

PUNJAB STATE  
WAREHOUSING  
CORPORATION

# CITIZEN CHARTER



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## **INTRODUCTION:**

Punjab State Warehousing Corporation PSWC was originally established in 1958 for the purpose of warehousing of agricultural produce and other notified commodities under the Agriculture Produce (Development & Warehousing) Corporation Act 1956 which was subsequently replaced by Warehousing Corporation Act, 1962. It was declared as one of the procuring agencies in 1993 to procure food grains on behalf of Govt. of India. PSWC is a pioneer in introducing globally accepted concept of containerization in the North. It established its first Container Freight Station-Dry Port, at Ludhiana in 1990 followed by setting up CFS's at Jalandhar (1991), Amritsar (1993) and Bathinda (1995).

## **VISION OF THE CORPORATION:**

“To be at the forefront for providing best Warehousing & logistics solutions”.

## **MISSION OF THE CORPORATION:**

- Warehousing of food grains and other notified commodities.
- Procurement & Timely Custom Milling.
- ICD/CFS for Containerized cargo & logistics solution.

## **OBJECTIVES OF THE CORPORATION:**

- Provision of Storage Facilities
- Safe & scientific Storage of food grains and other notified commodities.
- Smooth Procurement of FAQ food grains
- Timely completion of Custom milling.
- Containerized domestic and Exim traffic.

## **FUNCTIONS OF THE CORPORATION:**

- Storage Planning and Management.
- Quality Control
- Procurement.
- Milling.
- CFS/ICD
- Stores.
- Accounts & Finance
- Administration
- Vigilance
- Engg. Cell.
- R&D

## **HOW CLIENT'S CAN UTILIZE THE SERVICE OF WAREHOUSES:**

- Any citizen (i.e. Agriculturists, Traders, Co-op Societies etc.) can approach the Warehouse Centers (115 Centers) and deposit their products in the Warehouses. The grains are deposited by filling a depositor form. The Warehouse Manager will issue a Warehouse Receipt intimating the commodity no's of bags, weight, rate and total value of the stocks. The validity of the grains will also be indicated.
- The grains are kept free from infestation by providing regular prophylactic treatment to the grains stored. Storage charges per bag per month will be charged while taking delivery of the stocks as per Schedule of CWC revised from time to time and as adopted by PSWC. The Storage Charges will however differ from Centre to Centre depending on the position of the center. Anybody can keep their notified commodities in the Warehouse.
- A rebate in storage charges is allowed to bonafide agriculturists and it will be admissible only for the storage of their products raised by themselves on their land.
- At times, if the Storage space is not available in the godown, hired godowns are taken to store the excess stocks.
- PSWC has got registered its eight owned godowns of total 18,150 MT capacity under Warehousing Development and Regulation Act 2007 w.e.f 01.05.2012 located in the districts of Kapurthala, SBS Nagar and Jaladhar
- Unloading and Loading of Food Grains through Handling & Transporting Contractors is provided to all centers to help the Farmers/Traders/Clients.



## **GRIEVANCES REDRESSAL MECHANISM:**

Any Public grievances can be addressed to the Head office at state level, District Level at District Office and Field level at Warehouse centers.

## **RIGHT TO INFORMATION ACT, 2005:**

The Corporation has designated the following officers as State Public Information Officers and the Assistant Public Information Officers to receive application for information or appeals from the persons seeking information's under the said Act.

<b>Sr. No.</b>	<b>Name</b>	<b>Designation</b>	<b>Contact</b>
1	Sh. Raman Vinayak, AAO(Audit)	Appellate Authority	9463397023
2	Sh. Sumesh Sharma, Dy. Manager (Vig)	PIO	9855541216
3	Sh. Gurpreet Singh, TA	APIO	9592335922

## **COMPUTERIZATION OF PSWC:**

### **1. All 115 warehouses are computerized.**

- Generation of warehouse receipts.
- Reconciliation of Stocks.
- Generation of Dispatch Orders.
- Generation of Fortnightly Condition Reports.
- Uploading Miller Registration Document.
- Available Vacant Space Report.
- Generation Wheat Sale Bill, Storage Charges Bill and Rice Sale Bill.

### **2. Dak Management System.**

### **3. Private Hiring Management System.**

### **4. Under Development**

- Physical Verification Reports
- Bardana Inventory System
- Dead Stock Inventory Management.
- Accounting System.

## **UPDATES ON WEBPORTAL:**

PSWC regularly updates new information/notices/circulars for its clients, stake holders, employees and public on its website [www.pswc.in](http://www.pswc.in). Which also contain necessary disclosure and general information of PSWC.