

एच.पी. स्टेट सिविल सप्लाइज कारपोरेशन लिमिटेड

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No.Pro-7-3/PDS(Misc.)-2026-(i) -7048-7072

Dated:

29-09-2026

1. The Divisional Manager, HPSCSC, Dharamshala /Solan.
2. All Area Managers, HPSCSC,
Shimla/Solan/Nahan/Mandi/Hamirpur/Dharamshala/Chamba.

Subject: Uniform Instructions for Wholesale Units/Foodgrain Godowns and LPG Agencies – strict compliance thereof.

Sir/Madam,

With a view to ensuring uniformity, accountability, proper stock management, safe storage, preservation, cleanliness, record management and safety at all Wholesale Units and LPG Agencies of the Corporation, the Head Office has finalized the following instructions:

1. Uniform Instructions for Operation, Inspection, Storage, Preservation, Stock Control, Housekeeping and Safety of Wholesale Units– **Annexure-I**; and
2. Uniform Instructions for Operation, Customer Service, Record Management, Stock Control and Safety of LPG Agencies (Showroom & Storage Godown) – **Annexure-II**.
3. The above instructions shall be followed strictly and uniformly by all concerned Units/Agencies with immediate effect. The Divisional Managers and Area Managers shall ensure their circulation to all concerned Unit/Agency In-charges and personally monitor compliance.
4. Regular physical inspections shall be carried out by the concerned supervisory officers. Any deficiencies noticed during such inspections shall be duly recorded, responsibility shall be fixed and rectification shall be ensured within a stipulated timeframe. Particular attention shall be paid to foodgrain storage and preservation, stock reconciliation, weighing equipment, statutory compliances, cleanliness, record management, fire and safety arrangements and the disposal of obsolete/unserviceable materials.
5. The Divisional Managers/Area Managers shall ensure that the instructions are implemented in letter and spirit and shall periodically review compliance. Any serious deficiency relating to food safety, stock integrity, statutory compliance or safety shall be brought to the notice of the Head Office immediately.

The above may be accorded top priority.

Encl.: As above.

Yours faithfully,

[Signature]
Kumad Singh, IAS
Managing Director

Copy to :-

1. All Officers, HO, HPSCSC for information and necessary action.
2. The Asstt. Computer Programmer, HO, HPSCSC is directed to upload the same alongwith Annexure I & II on the web-portal of the HPSCSC.

[Signature]
Managing Director

H.P. STATE CIVIL SUPPLIES CORPORATION LIMITED
HEAD OFFICE, SHIMLA

**UNIFORM INSTRUCTIONS FOR OPERATION, INSPECTION,
STORAGE, PRESERVATION, STOCK CONTROL, HOUSEKEEPING
AND SAFETY OF WHOLESALE UNITS / FOODGRAIN GODOWNS**

Applicable to all Wholesale Units of HPSCSC and to be followed by all Divisional Managers, Area Managers, Supervisory Staff, Incharge Wholesale Unit of HPSCSC in letter and spirit.

1. General responsibility and accountability

1. The In-charge of every Wholesale Unit shall be primarily responsible for safe custody, proper storage, preservation, accounting, cleanliness, security and timely issue of all stocks entrusted to the Unit.
2. The In-charge shall maintain a daily/periodic checklist covering stock, cleanliness, pest activity, storage condition, weighing equipment, records, safety and premises.
3. Deficiencies shall not merely be reported, each deficiency shall be assigned to a responsible person with a target date for rectification.
4. Divisional Manager/Area Manager/Assistant Area Manager/Accounts Officer/Sales Supervisors shall conduct physical inspections as per the prescribed inspection schedule and record their observations in the prescribed inspection format, inspection register.

2. Minimum inspection system

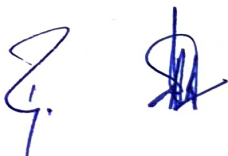
The following system shall ordinarily be followed, unless a more stringent schedule is prescribed by HPSCSC:

- **Daily:** Godown In-charge – cleanliness, security, stock movement, visible infestation, leakage, damaged bags, weighing equipment and fire/safety arrangements.
- **Weekly:** Detailed housekeeping, pest/rodent/bird-control and storage-condition check.
- **Monthly/Quarterly:** Physical review, detailed inspection (as allotted by concerned DM) by Area/Assistant Area-level supervisory officer, including ageing/slow-moving stock and records.
- **Quarterly:** Detailed inspection by Divisional-level officer/senior supervisory officer.
- **Surprise inspections:** At random intervals by senior officers/Head Office teams.

3. Receipt of foodgrains/commodities

At the time of receipt:

- Verify quantity against the relevant document.
- Verify commodity, variety/grade, packing, batch/lot and date details.
- Check bags/containers for torn, wet, stained, infested or otherwise damaged condition.
- Record shortages, excesses, damage or discrepancies immediately.



- Take samples wherever required under applicable quality-control instructions.
- Do not mix newly received stock with existing stock until receipt formalities and quality checks are completed.

4. Scientific storage and stacking

1. Foodgrains shall **not be stored directly on the floor**.
2. Suitable dunnage/pallets/tarpaulins shall be used in accordance with the applicable storage guidelines.
3. Stocks shall be kept away from walls and other surfaces to permit inspection, cleaning and pest monitoring.
4. Adequate gangways shall be maintained between stacks.
5. Each stack shall have an identifiable stack/lot number and corresponding stock/stack card.
6. Stack markings shall be clear and maintained in a standardised format.
7. Different commodities, grades, batches and categories shall be segregated.
8. Food commodities shall not be stored with chemicals, fuel, waste, scrap or unrelated material.
9. Damaged, infested, doubtful, expired or non-issuable stock shall be moved to a clearly marked quarantine/segregated area.
10. Stack height shall be safe and appropriate for the commodity, packaging and structural capacity of the godown.

5. Stock rotation and ageing control

- **FIFO – First In, First Out** shall be followed for foodgrains to the extent applicable.
- Where a product has an expiry/best-before date, **FEFO – First Expire, First Out** shall be followed.
- A monthly ageing statement shall identify old, slow-moving and non-moving stock.
- Expired/non-issuable stock shall be separately identified and shall not be issued under any circumstances.
- Slow-moving stock shall be reviewed by the Area Manager and appropriate permissible action may be initiated.
- No stock shall remain unattended merely because it is slow-moving or difficult to dispose of.

6. Quality and food-safety controls

1. Godowns shall remain clean, dry, adequately ventilated and protected against moisture.
2. Roofs, walls, floors, doors and windows shall be checked regularly for leakage, cracks and structural defects.
3. Windows/vents shall be suitably protected against entry of birds.
4. Pigeon/bird nesting shall not be permitted inside food-storage areas.
5. Any food article contaminated by bird droppings, rodents, insects, chemicals, water or other contaminants shall be immediately segregated and reported.



6. Pest-control measures shall be undertaken only through authorised/safe procedures and records be maintained.
7. Rodent-control measures shall be applied / monitored regularly.
8. Fumigation treatment, wherever prescribed, shall be undertaken by authorised persons following applicable instructions.
9. Cleaning schedules shall be documented.

7. Stock accounting and reconciliation

- Bin cards/stock cards shall be maintained commodity-wise and stack-wise.
- Every receipt and issue shall be recorded promptly.
- Physical stock shall be periodically reconciled with book/electronic stock.
- Differences shall be investigated immediately.
- No overwriting or unauthenticated correction shall be permitted in physical records.
- Electronic records and physical records should be uniform.
- Records related to receipt, issue, transfer, damage, shortage, quality testing and disposal shall be readily retrievable.

8. Expired/damaged/non-issuable stock

A separate **Non-Issuable/Quarantine Stock Register** shall be maintained containing:

- Commodity;
- Quantity;
- Batch/lot/stack number;
- Reason for segregation;
- Date of identification;
- Date of reporting;
- Action proposed;
- Approval/reference;
- Date of disposal/replacement;
- Final disposal details.

No such stock shall be mixed with serviceable stock.

9. Weights and Measures

1. Every weighing instrument shall be in proper working condition.
2. Valid Legal Metrology verification/stamping/certification shall be ensured wherever applicable.
3. Next verification date shall be prominently recorded in the Compliance Register.
4. Instruments due for verification shall not be used beyond the permissible period.
5. Defective scales shall immediately be labelled **"NOT FOR USE"** and repaired/replaced.
6. Verification/repair/calibration records shall be maintained.
7. Periodic test weighing shall be carried out with standard weights, wherever applicable.



10. Premises, civil works and infrastructure

Every Unit shall maintain:

- Sound floors and walls;
- Leak-proof roof;
- Proper drainage;
- Functional doors/windows;
- Bird-proofing;
- Adequate lighting and ventilation;
- Safe electrical wiring;
- Proper boundary wall/gate;
- Safety railings wherever required;
- Safe loading/unloading area;
- Clean approach roads and surroundings.

Cracks, seepage, leakage, damaged doors/windows or other structural defects shall be reported immediately and rectified on priority.

11. Cleanliness and sanitation

A **Cleaning and Housekeeping Register** shall be maintained.

It shall cover:

- Godown floor;
- Stack areas;
- Gangways;
- Loading/unloading area;
- Office;
- Toilets;
- Drains;
- Boundary/approach area;
- Waste-disposal area.

Garbage, waste material, unused packaging and vegetation shall not be permitted to accumulate.

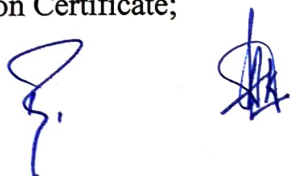
12. Scrap and obsolete material

1. All scrap/unserviceable material shall be identified and listed.
2. Old vehicles, weighing scales, furniture, equipment and other assets shall be dealt with under the prescribed write-off/disposal procedure.
3. Old files and records shall be retained only for the prescribed retention period.
4. No record shall be destroyed merely for creating space without following the applicable record-retention and weeding procedure.

13. Records and certificates

A **Statutory/Important Documents Register** shall be maintained covering, as applicable:

- Licences;
- Authorisation Certificate;



- Legal Metrology certificates;
- Fire-safety certificates;
- Building/structural documents;
- Insurance documents;
- Pollution/environment-related permissions, where applicable;
- Food-safety/quality documents;
- Inspection reports;
- Asset documents;
- Door Step Delivery/Vehicle documents.

A **Validity Calendar** shall indicate the date on which renewal/action becomes due.

14. Display boards and public information

Every Wholesale Unit shall have a standardised display area containing, as applicable:

- Name of Wholesale Unit;
- Name/designation/contact of In-charge;
- Working hours;
- Stock Position;
- Important helpline/contact numbers;
- Consumer grievance information;
- Food-quality/safety messages;
- "No Smoking/No Open Flame" and other safety notices;
- Emergency contact numbers.

15. Emergency and safety arrangements

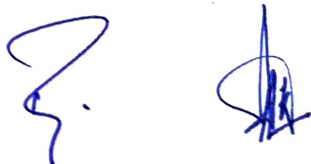
- Fire extinguishers and other prescribed safety equipment shall be readily accessible and maintained.
- Emergency contact numbers shall be prominently displayed.
- Electrical installations shall be maintained safely.
- Escape/access routes shall remain unobstructed.
- Safety railings shall be provided wherever required.
- Staff shall be made aware of emergency procedures.
- Any accident, fire, contamination, major leakage or structural failure shall be reported immediately through the prescribed channel.

16. Accountability and monthly certification

At the end of every month, the Godown In-charge shall certify that:

"I have personally inspected the godown, stacks, stock records, weighing equipment, cleanliness, pest/bird-control arrangements, safety arrangements, statutory documents and premises and have either rectified the deficiencies noticed or reported the same to the competent authority with a specific action plan."

The Area Manager shall periodically verify such certification through physical inspection.



17. Non-compliance

Failure to maintain stocks, records, premises, weighing equipment, safety arrangements or statutory compliances in the prescribed manner shall be viewed seriously. Responsibility shall be fixed wherever negligence, avoidable delay or failure of supervision is established.

Prepared by :


(Pankaj Sharma)
General Manager (Admn).


(Arvind Kr. Sharma)
General Manager

Approved by:


(Kumad Singh, IAS)
Managing Director

H.P. STATE CIVIL SUPPLIES CORPORATION LIMITED
HEAD OFFICE, SHIMLA

UNIFORM INSTRUCTIONS FOR OPERATION, CUSTOMER SERVICE, RECORD MANAGEMENT, STOCK CONTROL AND SAFETY OF LPG AGENCIES

Applicable to LPG Showroom and LPG Storage Godown and to be followed by all Divisional Managers, Area Managers, Supervisory Staff, Incharge LPG Agency, HPSCSC in letter and spirit.

PART-I: SHOWROOM / CUSTOMER-SERVICE AREA

1. General management

1. The LPG Agency In-charge shall be responsible for customer service, records, stock management, safety, cleanliness and compliance with HPSCSC/ Oil Marketing Company (OMC)/statutory instructions.
2. The showroom shall remain clean, organised and adequately ventilated.
3. Customer-facing information shall be displayed clearly and updated whenever rates, procedures, services or contact details change.
4. Staff shall deal with consumers courteously and provide services strictly according to applicable rules and OMC/HPSCSC instructions.

2. Mandatory display

The showroom shall prominently display, as applicable:

- Showroom wall colour coding shall be as per the prescribed colour coding of the concerned OMC.
- Name and address of LPG Agency.
- Agency operating hours.
- Current applicable price/rate & Tariffs information.
- Opening stock of each category of cylinders.
- Refill booking/service numbers (IVRS/SMS/WhatsApp/Customer Care) information.
- Emergency LPG helpline numbers (1906).
- Complaint/grievance mechanism.
- Safety instructions.
- Procedure for reporting leakage/accident.
- Required statutory licence/certificate (Explosive license (PESO), LOI, Insurance, Weights & Measures, Shops and Commercial Establishment (if required) and Fire Extinguishers.) details;
- Important notices/circulars/notifications issued by Govt./HPSCSC/OMC.

3. Customer records and services

Records relating to:

- Various security vouchers – SV NC, DBC, TV In, TV, TTV, STV, TSV and TCRV.
- Refill delivery cash memo.
- Customer complaint/suggestion register/box. (Every complaint shall be acknowledged, entered, assigned for action and closed only after appropriate disposal.)
- Defective cylinder/regulator.
- Safe custody, wherever applicable.
- Refund/security-related transactions/vouchers.
- Inspection/service calls.

Shall be maintained systematically and protected from damage/loss.

4. Records management

1. Records shall be arranged year-wise/subject-wise.
2. Important accountable records shall be kept in suitable files/covers.
3. Records shall not be stored on the floor.
4. Damaged records shall be restored/preserved wherever necessary.
5. Records beyond their prescribed retention period shall be weeded out only after due scrutiny and approval.
6. A record-retention/weeding register shall be maintained.
7. Digital records, wherever maintained, shall be backed up and protected against unauthorised alteration/deletion.
8. Invoices (AC4) & ERV register to be maintained.

PART-II: LPG STORAGE GODOWN

5 Maintenance of Godown:-

Proper maintenance of the following be ensured:-

- Mastic flooring.
- Boundary Wall.
- Wire Mesh
- Entry Gate
- Approach Road

6 Statutory licences and compliance

The Agency shall maintain a **Statutory Compliance Register** covering, as applicable:

- Display of PESO approved layout of the storage godown
- Petroleum and Explosives Safety Organisation (PESO)/storage licence;
- Fire-safety requirements;
- Legal Metrology verification;
- Insurance;
- Building/structural safety;
- OMC/HPSCSC approvals;

- Renewal/validity dates.

All licence conditions shall be complied with in letter and spirit. PESO administers statutory safety requirements concerning storage, transportation and other aspects of compressed gases and gas cylinders.

7 Receipt of Product:-

At the time of arrival of truck carrying filled LPG cylinders, the Distributor should match the details of the Invoice with the receipt of consignment in the following manner:

- Truck No.
- Type of cylinders
- Number of cylinders
- The time when truck left reported at godown
- The time when truck left godown
- Empty Return Voucher (ERV) shall be prepared/handed over to the driver of the vehicle carrying supplies ASAP.

8 Unloading of Filled LPG Cylinders at LPG Storage Godown

- The Distributor to carry out the following:
- Separate area should be marked in the LPG storage godown for keeping filled, empty and defective cylinders for each type of cylinders.
- The platform type Digital Weighing Scale of least count +/-10 gms should be checked with standard weight for accuracy.
- While unloading filled LPG cylinders, weight of 10% cylinders taken randomly should be checked and records should be maintained in the prescribed format given by OMCs.
- Cylinders that have net weight beyond permissible limit should be returned in the same truck. Record of the same should be maintained.
- Cylinders shall be handled carefully and shall not be dropped, thrown or subjected to violent impact.
- Suitable trolleys/approved handling methods shall be used.
- No combustible/unrelated material shall be stored in the cylinder storage godown.
- Smoking, open flames and unauthorised ignition sources shall be strictly prohibited.
- Cylinders shall not be repaired, altered or tampered with at the Agency except through authorised channels.

9 Stock/Price Controls

- Distributor to display opening stock and Retail Selling Prices of products / various categories of cylinders.
- Distributor to maintain a daily stock-register for filled, empty and defective cylinders for all types / categories of cylinders.

- Physical stock shall be reconciled regularly with book/electronic records.

10 Weighing arrangements

1. A suitable weighing scale shall be available as prescribed.
2. The weighing scale shall be in good working condition.
3. Legal Metrology verification/stamping shall be valid.
4. Accuracy shall be periodically checked using the prescribed standard weight.
5. Verification records shall be maintained.
6. A defective scale shall immediately be withdrawn from use and repaired/replaced.
7. The next verification date shall be prominently recorded.

11. Fire-safety arrangements

1. Fire extinguishers and sand buckets shall be of the prescribed type, adequate in number and readily accessible.
2. Extinguishers shall be inspected periodically and serviced/recharged within the prescribed period.
3. Expired/non-functional extinguishers shall not be retained as operational equipment.
4. Fire equipment shall not be blocked by cylinders, furniture or other articles.
5. Emergency access shall remain unobstructed.
6. "NO SMOKING", "NO OPEN FLAME" and other prescribed safety signage shall be prominently displayed.
7. Emergency telephone numbers shall be displayed.
8. Staff shall know the emergency response procedure.
9. Fire-safety inspection/service records shall be maintained.

12. Cleanliness and housekeeping

The LPG godown and surrounding area shall:

- Be cleaned regularly;
- Remain free from garbage;
- Remain free from grass/weeds and unwanted vegetation;
- Remain free from oil/grease or other hazardous contamination;
- Have clear access routes;
- Have proper drainage;
- Not be used for storing unrelated material;
- Be periodically checked for structural deterioration.

13. Cylinder condition and defective cylinders

A defective cylinder shall be:

1. Immediately identified;
2. Segregated;
3. Clearly marked;

4. Recorded in the defective-cylinder register;
5. Reported to the concerned OMC/competent authority;
6. Returned/disposed of only through the prescribed authorised procedure.

14. Emergency preparedness

Every Agency shall maintain an emergency plan covering:

- LPG leakage;
- Fire;
- Cylinder accident;
- Injury;
- Major property damage;
- Evacuation;
- Emergency communication;
- Notification to competent authorities/OMC;
- Preservation of relevant records/evidence.

Emergency numbers shall be displayed at the showroom, godown entrance and other prominent locations.

Part III- Distribution and Supply Control:-

15. LPG refill delivery controls

Before dispatch/delivery:

- Correct customer/order shall be verified.
- Supplies of LPG shall be ensured strictly as per the approved route chart.
- 100% PDC (Pre Delivery Check) shall be ensured before loading cylinders for delivery.
- All refills to be delivered only after obtaining valid DAC.
- Defective/leaking cylinders shall not be delivered.
- Delivery records shall be updated promptly on the same day of the physical delivery using delivery boy app/SDMS portal.
- Delivery staff shall carry the prescribed weighing equipment, PDC kit and a smart phone.
- All delivery personnel shall wear the prescribed OMC uniform and carry a valid ID card at all times.
- Customers shall be educated regarding proper LPG installation, safe usage, seal integrity, cylinder weight and overall cylinder condition.
- All leakage complaints received through 1906 or any other mode shall be attended to immediately.
- All LPG delivery vehicles shall be equipped with functional fire extinguishers and loudspeakers.
- Each delivery vehicle shall carry the prescribed indent/challan issued by the Incharge, route chart, copy of applicable freight rates, weighing scale and PDC kits.

Part IV - Inspections, Supervision and Monitoring:

16. Inspection system

As a minimum internal control:

- **Daily:** Agency In-charge – housekeeping, cylinder segregation, visible defects, stock and safety.
- **Weekly:** Detailed godown/safety/cleanliness check.
- **Monthly:** Area-level supervisory inspection and reconciliation of stock/records.
- **Monthly/Quarterly:** Divisional/senior-level inspection.
- **Surprise inspection:** As directed by HPSCSC/OMC/competent authority.

Every inspection shall result in a written checklist and time-bound compliance of deficiencies.

17. Compliance/validity calendar

A single calendar/register shall monitor:

- PESO licence;
- Fire equipment refilling/servicing;
- Legal Metrology verification;
- Insurance;
- Electrical safety requirements;
- Department/HPSCSC/OMC inspections;
- Building/structural inspections;
- Other statutory/departmental certificates.

Renewal action shall commence sufficiently before expiry and no licence/certificate shall be allowed to lapse through avoidable delay.

18. Monthly certification by Agency In-charge

The Agency In-charge shall certify monthly that:

“I have physically inspected the showroom and LPG storage godown and verified stock, filled/empty/defective-cylinder segregation, weighing equipment, fire-safety arrangements, statutory documents, cleanliness, records and general safety arrangements. Deficiencies, if any, have been rectified or reported to the competent authority with a time-bound action plan.”

19. Accountability

Any lapse relating to safety, short weighing, unauthorised storage, improper cylinder handling, non-maintenance of records, expiry of statutory documents or avoidable accumulation of obsolete material shall be promptly reported and responsibility fixed wherever negligence or failure of supervision is established.

These instructions shall be read with all applicable HPSCSC instructions, Government orders, PESO requirements, Gas Cylinders Rules, Legal Metrology requirements, Fire Department requirements and instructions issued by the concerned Oil Marketing

Company (MDG, Marketing Discipline Guidelines) as applicable. Where any statutory requirement is more stringent than these instructions, the statutory requirement shall prevail.



Prepared by :
(Pankaj Sharma)
General Manager (Admn).



(Arvind Kr. Sharma)
General Manager

Approved by :



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Managing Director