



CENTRAL WAREHOUSING CORPORATION
(A GOVT. OF INDIA UNDERTAKING)



Tender Reference No:
CWC/MIS-WMS/2017-18
11th May 2017

Implementation of Warehouse Management Solution At Central Warehousing Corporation

Annexure I : Scope of Warehousing Operations

Central Warehousing Corporation

"Warehousing Bhawan" 4/1 Siri Institutional Area August Kranti Marg, Hauz
Khas

New Delhi-110016 Website: <http://www.cewacor.nic.in>

Proprietary Notice

This document contains confidential information of CWC which is provided for the sole purpose of permitting the recipient to make a proposal. In consideration of receipt of this document, the recipient agrees to maintain such information in confidence and to not reproduce or otherwise disclose this information to any person outside the group directly responsible for evaluation of its contents, except that there is no obligation to maintain the confidentiality of any information which was known to the recipient prior to receipt of such information from CWC or becomes publicly known through no fault of recipient, from CWC or is received without obligation of confidentiality from a third party owing no obligation of confidentiality to CWC.

Index of Contents

DEPARTMENT WISE SCOPE	7
3 COMMERCIALS DEPARTMENT	7
REGIONAL OFFICE OPERATIONS	11
1.1. COMMERCIAL OPERATIONS	ERROR! BOOKMARK NOT DEFINED.
1.2. TECHNICAL DEPARTMENT	13
1.3. GENERAL ISSUES / REQUIREMENTS	15
1.1. FOOD GRAIN / GENERAL GOODS WAREHOUSES	15
1.2. CUSTOM BONDED WAREHOUSES (FOR IMPORT GOODS)	18
1.3. COLD STORAGES / TEMPERATURE CONTROLLED WAREHOUSES	21
1.4. ON-LINE RESERVATION OF VACANT SPACE OF SPACE AVAILABILITY	21
1.5. FLOWCHARTS FOR CUSTOM BONDED WAREHOUSE (IMPORTS)	27

1 Background

The proposed “Warehousing Management System”(WMS) would be web based completely on-line Software Application automating all functions of warehousing activities with real time data capturing of all operations directly in the application at all levels and subsequent generation for view/download of relevant reports with hosting of the WMS at cloud Data Centre.

Warehousing is a complex activity incorporating multiple functions in Warehouses, Regional Offices and Corporate Office which are interlinked. As on date, CWC operates 436 warehouses across the country with a storage capacity of 10 million tonnes. CWC employs more than 3600 trained personnel. CWC is mainly organized around 18 Regional Offices (ROs) with extensive decentralization and 04 Construction Cells. ROs manage the day-to-day transactions and are responsible for the efficient operations of the warehouses under their control. Role of Corporate Office is mainly on Strategy (new Projects/services based on Market demands), Policy formulation and Budgetary Controls. In addition, Consultancy services are handled from CO. Warehouses is pure “operational units” with all the support coming from ROs.

The “WMS” shall be applicable only for the storage of stocks in warehouses other than FCI Stock. The FCI Stock shall be handled through the “DOS”i.e Depot On-line System which is already in the process of implementation in CWC.

Following would be the stake holders of the “WMS” project:

- a) MIS Division, CWC, CO, New Delhi, under kind control of GM(System).
- b) Commercial Division, CO, New Delhi, under kind control of GM (Comm.)
- c) Technical Division, CO, New Delhi, under kind control of GM/DGM (Tech.)
- d) Finance Division, CO, New Delhi, under kind control of GGM (Fin.)
- e) Inspection Division, CO, New Delhi, under kind control of GM (Inspection)
- f) Engineering Division, CO, New Delhi, under kind control of Chief Engineer.
- g) Regional Managers, of 18 Regions and CC Heads of 04 Construction Cells.

2 Scope of Work

The WMS Application shall be developed purely as per the Standard Operating Procedure(SOP) and ISO Documents/Work Instructions/Formats etc. issued by the concerned department of CWC.

The WMS application shall work at the following levels in integrated manner:

- a) Corporate Office Level.
- b) Regional Office Level.
- c) Warehouse Level.
- d) Depositor Level.

The Functions of CWC operations are to be incorporated in the application are as under: -

- 1) CWC works through Regions and respective Warehouses under command of Corporate Office in Delhi. The warehouses may be own constructed or hired units etc. and operate different type of warehouse activity e.g. General warehouses, Custom Bonded warehouses, Temperature Controlled warehouses, Silos, Open warehouses, Management basis warehouses etc.
- 2) CWC provides the warehousing facility to different kind of customer termed as “**Depositor**” e.g. Farmers, Individual, Traders, Central/State Government Organisations, Central/State PSUs, Industrial Companies etc.
- 3) CWC generate revenue through collection of storage charges defined through the Tariff of Storage Charges subject to review of policies.
- 4) CWC provides the provision for reservation of Space in advance both in area wise or tonnage wise as the case may be in the warehouses to its Depositors.
- 5) CWC provides Scientific storage to all notified commodities and for which quality parameters and storage guidelines are issued subject to the review of policies. Receipt/Issue of the stock in CWC warehouses is done on the basis of technical inspection of the stock by the trained personnel.
- 6) Warehousing Operations including Receipt and Issue of stock i.e inventory control through a standard procedure subject to review of policies. CWC maintain the inventory control through Issue/Cancellation of “Acknowledgement/Warehouse receipt” to the depositor at the time of receipt/delivery of the stock.
- 7) CWC maintain the health of stock from the attack of any kind of /termite and rodent etc. by giving prophylactic and curative treatment of the stock under specific procedure and guidelines issued by CO subject to review of policies.
- 8) CWC provides insurance to the stock stored in the warehouses and claim the charges from the “Depositor” as per the Insurance Tariff.
- 9) CWC collect the Storage/Insurance charges from the depositor on producing Bills/Demand Notice as the case may be as revenue collection.
- 10) CWC maintain day to day expenditure of its warehouses through the provision of Imprest and Temporary Advance allotted for the specific exigency on demand.
- 11) CWC has the provision of periodical inspection of warehouses both General and Technical so that timely action on any kind of discrepancy may be taken to avoid the warehousing hazards.
- 12) CWC provides handling & transportation facility to its depositors on their request and charged extra for the facility.
- 13) Besides above, CWC provides Pest Control Services under a policy right at the doorstep of the customer and charged for the services through warehouses and Pest Control Cells.

The bidder is supposed to have thorough discussion on the above mentioned functions of CWC with concerned Division before development of the Application on the below mentioned Scope of Work.

- 1) A Master of Region and Construction Cell(CC) shall be created in the Application along with enrolment of respective warehouses in the Region and CC.
 - a) The administrative power for creating Log-in ID & Password for Warehouse Manager (WHM) of the warehouse and Concerned staff of Region may be bestowed to respective Regional Manager (RM).Similarly, same may be for CC head.

- b) Configuration of warehouses under respective region with the following details:
 - 1) Coding of the warehouses.
 - 2) Name and address of the warehouse along with Tel No., fax No., Email-Id, Mobile No of WHM.
 - 3) Storage Capacity both in terms of tonnage and sq. mtr. Area.
 - 4) Own Constructed, hired or both (Capacity/area wise in case of both)
 - 5) Corresponding Storage Area in SqMtr. and Sq Feet with automatic conversion from MT to Sq Mtr. As per CWC rule.
 - 6) No of Godowns with compartments that too with storage capacity both in tonnage and Sqmtr. of each godown/compartment with the provision to add or subtract the godown in the warehouse.
 - 7) Mapping of warehouses with regards to stack formation.
 - 8) Configuration of current census of stock commodity wise/party wise along with quality parameters etc. as per mapped stacks.
 - 9) Configuration of current census of chemicals, dead stock, dunnage, gunnies etc. as mapped stack of the warehouse and store.
 - 10) Configuration of warehouses/godown wise with type of warehousing e.g. General, Custom bonded, Reserved for FCI, Management basis etc.
 - 11) Configuration of warehouses with respect to the tariff of storage charges e.g. high rated warehouses, low rated warehouses etc.
- c) Creation of master of notified commodities and its best storage procedures and Quality parameters etc. as per technical SOPs.
- d) Creation of reservation of space in warehouses module which may be done at all levels i.e. Commercial Division, CO, New Delhi, Concerned RM(s) and Concerned Warehouses.
- e) Development of Registration of depositor in CWC module.
- f) Inclusion of on–line Deposit & Issue Procedure of stocks in warehouses along with incorporating the on-line Technical/quality check procedure in the Application as per SOPs of Commercial/Technical Divisions. The procedure shall start from gate to godown and vis-à-vis including on-line documentation of transactions and subsequent derivation of all kind of relevant records, reports and registers etc. with access to relevant levels for view/download of relevant reports and documents. Generation/Cancellation of Acknowledgement/Warehouse Receipt on the basis of Deposits and Issues.
- g) Creation of Tariff of Storage Charges master.
- h) Creation of Tariff of Insurance Charges master.
- i) Development of complete accounting procedure of warehouses which includes automatic calculation of storage charges on the basis of storage Tariff, calculation of insurance charges on the basis of Insurance Tariff, generation of corresponding Bills/Demand note, Imprest/Temporary Advance etc.
- j) Development of Payment Module and its integration with payment gateway for payments through Cheque/Debit Card/Credit Card or Government E-Payment systems. Provision of entries of Cash Payment. Subsequent generation of Payment Receipt.
- k) Development of On-line maintenance of periodical technical inspection and subsequent action taken on the health of the stock, Technical/Quality analysis of stock, Moisture Content, Chemical Consumption (all in Regular Disinfestation, Pest Control service, FESS

- etc.) along with requisition of Chemicals, Availability/ Usages of Dunnage along with requisition, Dead Stock etc. Generation of relevant technical/quality reports, registers.
- l) Notification to the concerned WHM regarding instructions/requests/complaints related to warehousing from CO/RO and vice versa through E-mail and SMS alerts on Mobile Phone. Track of action taken which may include requisition of chemical, dunnage laboratory stuff etc.
 - m) Development of on-line requests and action taken module on repair and maintenance of warehouses.
 - n) Development of on-line warehouse Inspection and subsequent action taken on the discrepancies Module.
 - o) Development of Pest Control for on-line operations.
 - p) Provision of Hand Holding staff at each warehouse at least for 15 working days with all kind of warehouse configuration in the developed application right at the warehouse level and subsequent training to all concerned staff.
 - q) Provision of help desk for four years on the basis of complaint ticket generation and subsequent resolution of the problem.
 - r) Hosting of the Software Application at a “Dedicated Server” on monthly rental with specific configuration and complete DR back up plan.

Department wise scope

3 Commercial Department

Responsibilities of the Department (Corporate - Commercial)

- i. Grant of approval of new / additional capacity and Hiring / Dehiring of godowns. Permissions to open new RO /General warehouse/Management warehouse/Bonded warehouse /Cold storage etc.
- ii. Fixation of Tariff of General Warehouse
- iii. Acceptance of H&T Tenders, Limited Tenders, Award of H&T Contracts, Hiring and Dehiring of Godowns
- iv. Monitor the Capacity Utilization of warehouses
- v. Monitor the capacity/utilization of regional offices & warehouses
- vi. Grant of rebate, discount & other special concession to depositors
- vii. Monitoring of Fire & Theft cases
- viii. Monitoring of Transit losses
- ix. Merger / De-merger of ROs/warehouses & other units

C. Records/Registers Maintained

- i. Procedures regarding appointment of H&T Contractors
- ii. Record of all warehouses with capacity, utilization, whether constructed/hired, open/plinth area
- iii. Commodity-wise, Depositor-wise details along-with customer-wise reservation for each General warehouse
- iv. Performance of Bonded Warehouses (General Management and Public Bond) with their capacity /Utilization

4. Technical Operations

A. Objectives of the Department (Corporate - Technical and R&D)

To formulate and maintain quality control objectives, procedures and standards and advise the Regional Offices, Warehouses in respect of Quality Control methods relating to agricultural and industrial commodities etc. in storage.

B. Responsibilities of the Department (Corporate - Technical)

a. Technical Section

- i. To formulate and maintain quality control objectives, procedures and standards and advise the Regional Offices, Warehouses in respect of Quality Control methods relating to agricultural and industrial commodities etc. in storage
- ii. To assess the requirement of technical inputs for warehousing, lay down their specifications for purchases, arrange for pre-purchase inspections, supplies and inter-regional movement of the same
- iii. To plan, execute and monitor Technical and Quality Control Inspections of all the warehouses of the corporation in order to ensure healthy practices
- iv. To develop grade specification/code of storage practices for different commodities for assessing commercial quality and storability of the produce
- v. To lay down procedure for sampling, analyses, grading and other quality control measures
- vi. To Monitor storage loss cases
- vii. To Monitor Quality Cut cases

C. Pain Areas (Corporate - Technical and R&D)

- i. Determination of moisture content accurately is difficult at times leading to conflicts with customers
- ii. Difficult to know the aging of goods for scheduling pest control operation
- iii. Tracking whether pest control is scheduled and performed timely
- iv. Non-availability of execution and performance reports
- v. Difficult to plan inspection activities
- vi. Ready Information about Customer wise business details not available
- vii. Currently difficult to know customer outstanding due to storage loss claims
- viii. Non-availability of reports in time

D. Requirements (Corporate - Technical and R&D):

- i. Warehouse wise stock details
- ii. Pest control reports
- iii. Damaged goods reports
- iv. Chemical consumptions register
- v. Monthly technical performance report
- vi. Warehouse wise chemical stock report indicating shelf life of the chemicals
- vii. On line Purchase requisition
- viii. Inventory of pesticides & condition of stock showing details about preservation, sub-standard and preservation & damaged stock etc.

Inspection Operations

A. Objectives of the Department (Corporate — Inspection Operation)

To supervise and coordinate the work relating to the inspection of field units and to take up the matters of concern with HODs and Regional Managers.

B. Responsibilities of the Department (Corporate — Inspection Operation)

- i. To conduct Quarterly review of the inspections carried out at RO level and to take up with the Regional Managers to cover up the Backlogs.
- ii. To study the Inspection reports and compliance thereof.

- iii. To arrange for squad inspection from Corporate office whenever required by Regional Managers or HODs.
- iv. Monitoring of inspection of the regions
- v. Monitoring of the compliances
- vi. Monitoring of the planning

C. Records/Registers (Corporate — Inspection Operations)

- i. Inspection wise reports and replies of Warehouses Region-wise.
- ii. Reports of pending non-conformities and correspondence thereof.
- iii. Reports relating to Squad Inspection from Corporate Office.
- iv. Reports relating to quarterly monitoring of inspections.
- v. Report on Inspection planning, Execution and Status monitoring
- vi. Coordination report

D. Pain Areas (Corporate — Inspection Operations)

- i. Extensive Manual Documentation
- ii. Difficulty in tracking the inspection schedules with Regional Offices.
- iii. Difficulty in obtaining timely satisfactory compliances from the Field Managers Regional Managers.
- iv. Difficulties in resolving pending issues with the HODs / Regional Managers

E. Requirements (Corporate — Inspection Operations)

- i. Correspondence with Regional Offices on arranging inspections; requiring compliances etc.
- ii. Quarterly monitoring Reports and follow up action thereon.

Regional Office Operations

CWC has 18 regional offices located in major state capitals of the country. A regional office may be responsible for up to 50 warehouses.

Responsibilities of the Department (Regional - Commercial)

- i. Business Acquisition - new customer, other business opportunity from existing customer
- ii. Tariff planning and revision
- iii. Rates and Taxes
- iv. Hiring and De-hiring of Warehouse facilities
- v. General Inspection of Ware house and operations
- vi. Projects Inspection
- vii. Allotment of space to depositors & confirmation of reservation of space
- viii. Appointment of H&T Contractors
- ix. Execute Long term contracts with Corporate and regular customer with provision to increase space rent by contracted percentage per annum. This is based on customer and warehouse location
- x. Location manager will lodge complaint with insurance company
- xi. Customer feedback and interaction with customer
- xii. Furnishing MIS reports to Corporate office
- xiii. Procurement of food grin on behalf of Government
- xiv. Monitoring of non-negotiable document issued by warehouse
- xv. General Inspection to be carried out at Warehouse

C. Reports (Regional - Commercial)

- i. Monthly Information reports
- ii. Monthly time barred bond statement
- iii. Monthly Closing report
- iv. Quarterly time barred bond statement
- v. Monthly performance report of custom bonded W/h

- vi. Quarterly performance report of custom bonded W/h
- vii. Centre-wise Vacant storage space as on date
- viii. Statement showing warehouse wise capacity breakup by 2nd week of Month
- ix. Capacity utilization as on date
- x. Stock statement for Commodity under control of commodity exchange
- xi. Reports based on category of warehouse -
 - a. General Warehouse
 - b. Dedicated Warehouse
 - c. Management Warehouse
- xii. Tariff Report existing at all region / warehouse
- xiii. List of invoice / order for which discount were given
- xiv. List of management warehouse
- xv. List of Hired warehouse
- xvi. Reservation of space across all warehouse
- xvii. Warehouse wise month wise Summary of transit loss
- xviii. Daily Performance report for Warehouse

H&T Work

- i. Business economic report (Provision at 3 level inclusion and exclusion of account head if any) -
 - a. Warehouse
 - b. Region
 - c. Corporate

D. Pain Areas / Requirements (Regional - Commercial)

- i. Visibility of space available at Warehouse
- ii. Timely and Correct billing as per Tariff plan
- iii. System should have capability to Provide electronic form of receipt, Billing and Payment
- iv. Consolidated Billing across location for a customer availing facilities from multiple location.

1.1. Technical Department

A. Objectives of the Department (Regional - Technical)

To ensure that all the stocks deposited by customer are maintained in good condition. This can be achieved by Inspection followed by providing necessary disinfestation services to protect customer's goods from damage due to various insects, rodents, birds & exposure to various atmospheric conditions, etc.

B. Responsibilities of the Department (Regional - Technical)

- i. Monitoring quality control activity being done at warehouse and guide quality team to maintain quality of stored goods in best possible condition.
- ii. Monitoring the Technical Inspection activity being done at warehouse as per the specified norms= once in 3 month for food grain stocks & for others as per procedure
- iii. Monitoring the Preservation of stock at warehouse
- iv. Monitoring of compliance reports
- v. Pest Control Services for CWC and outside customer through warehouses and through Pest Control cells
- vi. Purchase of equipment required for Technical & Quality Control as well as PCS activity as well as chemicals
- vii. Purchases dunnages required for preservation of stock at warehouse
- viii. Monitoring of fumigation activity for export cargo based on destination requirement
- ix. Casual Labour are hired through contractor or from open market
- x. Processing of Casual Labour bills in case engaged through contractor
- xi. Monitoring of Storage loss
- xii. Pre and Post purchase inspection of chemicals, dunnages and equipment
- xiii. Compilation of technical reports from warehouse
- xiv. Handling Quality complaints from customer
- xv. Organizing for Disposal of Damaged / Substandard stock
- xvi. Planning for Salvaging of goods

Pesticides related Process

- i. Indents are received from warehouse for issuing chemicals / consumables
- ii. Verify Stock and If available issue to warehouse against indent

- iii. If stock is not available than Chemicals / Consumables are purchased based on indents and available stock
- iv. Normally 2-3 months of stock are kept at 2 different location with in a region

C. Reports (Regional - Technical)

- i. Consumable statement for each unit/warehouse
- ii. PCS statement (Pest Control Services)
- iii. Gain / Loss in storage report for food grain
- iv. Regularization of Loss in food grain
- v. Write off of sanction (Waive off) claims
- vi. By FCI
- vii. Other Than FCI
- viii. Monthly Technical performance report
- ix. Lorry Weigh Bridge performance report
- x. MIS report (Technical Position) for the month
- xi. MIS report on pest control services for the month
- xii. Yearly Report for equipments
- xiii. Yearly Reports for dunnages and pesticides
- xiv. Quarterly statement of Amount deducted / withheld by FCI and other bulk depositors from storage charges billed on account of storage
- xv. Ageing Analysis of Chemicals stock
- xvi. Expiry date of Chemicals
- xvii. Initial Fumigation Report
- xviii. Initial Fumigation Billing

D. Pain Areas / Requirements (Regional - Technical)

- i. Manual reports from warehouse are received at RO
- ii. At RO Technical department consolidates reports and entered in the system
- iii. Compiles all reports and prepare MIS for Corporate

- iv. Avoid duplication of data entry at Regional office
- v. Provide all required reports directly from system without manual intervention

1.2. General Issues / Requirements

- i. Information should flow from operation to management in on-line mode.
- ii. Provision for exception reports on real time basis - as and when transaction take place.
- iii. Accurate and timely capture of data can reduce revenue leakages.
- iv. Automatic intimation to customer for daily update of financial position, and exception reporting to manager when customer balance reaches credit limit set for customer.
- v. Daily Activity Reports should be made available covering – Cargo, Bills Raised, Payment made, Accounts details of each customer.
- vii.

Warehouse Operations

1.1. Food grain / General Goods Warehouses

Receipt of Stock

Please refer Annexure A for Flowchart.

Procedure	Explanation (As required)
Customer Registration	
Introduction of the depositor	New Customer has to fill the Depositor Specimen Signature Card , while depositing the stocks or he has to authorize some one on behalf of him. Customer also needs to get an introduction from existing Customer. The Customer presence is important while depositing and Issue of Stocks
Customer request for deposit of stock	A formal letter is submitted to the Warehouse, requesting for space by the Customer. Customer has to mention his full details about the commodities, which he wants to stock in CWC. Based on the customer request, the space availability is confirmed by CWC.
Entry of vehicles in the premises after making gate entries	After making the entry in the Depositor Application, the Truck is allowed to enter in to the CWC premises after making the entry at the gate.
Weighment of stocks	The Weigh Check Memo is generated. 100% of non-standard bags are weighed while 10% of standard bags are weighed

Inspection of quality of stock	The Sample is withdrawn from the commodities by the Technical Staff and QC is done for the same. Once the QC is passed, the stocks are allowed to unload from the Truck to the Godown.
Unloading of stocks from the trucks	Handling & Transportation Contractor performs this activity
Stacking of stocks	The unloaded stocks are placed in the Godown.
Preparation of necessary records	The entry is made in the Stock Register. It is maintained for the Individual Godown in the Warehouse. In parallel, entries are maintained in the “Stack Card” (like bin cards), which represents the Individual Transactions of the Customer and related Commodity, within the Godown, at the place of storage. Backside of the Stack card is used for tracking the periodic Inspection as well as the fumigation activities on the selected stacks.
Issuance of acknowledgement/ warehouse receipt	It is the token of acceptance or confirmation, of having the Stocks of the Customer in CWC premises. Acknowledgment is provided to the Bulk deposit Customers. The Receipt is given to the Small parties, and it is a “Negotiable document” as per Negotiable Instruments act, which can be used as collateral in the Bank. If the Customer is going for loans against the Receipt, the Bank issues the Lien letter which is maintained as record and the details are maintained in the “Lien Register”.
Completion of entries in the office record	This is the final entry made in the Goods receipt process. The details as in the Stock register are maintained in the “Depositor Register” – which is a depositor-wise ledger.

Insurance

All Commodities which are stored in the Godown are insured. The Insurance is done for “Total Stock Value and the gunny bags”. The Insurance details are maintained in the Insurance register, which shows the details of Quantity Received / delivered, closing balance, Total Value of the Commodity, and Value of empty Bags. Monthly the details in Insurance register are reported. The insurance processing is handled at Corporate Office. In few cases CWC is providing the insurance cover under “Self-indemnification”.

Issue of Stocks

Please refer Annexure A for Flowchart.

Procedure	Explanation (As required)
-----------	---------------------------

Surrender of Warehouse Receipt / Acknowledgment along with formal request for initiation of delivery	The Warehouse Receipt / Acknowledgment are surrendered, along with the formal request for Initiation of delivery.
Verification of documents	The Specimen signature of the Customer is required to Issue the Stocks or he has to authorize someone.
Inspection of quality of stocks	
Collection of storage, insurance and other charges	The dues are collected from the customer. As an acknowledgment of the cash received, Cash Receipt is issued
Issuance of the delivery order	The Godown-in-charge issues the delivery order
Entry of empty vehicles in warehouse premises	The empty vehicle is allowed to enter the premises. The loading of the Stocks proceeds. The Weighment of the empty and loaded Truck is done by 3rd party or by CWC.
Weighment of empty vehicles	
Loading of vehicles	
Weighment of loaded vehicles	
Preparation of gate pass	Once the Truck is loaded, the Gate pass is issued to permit the Truck to go out the premises.
Exit of loaded vehicles	
Preparation of records and making entries in Godown and office registers	This is the final process step of Goods Issue. The details maintained in the Gate pass, are maintained in the Gate Register as consolidated information.

General Warehouse - Requirements

- i. System should have direct interface with Weigh-bridge for FCI Godowns
- ii. Pest Control Services (Fumigation, spraying etc.) for CWC and outside customer .
- iii. Facility for Scheduling Pest Control activities on the system
- iv. billing , collection , payments etc.
- v. On-line checking of Space availability
- vi. Facility for Insurance claims Management
- vii. Facility for Tracking of ownership of goods as the current Act provides transfer of ownership of the Goods based on the Negotiable Warehouse Receipt
- viii. All reports to Regional Office to be generated on-line

1.2. Custom Bonded Warehouses (For Import Goods)

Receipt of Stocks

Please refer Annexure A for Flowchart.

Procedure	Explanation (As required)
Request of Importer (or authorized agent) for providing space for goods	Customer to produce yellow copy of INTO bill of entry. CWC verifies Customs Endorsement on yellow Bill of Entry.
Issuance of SAC	Issuance of Space Availability Certificate
Collection of storage charges	Storage charges are collected for two weeks
Entry in SAC Register for confirming the allotment	
Preparation of yellow challan	Preparation of Truck 'IN' Pass
Filing of deposit application and acceptance of goods	
Allotment of deposit number	
Entry of cargo	The entry of cargo is made after fulfilling the necessary formalities of gate/security. Weighment at "Lorry weigh bridge" if needed.
Checking of seal with custom staff	The seal is checked if escorted by custom.
Grounding of container at container yard	
Destuffing of LCL / Bonded cargo	Cargo is destuffed in designated Godown and unloaded for stacking into Godowns
Issue of gate pass for empty trailer / Container	Gate pass is issued along with Truck slip with details of container / cargo received
Exit of empty container/trailer/truck at gate	Permission for exit is issued on verification of gate pass / truck slip
Making entries in gate register / Empty container IN / OUT register.	Entry of 'Truck out time' is also made in truck slip.
Measurement of area occupied	
Preparation of stack card	
Entry in Stack Register and deposit challan	
Entry in Bond Register Preparation of DTS and entry in DTR.	
Issuance of Acknowledgment. Return of yellow- Bill of entry to customs with acknowledgment.	
Entry in issuance register	

Issue of Stocks

Please refer Annexure A for Flowchart.

Procedure	Explanation (As required)
Request of Importer	Request of importer (or authorized agent) for initiating the delivery of cargo along with Ex-bond bill of entry duly passed “out of charge” by Customs.
Verification of Specimen signature of Importer / Agent and customs officials	
Verification of document	
Calculation of Warehousing Charges	Preparation of Truck 'IN' Pass. Collection of storage and other charges
Issuance of the delivery order by the Godown-in-charge	
Entry of empty vehicles	Entry in warehouse premises into designated Godown
Loading of vehicles	
Preparation of Exit gate pass.	Preparation of DTS and Entry in DTR.
Posting Entries in Bond Register.	
Return of Ex-Bill of Entry to customs with Acknowledgment	
Exit of loaded vehicles	
Documentation of delivery details	Entries in delivery challan registers/Issuance Register / stack cards Maintained in the shed.

Disposal of Goods

Please refer Annexure A for Flowchart.

Procedure	Explanation (as required)
Identification of Long Standing Cargo/container	Any Cargo / Container lying beyond 30 days are to be identified
Notice to Importer	3 notices are to be sent through customs
Permission from customs	All the cargo / containers to be auctioned are approved by the Customs
Receipt of evaluation sheet from Customs / Private Valuer	Valuation is done by Private government approved valuers, which is approved by the Customs
Fixation of reserved price	By a committee to be formed by CA
Appointment of auctioneer	
Issuance of advertisement	This activity is carried out by Auctioneer / CWC
Auction of consignment	This activity is carried out by CWC through auctioneer
Submission of sales Bill of entry	
Payment of Custom Duty	

Clearance of consignment by Customs	This activity is carried out by CWC after getting permission from Customs
Payment of storage charges	
Clearance of consignment from CFS	Out of the auction proceeds, the duty will be paid to Customs and remaining will be used for auction expenses and for settling CWC dues.
Preparation of documents	
Delivery of Goods	

Custom Bonded Warehouse –Requirements

- i. Handling Partial Delivery: The partial delivery of bonded goods manual maintenance will at times, leads to mismatch and subsequent grievance. System should take care of such events
- ii. Aging report of Cargo: The bonded goods need to be delivered in stipulated time period. But at times, if importer does not take the delivery, then the customer needs to be notified. This process needs automation.
- iii. All reports should be available from the system
- iv. Billing should be generated automatically covering all activities – Right from entry of container in CWC premises till container goes out of premises
- v. System should be integrated with all the third party OR make provision to establish interface with third party e.g. FCI, Commodity Exchange, Customs, and Large Customers
- vi. Complete tracking of Cargo, Container across all locations with in CWC premises
- vii. Provision to take reports in bi-lingual – English / Hindi
- viii. Provision to release order for Chemicals/Pesticides based on reorder level
- ix. Visual display of container stacking in the yard
- x. The system should comply with GIS standard

1.3. Cold Storages / Temperature Controlled warehouses

Procedures at Cold Storages/ Temperature Controlled Warehouse are similar to those at General Warehouses. The goods are received into “Pre-cooling chamber”, where the inspection is carried out. In case of rejection, goods are sent out from the Pre-cooled zone. On acceptance, the goods are moved into the main zone for storage.

1.4. On-line reservation of vacant space of Space availability

- a. A Web application needed for complete automation for online booking of vacant space of various warehouses across CWC. Customer will be able to check the vacant space of the warehouse online and will be able to do complete online booking (Complete Booking Management Systems) process by making payment through payment gateway, without manual intervention.
 - b. The system should completely replace the manual paper work (various register) at warehouse level. System should help in better control & reporting at warehouse, regional & HQ level.
 - c. Customer will be able to check the vacant space of the warehouse online and will be able to do complete booking (Complete Booking Management Systems) as well as maintaining order history process without manual intervention.
 - d. There will be an offline booking option at warehouse as well.
 - e. The customer, and CWC users to be given login/password to securely access the web application based on their access rights
1. Warehouse:
- a. Warehouse master shall cover the complete details of the warehouse like Name, Region, Total space in Metric Tonnes and Square Meters, location, area , category, availability, tariff and other details
 - b. Bidder has to understand the complexity of the system in terms of total number of godowns, stacks available in the warehouse.
 - c. Single warehouse generally have multiple godowns and each godowns have multiple stacks.
 - d. System need to implement the various rules of storing the commodities like Fumigable commodity cannot be stored with Non fumigable commodity.
 - e. In calculation of vacant space, system shall consider space availability for commodity as the Godown with fumigable commodity cannot have non fumigable commodity e.g. CWC cannot store Iron products in godown with Wheat already stored in it.
 - f. System should able to understand the concept of Gross area, Net area and Bond area & their specific pricing.
 - g. Warehouse space & vacant space is calculated on basis of weight and volume, which can be used interchangeably.
 - h. All the processes of warehouse level like Stock In, Stock Issue has to be fully automated.

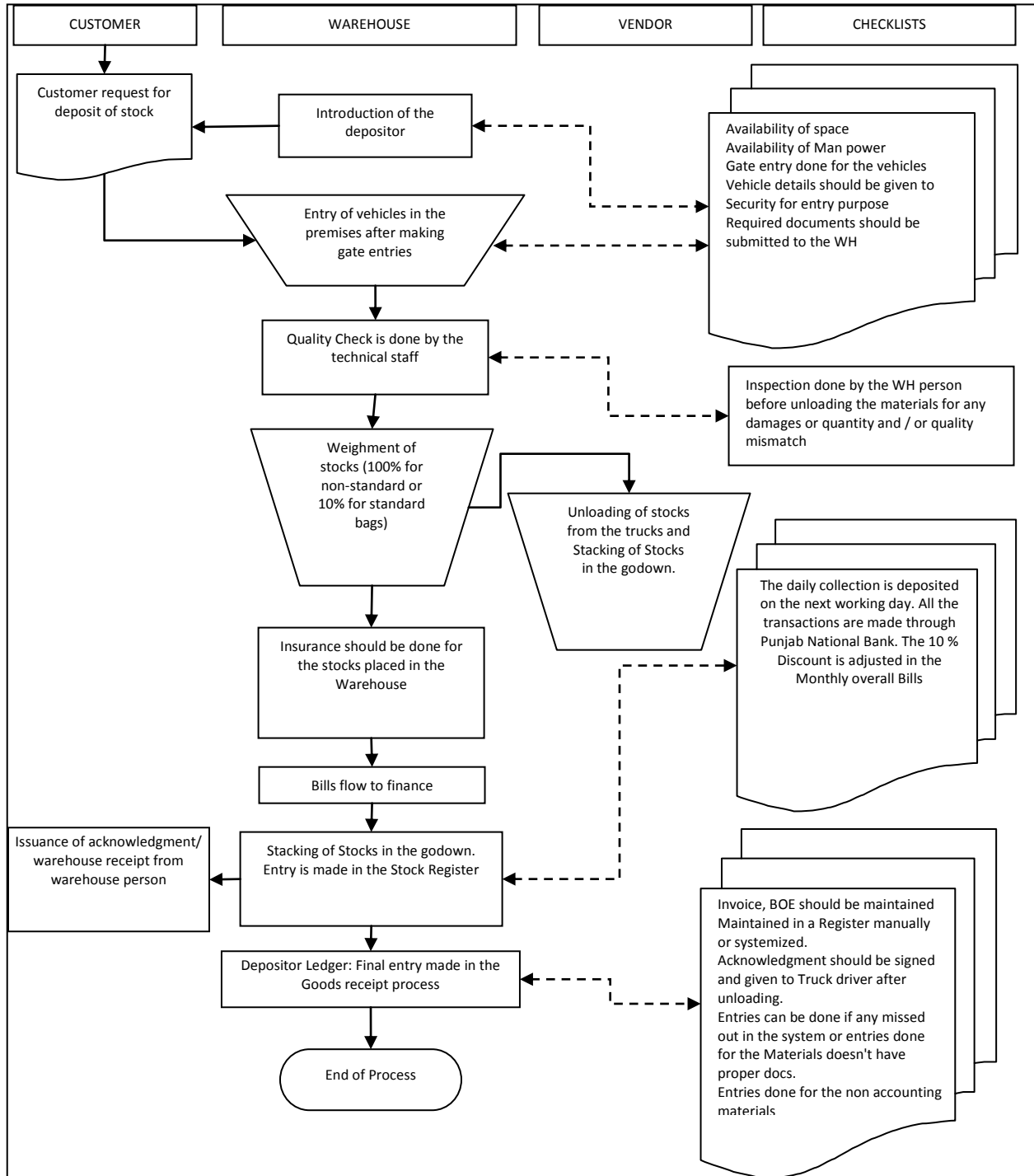
2. Commodity:
 - a. There are 400 types of commodities
 - b. System need to maintain the details of each commodity.
 - c. Price of storage may differ from commodity to commodity, and even for same commodity depending upon various conditions like type of warehouse, package, bag size, bag weight and stack height.
 - d. System shall be able to handle the situation of price changes while maintain proper history of records.
3. Vacant Space:
 - a. Vacant space has to be calculated automatically depending upon various booking.
 - b. Vacant space has to be calculated on time frame, say 10,000 sq mt is available from 1 Apr, 15 to 15 Apr, 15 while form 15 Apr 15 vacant space is 12,000 sq mt. Bidder has to understand the complexities in calculation of vacant space and its availability depending upon time & various bookings.
 - c. Vacant space has to in sync with online booking, offline booking, and booking expiry, booking cancellation and Inventory in stock on real time basis.
4. Customer:
 - a. Customer shall be able to register himself on the web portal.
 - b. Customer would need to verify its mobile number via OTP sent on SMS & email.
 - c. Customer would be check his profile and booking history.
 - d. Booking
 - i. Customer shall be able to make booking online
 - ii. Option on booking basis or booking on area basis to be available
 - iii. In case of area basis booking, further request of commodity to be stored should be available.
 - iv. In case of fumigable commodity, the system should be able to identify the same and direct the customer to book it under bag basis category.
 - v. In case of bag basis booking customer should have option for submitting information regarding commodity, type/weight/number of packages. The system should be able to access the stack height of the commodity and accordingly calculate availability of vacant space.
 - vi. The system should be able to calculate total storage for the booking.
 - vii. In case of area basis booking further option of booking a full compartment or booking space within a compartment should be available.
 - viii. In case of full compartment booking Gross Area rate to be made available and in case of booking of space within compartment NET Area rate to be made available.
 - ix. Customer will only define the commodity and time frame,
 - x. System shall be able to calculate
 1. Space requirement for the Commodity depending upon various parameters.
 2. Cost of booking
5. Booking procedure:

- a. Customer will check the cost & proceed to online payment through payment Gateway-Credit/Debit card/Net banking with proper authentication and authorization.
 - b. On successful payment, warehouse space is booked for the customer
 - c. Booking conformation will be sent on his email & mobile or print from the web application.
 - d. Customer can take print of Payment Receipt/Invoice/Booking Conformation details
6. Booking Cancellation:
- a. Customer can do booking cancellation
 - b. Before a specific time from date of start of booking
 - c. After cancellation the amount will be sent to corresponding account used to making payments.
7. Audit logs:
- System shall have complete audit log of various activities done by the users.
- II. Terms of space booking:
- a. The goods are accepted at the Central Warehouses on 'first come first served' basis.
 - b. The extension of reservation will not be granted for less than one month. For purpose of reservation, period of one month will be determined with reference to the date of the reservation till the date preceding the date of reservation in the next month (for example 7th September to 6th October).
 - c. In order to be certain of the availability of storage space the depositors can reserve the minimum storage space specified or more at the warehouses in terms of packages or area for a minimum period of one month in the first instance.
 - d. The reservation will be made in terms of complete months, for the number of packages as may be indicated by the depositor for storage in the warehouse. The reservation can also be made on area basis, the minimum area being 1000 Sq. Ft. (93 Sq. Mtrs.).
 - e. The reservation will ordinarily be made for a full compartment. In case the reservation is made on area basis, the load on the floor will not exceed 0.33 tonne to a square foot (0.093 Sq. Mtrs.). The stack-height of the commodity shall be determined by the Central Warehousing Corporation in accordance with the storage practices laid down for the commodity.
 - f. The space required for the storage for a number of packages for which reservation is made by the depositor will be determined on the basis of usual formula of working out the storage capacity of the godowns taking into account the permissible stack height. The decision of the Corporation in this regard will be final and binding on the depositor.
 - g. The storage charges will be payable by the depositor for the space reserved at the prescribed rate irrespective of whether the space remains totally or partly unutilized during the period of reservation.
 - h. Cost of booking may or may not vary on time frame of booking.

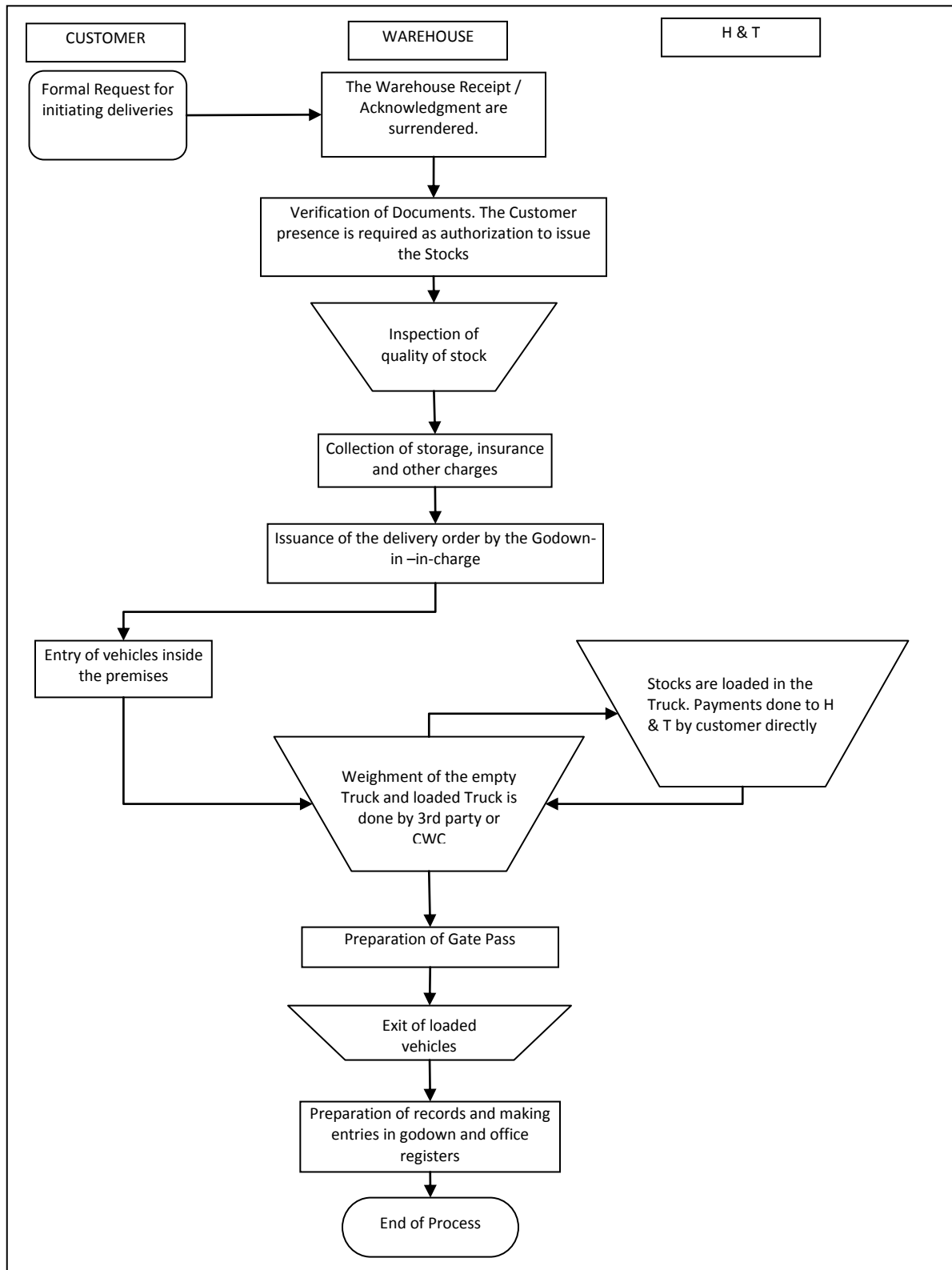
- i. Customer will make payment online, and shall get proper invoice and other details.
 - j. Booking summary shall be made available to both customer & warehouse.
- III. Online payment Gateway Integration:
 - a. Booking amount of the respective Regional office , warehouse has to be credited into respective Regional office account e.g. Warehouse of Delhi amount shall be sent in Delhi Region office A/c while booking amount of Mumbai region shall be sent to Mumbai Region office A/c.
 - b. Records & maintains audit trail of all transactions
- IV. SMS Service:
 - a. Application need to integrate with SMS service provide.
 - b. Details of booking shall be sent on both SMS and email of customer & warehouse.
 - c. OTP shall be sent on SMS while registration and before making payment while booking space & forget password features.
- V. Region Office Login:
 - a. Regional office will define the various warehouse under his jurisdiction.
 - b. Regional office will be able to do all the activities of warehouse manager
 - c. It will create userid & password for the warehouse.
- VI. User Management:
 - a. Users Details: For administrative ease and from security point of view, details of authorized users would be captured. The user would be CWC HQ and CWC Regional office, warehouse.
 - b. Roles: Apart from user details appropriate roles viz.; add, modify would be defined. The role could be data entry operator or administrator, or user to authenticate the transactions.
 - c. Roles – Permissions: From the administrative aspect and from the security point of view each user would be restricted to access the specific modules and the functions of application.
 - d. System shall maintain the proper audit trail for the all the activities performed by users
 - e. System shall maintain the proper audit trail for the all the activities performed by administrator.
- VII. MIS Report:
 - a. Complete warehouse for Space utilization in graphical and normal format.
 - b. Warehouse space utilization report individual zone wise, commodity wise, client wise etc. in graphical and normal format.
 - c. Stock count Report same as client wise zone wise, commodity wise etc.
 - d. Payment summary and details Ledger.
 - e. Report as required by Regional office, warehouse, CWC HQ
 - f. Customer wise history report
 - g. Audit Report /Analytical reports

Flowcharts for General Warehouse

Flowchart for General Warehouse - Receipt of Stocks

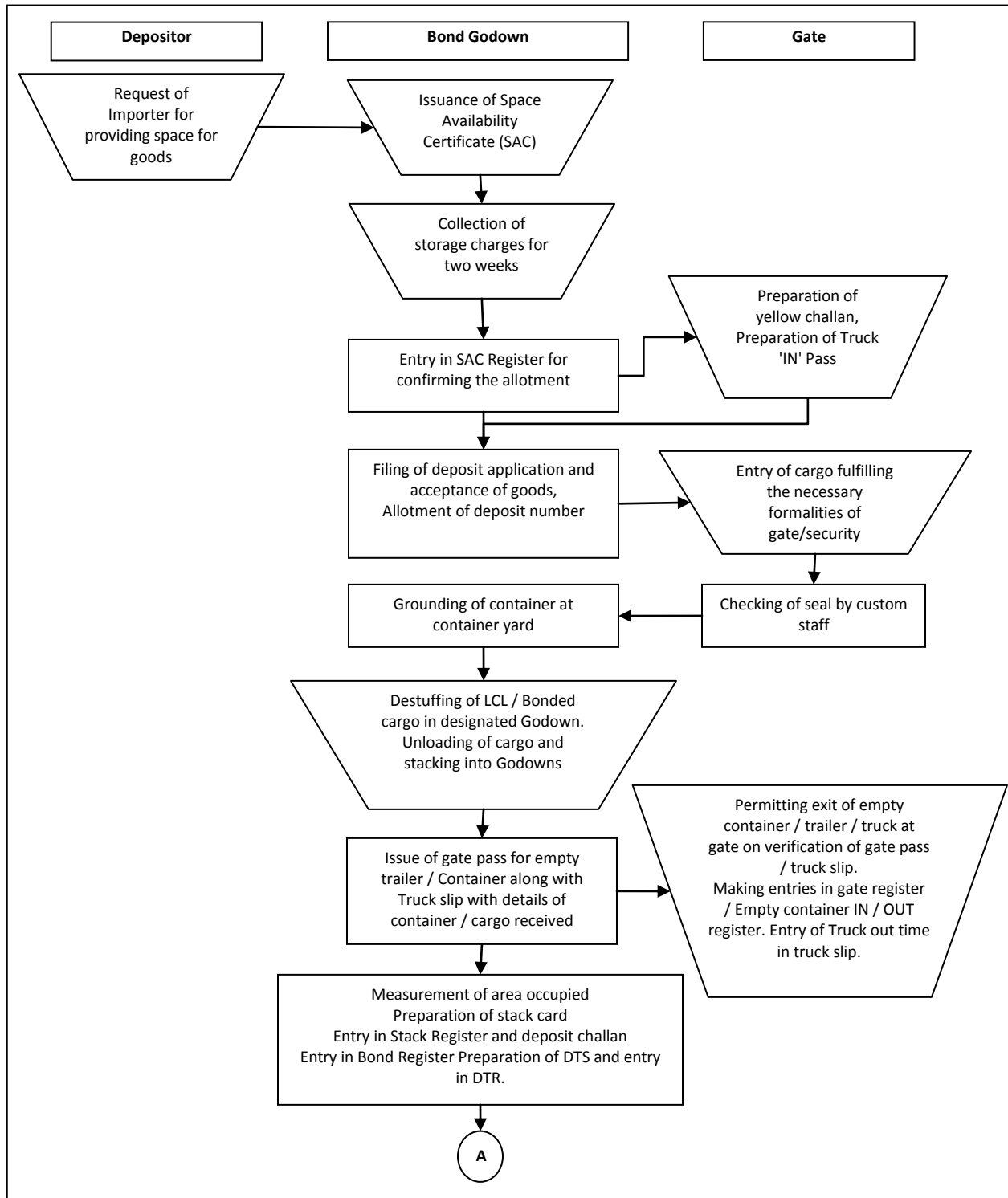


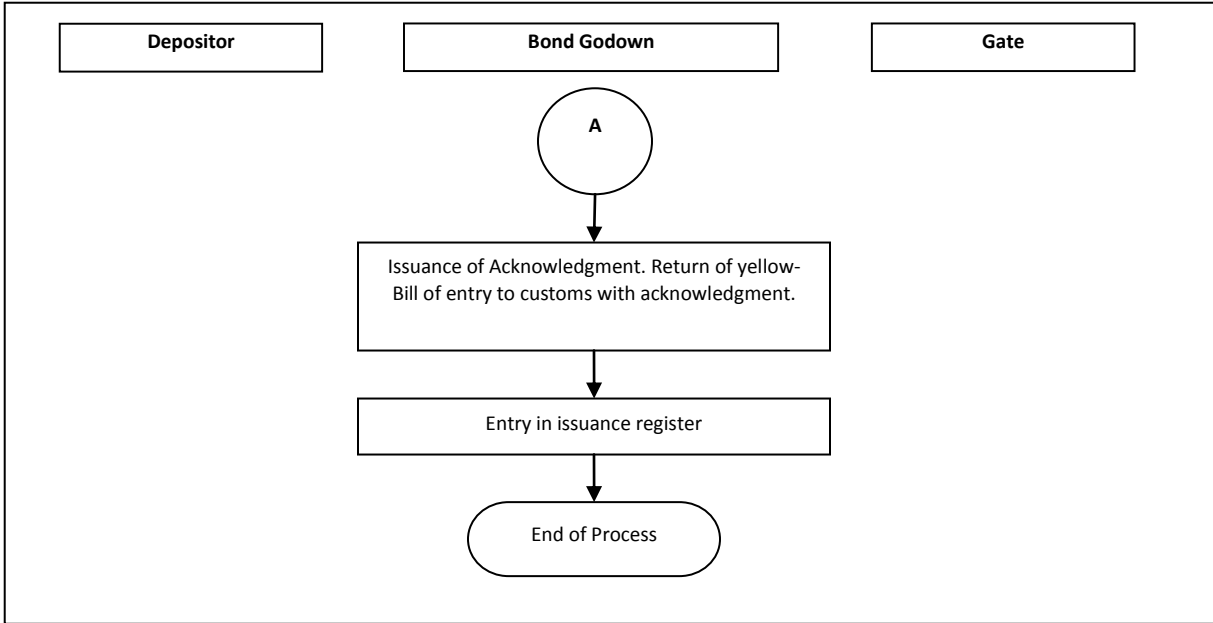
Flowchart for General Warehouse - Issue of Stocks



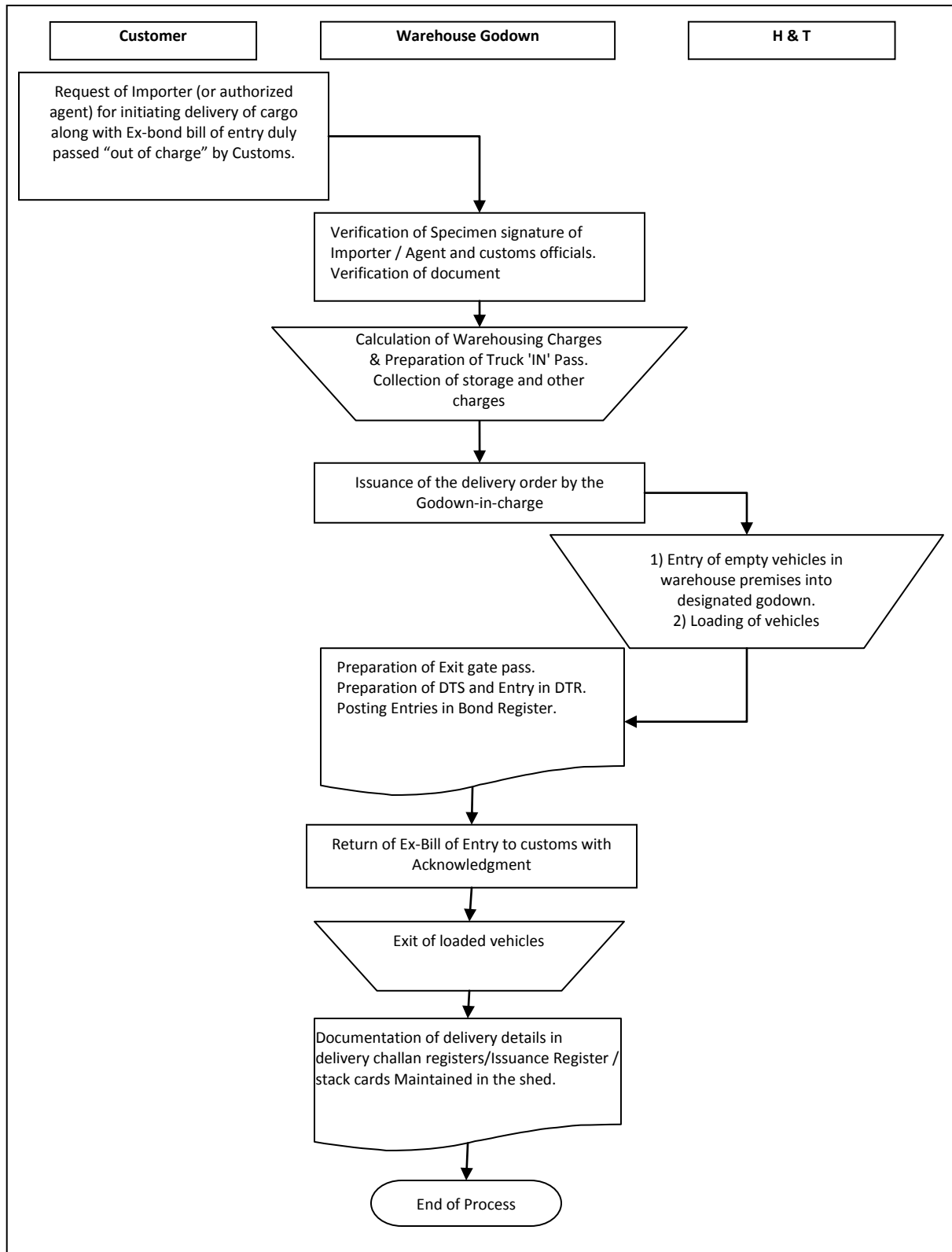
1.5. Flowcharts for Custom Bonded Warehouse (Imports)

Flowchart for Custom Bonded Warehouse - Receipt of Stocks

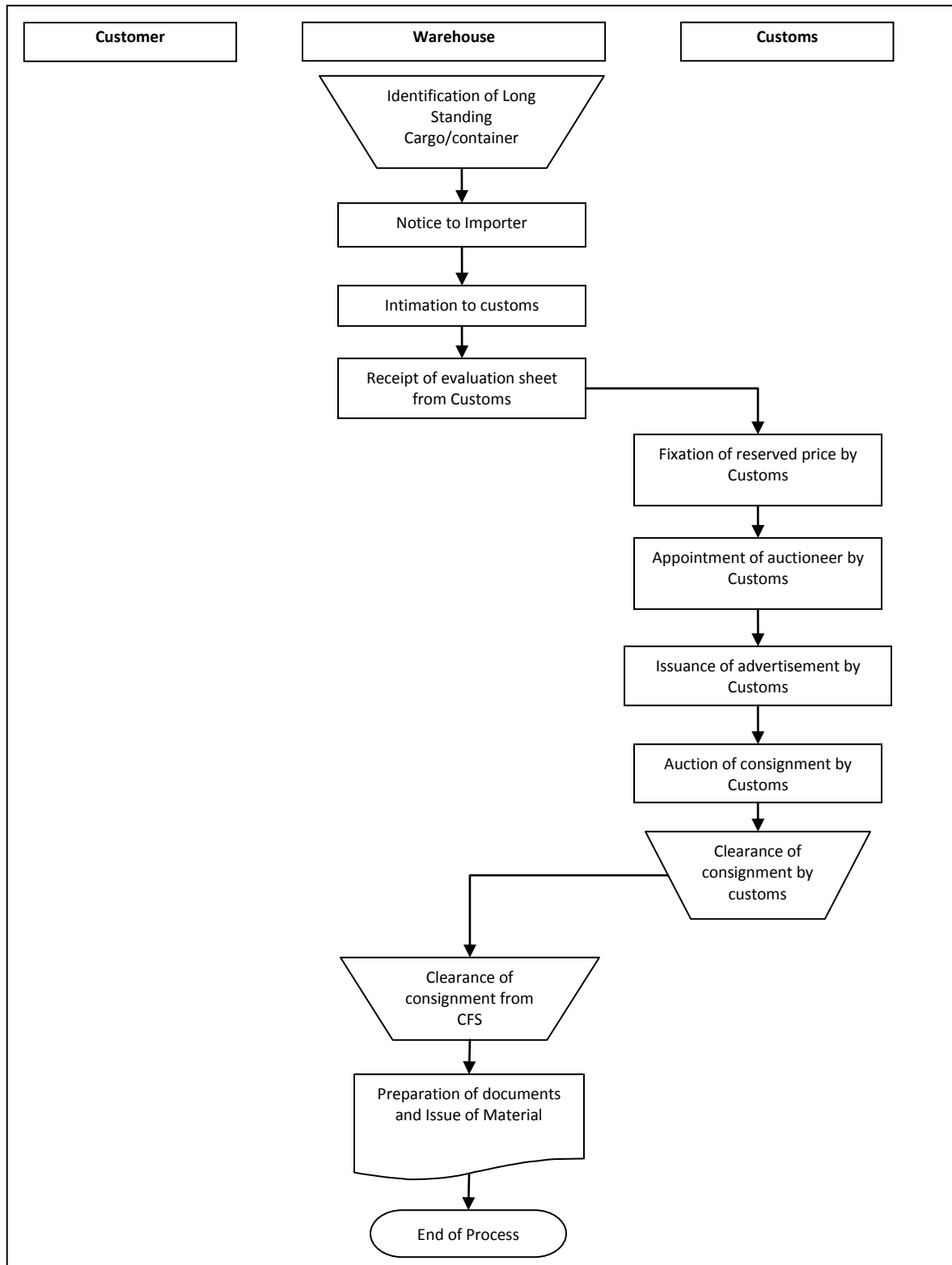




Flowchart for Custom Bonded Warehouse – Issue of Stocks



Flowchart for Custom Bonded Warehouse – Disposal of Goods



----- *End of Document* -----