction books for Canteen and obtain sanction in these books from the Chairman before any purchase is made.

(h) Canteen officer can make the local purchase of essential articles which is to be required for the maintenance and proper functioning of the CPSC, this shall not exceed an amount of not more than Rs. 5,000/- only per month with prior approval of the President of Canteen.

CANTEEN ASST. MANAGER

10. (a) He is responsible for all articles on charge of the Canteen according to the stock and dead stock register.

(b) He will regularly maintain the stock register, daily sale register (fair and rough). Credit sale ledger, dead stock register, the daily register (fair) and general stock registers shall be completed daily after comparing entries in the daily sale register (rough) and daily sale register (fair).

(c) He is responsible for scrutinizing all correspondences related to Subsidiary Canteen and will ensure proper reply through Canteen Clerk.

(d) He will check Cash Book and related RV/PV files, Profit appropriation Register, Sanction Books, Purchase Note Sheet Books, etc., of Subsidiary Canteen through Canteen Clerk and ensure transparency.

(e) Canteen Asst. Manager (SO) will assist the Manager.

CANTEEN CLERK

11. (a) He is responsible for regular and proper upkeeps of cash book and payment register. He will prepare bills and undertake all correspondence connected with the Canteen affairs. He will prepare statement of accounts every month, which will be put up before the Chairman before the 10th of the following month. Quarterly balance sheet will also be prepared by him and put up within the first fortnight.

(b) He is responsible for monitoring the demands to the Master Canteen and placement of supply orders with the firms;

(c) He will receive the cash and coupons account from the Canteen Officer daily and prepare deposit cheques immediately, which will be signed by the Chairman.

(d) He will insist the members of the Committee to check and inspect the fresh purchases or put them up before the Chairman (or President).

(e) He will bring to the notice of the Chairman all articles lying unsold for more than 06 months and obtain his orders regarding their disposal.

(f) He will report all cases of damage to dead stock or items of sale, to the Chairman.

(g) He will check the registers twice a month and the stocks quarterly and will sign the registers in token of having done so. He will keep the Chairman informed of any discrepancies discovered by him.

(h) He will be responsible for running the IRBn Subsidiary Canteen.

(i) He will maintain separate sanction books for canteen and obtain sanction in these books from the Chairman before any purchase is made.

(j) He is responsible for correct accounting of transactions of Subsidiary Canteen in consultation with Manager/Asst. Manager of Subsidiary Canteen.

CANTEEN NCO

12. (a) He is responsible for all the articles on the charge of Canteen according to the stock and dead stock registers.

(b) He will maintain the following Registers promptly and submit the same to the Canteen Chairman through the Canteen Manager for perusal whenever necessary:-

(i) Dead Stock Register
(ii) Survey/Line Committee Register
(iii) Credit Purchase and Payment Register
(iv) Cash Book Register
(v) Visitor Register
(vi) Irrecoverable Register (Telephone)
(vii) Irrecoverable Register (Stationery)
(viii) Stock file
(ix) Demand /Requirement file
(x) Payment voucher file
(xi) Daily Sale file
(xii) Damage Item files

(c) He will keep watch on the supplies placed with the firm and collect the goods from Railway station or Transport Office if necessary wherever door delivery is not made by the firms.

(d) He will exercise effective supervision over the Store men and ensure the goods are properly kept and protected from damage.

(e) He is responsible for reporting to Survey Committee, detailed every month whenever demanded goods are received in the Subsidiary Canteen. He will immediately report any variation between demand and supply viz., deficiency / damage are excess of goods through Canteen Manager/Canteen Clerk to the Chairman for reporting to the matter to the concerned firms.

(f) He is responsible for the all transaction with the Master Canteen and for the correct deposit of money against sales which should be entered in the stock and sale registers.

(g) He is responsible for the rate list being updated and display products conspicuously in canteen premises.

(h) He will inform the Manager as soon as any article is damaged or rendered un-receivable or unfit for sale.

(i) He is responsible for cleanliness of Canteen Goods.

(j) He will prepare firm's bills and receipt bills to the Master Canteen.

(k) He will ensure that, after daily transactions, the Storerooms are locked/sealed by PCs/GD Store Men and the key will be deposited by him with the Quarter Guard.

CANTEEN STORE INCHARGE

13. (a) They are responsible for loading and unloading of goods from Subsidiary Canteen Storeroom.

(b) They will arrange articles in the Storeroom as directed by the Canteen NCO and responsible for proper cleanliness of the store.

(c) They will immediately report any loss or damage of goods to the Canteen NCO.

(d) After daily transactions, the storeroom will be locked/sealed by these PCs/GD and the key will be deposited with the Quarter Guard through Canteen Manager/NCO.

BILLING CLERK (SALESMAN)

14. (a) Billing clerk should perform duties such as compiling, analyzing and recording bills, preparing and issuing invoices and providing customer service.

(b) They are responsible for issuing daily, weekly and monthly sales and stock statements.

(c) They are responsible for customer's file updated with current invoices, bills and contact information.

(d) They are also responsible to keep track of transactions and to follow up on discrepancies between supply order and invoice registers.

(e) They should ensure to take settlement copy from the POS machine at the end of working hours of CPSC.

BILL CHECKER

15. (a) Bill checker should inspect and examine all the sold items for verification of correctness of description given in the bill of entry.

(b) They are responsible if unpaid items go out after checking.

(c) They should inform immediately to the Canteen manager if any discrepancy between the sold item and bill of entry.

PROCEDURE AND MEDIUM OF BUSINESS

17. All commodities will be sold on cashless transaction / Point of Sale except for official purchase for which credit sales may be resorted to and the same shall be duly monitored by the Canteen Officer.

PROCEDURE FOR PURCHASE OF GOODS FOR CANTEEN

18. (a) The Canteen Manager will make the demand which contains the information viz total sale during last purchase, present stock position, cost involved and the mode of procurement etc. The Canteen officer shall scrutinize the demand and endorse his recommendation with particular reference to the availability of fund. Then the demand will be put up to the President through the Chairman for the approval.

(b) Once the goods are purchased, shall be checked by the Line/Survey Committee consisting of Board of Officers detailed for this purpose to verify the correctness of items that are supplied by the firms.

(c) Canteen Manager should also prepare the sale price in the register for each item and submit for the approval of the Competent Authority before stocking and sale in the Canteen.

(d) Subsequently, the Canteen may charge @ 2% profit from the members and the same be utilized for welfare of IRBn Police Personnel and for the betterment of the Canteen.

SHORTAGE/BREAKAGES

19. Once consignments arrive at Subsidiary Canteen, a board of officers by means of LCR (Line/Survey Committee Report) must ascertain shortage/breakages and submit board proceedings, so that compensation can be demanded from consignee through the Master Canteen.

WARRANTY

20. a) Companies will extend warranty facilities on goods where the same is applicable in the open market.

b) Defects noticed before cutting of the bill for customers, by Subsidiary Canteen, will be appraised to the Company for the replacement.

c) If defect is noticed after billing is completed and during warranty period, then the local dealers of company whose addresses will be provided by companies may be contacted by customers for repair/replacement depending on condition of goods/appliances.

PRICES

21. Prices quoted by companies for Subsidiary Canteen locations are inclusive of all taxes, freight and octroi as applicable in concerned states where IRBn establishments exist, and are applicable for 06 months, from the date of signing.

PAYMENTS

22. This Subsidiary Canteen will make the payments to the Master Canteen through cheque/drafts or NEFT/RTGS or Electronics mode of payment (ECS)

DOCUMENTATIONS

23. The following registers/documents may be maintained in Canteen:-

(a) Dead Stock Register
(b) Survey/Line Committee Register
(c) Credit Purchase and Payment Register
(d) Cash Book Register
(e) Visitor Register
(f) Irrecoverable Register (Telephone)
(g) Irrecoverable Register (Stationery)
(h) Stock file
(i) Demand /Requirement file
(j) Payment voucher file
(k) Daily Sale file
(l) Damage Item files

MONTHLY STOCK TAKING

24. At the end of the every month, canteen will be closed for two days for the monthly Stock Taking. The Manager of the Canteen should ensure monthly stock taking of goods is carried out at the end of the month regularly.

SURVEY / LINE COMMITTEE

25. The President shall constitute a Survey/Line Committee not less than three members; at least two of them not below the rank of Assistant Commandant. This Survey Committee shall inspect/survey the goods and ensure that the correct quality/quantity is received from the firms at the time of collection, based on the invoice copy. If any damage/Short supply of

goods must be reported to the concerned firms through the Master Canteen within 3 days from the date of receipt of goods. The Officer and Members of the Survey / Line Committee to be changed by every quarter to keep transparency and avoid any malpractice.

WRITE OFF CANTEEN GOODS

26. As per the system followed in the Master Canteen GC CRPF, Avadi, relevant rules 223(1), 223(2) & 223(3) of GFR and other orders / instruction issued time to time by the Government should be followed for the powers for Write Off loss as well as for the condemnation of the Canteen Goods.

TIMINGS

27. (a) Timings during which the Canteen will remain open will be notified by the Chairman from time to time through Circular Orders.

(b) On every Tuesday Canteen shall be off for sale and stock taking will be made as per the guidelines of the Master Canteen.

(c) And any other days as decided by the President, the Canteen will remain closed.

SELLING PRICE FIXATION

28. The rate may be fixed normally for 6 months for the items being sold in the subsidiary canteen by detailing a Board of Officers and it should be revised regularly.

SALES

29. Sales will be made only against cashless transaction as decided by the Chairman, Master Canteen, Avadi, Chennai.

HANDLING OF CASH

30. Canteen Asst. Manager/NCO will deposit daily sale amount of the Canteen with the Chairman. This amount must be deposited into the bank account on next working day. In no-case cash will be allowed to remain in the treasury of the Canteen.

DISTRIBUTION OF PROFIT OF MASTER/SUBSIDIARY CANTEEN

31. Based on the decision taken during the Central Administrative Committee (CAC) meeting held on 28/07/2014 and in consonance of Para-9 of Home Ministry's OM No. 27011/18/2016-R&W dated 18/09/2006, competent authority has approved to distribute profit

margin of 3% on CPC items as lender to meet the day to day requirement of Subsidiary Canteen and for the development of the infrastructure:-

i)	Central Office, CPC	-	0.5%
ii)	Master Canteen	-	0.5%
iii)	Subsidiary Canteen	-	2%

DISTRIBUTION OF CANTEEN PROFIT OUT OF HANDLING CHARGES

32. Where the canteen profit is more than Rupees 10,000/- in a year after meeting handling, maintenance and running charges of the canteen, 50% of the profit shall be spent for the welfare activities of personnel of India Reserve Battalion, Puducherry and maintenance & upkeep of IRBn Subsidiary Canteen and where the profit is less than Rs.10,000/- 30% shall be diverted for the same purpose.

GENERAL

33. A suggestion book will be kept in the Canteen, which will be placed at the counter during the working hours. Any member of the Force is competent to record his suggestions in it under his full signatures, name, designation and number. This book will be examined by the Manager daily and will be put up before the Chairman, every month before the purchase of the monthly stock.

AIM

34. To provide quality goods with a price advantage to Police Personnel of all units, Police Department, Puducherry.

MONTHLY CORRECTNESS REPORT

35. IRBn Subsidiary Canteen shall forward a monthly report to the President through the Chairman and obtain a correctness certificate signed by the Chairman (in the prescribed format).

AUDIT OF SUBSIDIARY CANTEEN

36. Annual audit of the Subsidiary Canteen is mandatory for CPSC accounts through a certified Chartered Accountant (CA) and shall be completed by 31st December every year. The audit report shall be filed and maintained by the Canteen Officer.

PURCHASE LIMIT

37.

Sl No	Rank	Monthly Limit for Daily needs and Grocery	Annual Limit for Electronic items
1	Grp.D, PC and HC	10000	125000
2	ASI to Inspr.	12500	150000
3	SP / AC / DC	15000	200000
4	Guest	20000	1500000

SHORT-SHELF-LIFE ITEMS

38. a) Stocks should be properly rotated on "First-In First-Out" (FIFO) basis to avoid obsolescence, wastage and surpluses.

b) The Survey/Line Committee Members must check the manufacturing and expiry date, wherever applicable, at the time of collection of goods. The canteen NCO can keep a record of such items immediately on receipt and arrange sale at their end so that short-shelf-life items are liquidated well before their expiry.

STOCKING OF UNAUTHORISED GOODS IN CANTEEN

39. Only items/firms approved by the Central Office, CPC will be sold from CPSC. No unauthorized item will be sold from CPSC.

CANTEEN FACILITIES TO THE RETIRED POLICE PERSONNEL:-

40. **Process / Authentication.** All Retired Police Personnel will apply for the smart card to the Subsidiary Canteen through which they want to avail Canteen Facilities after the authentication of the application through the Commandant of IRBn.

Documents to be submitted by Dependent to Subsidiary Canteen.

Process / Authentication. All dependent of martyred Police Personnel will apply for the smart card to the Subsidiary Canteen through which they want to avail Canteen Facilities after the authentication of the application through the Commandant IRBn. The following attested documents will be submitted to the IRBn Subsidiary Canteen.

- Application for Smart Card duly countersigned by the Competent Authority.
- Government order for Retirement.

- Copy of Pension Payment Order (PPO).
- Address Proof and Copy of PAN card.
- Payment of Rs. 125/- to the IRBn Subsidiary Canteen and the amount may be variable by the issuing authority.
- Canteen facilities should be availed by only one serving personnel if both Husband/Spouse are in service.

PREVENTION OF LEAKAGE OF CANTEEN GOODS

41. Time to time instructions will be given regarding the preparation of indents, accounting and sale of the Canteen Goods.

RIGHTS OF THE IRBn CPSC CUSTOMER

YOU CAN DEMAND –

- Testing of all consumer durables including electrical appliances, in your presence, and to your satisfaction.
- Guarantee cards duly filled, signed and stamped by the IRBn Subsidiary Canteen.
- Replacement of faulty products within warranty period.
- Proper and efficient after-sales service and IRBn CPSC's intervention in case of complaints.
- Food articles with the adequate shelf-life.
- Consumer promotion schemes as per applicable.
- To see Pictorial Price-List and Monthly Bulletins, published by the IRBn CPSC.
- Information on availability of items Against-Firm-Demand (AFD), like televisions, refrigerators, and washing machines.

CPSC COMPLAINTS / CUSTOMER COMPLAINTS

42. Canteen Managers / Commanding Officers are to ensure that case reporting about non supply of Against Firm Demand (AFD)/Harassment defective/damaged items by IRBn CPSC customers, are to be immediately intimated to the Area Managers of the nearest CPC Depot. The details of the items viz. Lot Nos./ Batch No. etc., are to be promptly provided for the necessary actions by the CPC Area Depots and also to ensure that complaints of any nature to be referred to the concerned CPC Depot first and if no

response is received, then the case may be referred to the concerned Regional Manager under intimation to HO CPC for the further necessary actions.

The police personnel working each of the Sections of the IRBN., Subsidiary Canteen will be held responsible individually and jointly for any lapse(s) noticed in their respective Sections with joint responsibility and necessary action as deemed fit and proper will be taken as known to the rules, regulations and established procedures in this regard, besides initiating appropriate disciplinary action.