

**Standard Operating Procedure (SOP) for Smooth Functioning of
“SAMPURNA” & “Magic Bakes” outlets at all RCWA Centers of
the CRPF Family Welfare Association(CWA)**

The CRPF Family Welfare Association (CWA) is a non-government organization (NGO) working for the welfare of the dependents and families of martyred, deceased, retired and serving personnel of the Central Reserve Police Force (CRPF), through its Regional CWA Centers across the country. It carries out welfare activities for the families of Force personnel which include career counselling, computer education, vocational training, housing assistance, education support, healthcare, recreation, lifestyle development and stress management etc. for family members of CRPF personnel. Taking inspiration from the Government of India’s **“Make in India”** initiative, the CRPF Family Welfare Association (CWA) is also continuously supporting skill development of family members of Force personnel and facilitating the creation of new employment opportunities for them. Based on their capabilities, they are provided not only employment but also self-confidence that they gain through the RCWA platforms functioning at various family locations in Pan India.

With the objective of providing a platform for the sale of products manufactured by RCWA members and making available popular regional products from different parts of the country, a **“SAMPURNA” & “Magic Bakes” outlets** will be operated at all RCWA Centers. This will enable CRPF personnel and their families to easily obtain good-quality products at reasonable rates compared to the market.

The profit earned through these outlets will be utilized for the welfare of the dependents and families of martyred, deceased, retired and serving personnel of the Force. The processes relating to sale, procurement, storage, accounting, payment and overall management shall be carried out in a systematic and transparent manner in accordance with the prescribed Standard Operating Procedure. The following Standard Operating Procedure (SOP) of **“SAMPURNA” & “Magic Bakes” outlets** is hereby issued: -

1.1 These rules shall be called the **“CWA– “SAMPURNA” & “Magic Bakes” outlets Rules.**

1.2 The facilities of “*SAMPURNA*” & “*Magic Bakes*” outlets shall be available to all serving and retired personnel of the Force, as well as to their dependent family members. The dependents and Next of Kin (NoK) of martyred /deceased personnel of the Force shall also be entitled to avail these facilities, civil public too, can also be extended these facilities on a limited basis without compromising the security or purpose of the facility.

1.3 Definition: -

- a) “Year” means the Financial Year.
- b) “Member” means all members of the Force, including civilian personnel.
- c) “Fund” means the “*SAMPURNA*” & “*Magic Bakes*” outlets Fund.

2. Location: -

- a) The “*SAMPURNA*” & “*Magic Bakes*” outlets shall be operated at all RCWA Centers or other such places approved by CWA HQrs.

3. Objective: -

The main objective of “**SAMPURNA**” & “**Magic Bakes**” outlets is to provide a sales outlet for goods and products manufactured by the dependents and family members of martyred, deceased, retired and serving personnel of the Force, so that their employment opportunities and income may increase. This initiative is meant for the welfare of Force personnel and their families. The purpose of operating these stores is **not solely to earn profit**, but to promote their economic well-being. The following products and items manufactured by the dependents and family members of martyred, deceased, retired and serving personnel of the Force shall be sold in the “**SAMPURNA**” & “**Magic Bakes**” outlets:-

Through “SAMPURNA” outlets:-

1. Organic (Natural) products, groceries, homemade spices and oils.
2. Handicrafts, traditional and local garments and textile items such as woolen products, handloom fabrics, ethnic wear, shawls, stoles, handmade textiles, crockery products etc.

3. Stationery items, incense sticks (Agarbatti), local paintings and household decorative items.
4. Any other product prepared/manufactured by RCWA members.
5. In addition to the above, popular regional/local products from various States of the country.

Through “Magic Bakes” outlets: -

1. Dairy products, bakery products, food items such as pickles, namkeen (savory snacks), sweets etc.

Note: -

- i) It shall be ensured that preference is given to locally popular products among the above-mentioned items and that all products which are prepared in FWC area or at homes under clean and hygienic conditions.
- ii) **Items related to uniforms and any goods sold through the KPKB shall not be sold in the “SAMPURNA” outlet.**

4. Management Committee: -

For the operation of “SAMPURNA” & “Magic Bakes” outlets, a Management Committee shall be constituted. The composition of the nominated Management Committee shall be as follows: -

Designation	Nominated Members of the Management Committee for Operation of “SAMPURNA” & “Magic Bakes” outlets.
Chairperson	RCWA Head
Vice-Chairperson	RCWA Vice Head
Member-1	RCWA Secretary
Member-2	RCWA Honorary Secretary
Member-3	RCWA Honorary Treasurer
Member-4	RCWA Joint Secretary
Member-5	Wife of a Subordinate Officer
Member-6	Wife of a Subordinate Officer
Member-7	Wife of Other Rank Personnel

Member -8	Wife of Other Rank Personnel
Member -9	Manager -Inspector (GD) / Sub-Inspector (GD)
Member -10	Store In-charge / Store Holder ASI / Head Constable (GD)-
Member -11	Salesman -Constable -Male/Female (GD)

Note:-

In the absence of the Chairperson, the Vice-Chairperson shall perform the duties of the Chairperson. The Management Committee may also nominate co-opted members, if required.

5. Functions and Powers of the Management Committee: -

- 5.1 The Chairperson of the Management Committee shall have the authority to appoint members of the Committee or to appoint any other member in place of an existing member.
- 5.2 In matters relating to the management of “*SAMPURNA*” & “*Magic Bakes*” outlets, the orders and decisions of the Management Committee shall be final and binding.
- 5.3 The Management Committee may frame additional temporary rules, to regulate expenditure, maintain accounts, invest funds, write off unserviceable accounts and generally to achieve the objectives laid down in these rules effectively, if necessary.
- 5.4 The Management Committee shall hold meeting once in a month. However, in special circumstances, a special meeting may be convened as and when required.
- 5.5 The Management Committee shall also examine the STB and Audit Reports.
- 5.6 The Management Committee shall set fair rate of products made by the families & ensure thorough quality checks properly.

6. **For the smooth functioning of the “SAMPURNA” & “Magic Bakes” outlets the following staff shall be nominated by the Head of Office (H.O.O) as per details given below: -**

Designation	Members
In-Charge Officer – 01 (RCWA Secretary)	Ex -officio
Manager – 01 Inspector (GD) / Sub-Inspector (GD)	To be nominated by the Head of Office (H.O.O).
Store In-charge / Store Holder– 01 (ASI / Head Constable GD)	
Salesman – 02 (One for SAMPURNA outlet and One for Magic Bakes) RCWA Member OR Constable/GD (Male/Female)	

- 6.1 The Head of Office (H.O.O) of the concerned RCWA Centre shall function as the controlling and supervisory officer of the “*SAMPURNA*” & “*Magic Bakes*” outlets.

7. **Duties of Members/Staff for the functioning of the “SAMPURNA” & “Magic Bakes” outlets: -**

- 7.1 **Chairperson: -**

The **RCWA Head** will perform the duties of Chairperson of the Management Committee. Chairperson shall preside over the meetings of the “SAMPURNA” & “Magic Bakes” outlets organized by the Management Committee and shall supervise all kinds of administrative responsibilities through the Management Committee. Shall counter sign the monthly summary of the Cash book of both outlets.

7.2 Vice- Chairperson: -

The RCWA Vice Head will perform the duties of Vice-Chairperson of the Management Committee. Vice-Chairperson shall, in the absence of the Chairperson, supervise the administrative responsibilities through the Management Committee and shall also assist the Chairperson in administrative matters.

7.3 Member-1 cum In-Charge Officer: -

RCWA Secretary will perform the duties **In-Charge Officer** of these outlets. Under his/her supervision, all activities of the “SAMPURNA” & “Magic Bakes” outlets such as sale and purchase, ensuring availability of products as per demand, payments, maintenance of office accounts, maintenance of stock registers, condemnation/weeding out of unserviceable items/records, submission of the monthly summary to the office of the RCWA Head for review by the Management Committee, monthly stock reconciliation of equipment/ items available in the “SAMPURNA” & “Magic Bakes” outlets and obtaining a verification certificate for above, in the stock register from the board constituted as per existing instructions, etc., shall be completed. The **In-Charge Officer** shall be responsible to the Management Committee for the efficient functioning of these outlets. Shall counter sign the monthly summary of Cash book of both outlets.

7.4 Member-3 (RCWA Honorary Treasurer) : -

RCWA Honorary Treasurer will perform the duties of Member-3 of the committee. Shall be responsible for proper maintenance, accounting and keeping of records of the accounts of the “SAMPURNA” & “Magic Bakes” outlets. Shall ensure that the weekly/ monthly payment for the items sold in these outlets, which are made by CRPF families, is duly made to them. Proper entries of such payments shall be recorded in the Cash book. Cash book and ledger book shall be maintained by Secretary through Shop in-

charge. RCWA Honorary Treasurer will counter sign the monthly summary of the Cash book of both outlets.

7.5 Member-2 & 4 to 8 :-

- 7.1 Shall participate in all meetings of Management Committee, whenever required.
- 7.2 2-3 Members can be detailed in the line committee inspection in turns.
- 7.3 Discharge all duties assigned by the RCWA Head or any other senior member of the Management Committee, in a timely and proper manner.

7.5 Manager (Inspector (GD) / Sub-Inspector (GD): -

In addition to his other official duties, the **Manager** shall be responsible for the overall management and smooth functioning of the “*SAMPURNA*” & “*Magic Bakes*” outlets and shall also function in the capacity of Sales-in-Charge. The Manager shall supervise and execute all operational activities of the outlets including procurement and purchase processes, implementation of tasks assigned by the RCWA Office and the **In-Charge Officer** and ensuring compliance with the prescribed procedures and guidelines.

The Manager shall ensure proper demand and supply including purchase and sale of items, maintenance of adequate stock as per requirement and smooth conduct of sales operations along with timely receipt and accounting of payment. The Manager shall also be responsible for maintaining office accounts, cashbook, Dead stock registers and all related records necessary for efficient financial and administrative functioning of the outlets.

Further, the Manager shall initiate and process of condemnation or weeding out unserviceable items and records and submit all relevant correspondence and financial documents to the In-Charge Officer. The Manager shall ensure proper management of funds and shall prepare the Balance Sheet on the last working day of each month, which shall be submitted for physical verification by the In-Charge Officer.

The Manager shall remain accountable for the timely and effective completion of all duties assigned by the RCWA Office and the In-Charge Officer and shall ensure that all activities are carried out in compliance with prescribed procedures.

7.6 Store-in-Charge / Stock Holder (ASI / Head Constable GD): -

In addition to his other official duties, the **Store In-Charge** shall ensure that all items kept in the store are maintained properly and systematically. He/she shall arrange for spraying of insecticides at regular intervals. On receipt of stores, he shall check the quantity and quality of the items and after proper verification, enter them correctly into the stock register and store them appropriately. While issuing items for display in the outlet, he shall hand over the goods to the salesman after proper counting. In case of any damage or breakage, he shall inform the **Manager**. He shall be responsible for the upkeep and maintenance of all movable and immovable property and weekly maintenance of sales and stock register.

7.7 Salesman RCWA Member or Constable(Male/Female) (GD): -

In addition to his other official duties, the salesman (CT/GD Male or Female) will perform the duties of **Salesman** of these outlets. The Salesman (**RCWA Member or Constable/GD (Male/Female)**) shall carefully check the items according to the bill and verify their type, brand/company, weight and price before preparing the bill and shall collect the amount as per the bill. They shall behave courteously with customers. If any customer misbehaves with them, they shall immediately inform the **Manager**. They shall carry out all sales activities as per the instructions of the **In-Charge Officer** of these outlets. They shall keep the goods arranged in a proper and systematic manner and ensure cleanliness of these outlets and storage rooms. They shall be responsible for the upkeep and maintenance of all movable and immovable property of these outlets. In case of any damage or loss in these outlets, they shall immediately inform the Manager.

8. For the operation of the “SAMPURNA” & “Magic Bakes” outlets, the following committee and board shall be constituted, as and when required: -

8.1 Purchasing Committee: -

- (a) The price determination (Rate reasonability) of products manufactured in FWC/RCWA and other reputed regional/local products to be sold in the “SAMPURNA” & “Magic Bakes” outlets shall be carried out by the LPC appointed at the concerned office.
- (b) For the development and progress of these outlets, the Monthly LPC Committee already constituted at the concerned office for the carrying out purchase procedures and utilization of profit earned from the sale of products, shall also be applicable to these outlets.

8.2 Line Committee: –

For the products and goods received for sale in the “SAMPURNA” & “Magic Bakes” outlets, the functions of the Line Committee shall be performed by the Line Committee appointed at the concerned office. 2-3 member of Management Committee for Operation of “SAMPURNA” & “Magic Bakes” outlets should be a part of Line Committee.

8.3 Audit Board: –

The records of the “SAMPURNA” & “Magic Bakes” outlets shall be audited half-yearly (once every 06 months) and annually for which, the Audit Board shall be nominated by the concerned office. The Audit Board shall consist of **01 Gazetted Officer and 02 Subordinate Officers.**

8.4 Functions of the Purchase Committee: –

- (a) For the “SAMPURNA” & “Magic Bakes” outlets, the committee shall, as far as possible, arrange procurement of all items from the families of Force personnel residing in the campus and nearby areas, as well as from the dependents of martyrs or deceased personnel.

8.5 Functions of the Line Committee: –

- (a) If any goods are received which require inspection by the Line Committee, the Line Committee appointed at the concerned office shall also perform the same functions for the goods of these outlet.
- (b) To inspect all goods purchased locally or received from any other source.
- (c) To verify their quality, quantity, manufacturing/expiry date, price and other particulars as mentioned in the purchase process after delivery of the goods. In case any discrepancy is found in these, it shall be clearly recorded in the Line Committee's report. Any other irregularity shall be brought to the notice of the RCWA Head through the In-Charge Officer .
- (d) If, during inspection, the Committee notices any other deficiency, the same may also be duly mentioned in the report.

8.6 Functions of the Audit Board: –

- (a) An Internal Audit shall be conducted every six months by **01 Gazetted Officer and 02 Subordinate Officers** appointed by the concerned office.
- (b) On the orders of the Management Committee, the Annual Inspection of these outlets shall be carried out by the Audit Board constituted by the concerned office.

9. Purchase Procedure: –

While making correspondence for demand of goods/products for the **“SAMPURNA” & “Magic Bakes” outlets** the following points shall be kept in view: –

- 9.1** Procurement of goods shall not only be based on the lowest or best price but shall also take into consideration the quality of the products.

- 9.2 Keeping in view the requirements of these outlet, purchase and sale, management/ maintenance and the profit margin to be kept on product prices shall done by the Management Committee from time to time.
- 9.3 For making purchases, the Manager shall prepare the demand as per the requirements received and obtain approval from the concern RCWA Head.
- 9.4 Edible items, specially prepared food items by the RCWA members be checked on daily basis.
- 9.5 Food articles shall be procured only in packed condition and the Date of Packing as well as the Date of Expiry must be clearly indicated on them.
- 9.6 Purchase of goods from the local market shall be made only from authorized and verified firms.
- 9.7 Bakery items shall be sold only within the prescribed time.
- 9.8 It shall be ensured from every source that they submit a valid **Food Safety and Standards Authority of India (FSSAI)** license/quality certificate/affidavit, clearly stating that full responsibility for the quality of the product shall rest with the vendor.
- 9.9 If any one who supplies substandard goods or indulges in unfair practices, they shall be blacklisted.
- 9.10 The In-Charge officer shall ensure that the **“SAMPURNA” & “Magic Bakes” outlets** procure and sell products approved by the **Management Committee**, along with popular regional and Local products from different States of the country.
- 9.11 For both **“SAMPURNA” outlets** located at New Delhi, items shall be procured and made available as per demand.
- 10. Payment Procedure: -**
- 10.1 All goods for the **“SAMPURNA” & “Magic Bakes” outlets** shall normally be procured on credit basis from RCWA members and payment

shall be released only after the sale of the respective goods. Payments shall ordinarily be made through RTGS/NEFT/ECS. In exceptional circumstances, payment may be made by the In-Charge Officer directly to the vendor or to an authorized representative in their bank account.

- 10.2** Payment for the products supplied by RCWA members shall be made only after the sale of items, **preferably within one month**. However, since edible products are generally sold within 2-3 days, payment for such items shall be released within the time period prescribe by the Management Committee.
- 10.3** On the directions of the Management Committee or the In-Charge Officer shall make immediate payment to the concerned firm/outlet to RCWA Members.
- 10.4** Goods shall be sold at reasonable rates and at prices lower than the prevailing market rate. Under no circumstances shall the sale price exceed the MRP.
- 10.5** The profit earned from the sale of products shall, after approval of the Management Committee, be utilized for the development, upliftment and other welfare activities of the concerned Regional CWA Centre.
- 10.6** No goods shall be sold to any individual or institution on loan or credit basis.
- 10.7** The profit margin can be fixed between 5% - 10% and should not exceed MRP.

11. Cashless Maintenance: -

- 11.1** Under normal circumstances, transactions shall be carried out through digital payment modes such as POS, PhonePe, Google Pay and Paytm, etc. In special circumstances, cash payments may also be accepted.

11.2 A complete record of the amount received from sales in the “SAMPURNA” & “Magic Bakes” outlets shall be entered in the separate cash book register for both outlets.

12. Financial Powers: -

12.1 Full powers shall be vested in the Management Committee to approve expenditure from the profit earned through these outlets for irrecoverable expenses related to the development and upliftment of the outlets.

12.2 The Management Committee shall have full powers to write off.

13. Accounting Procedure: -

13.1 The separate bank accounts of both “SAMPURNA” & “Magic Bakes” outlets shall be maintained in a nationalized bank preferably State Bank of India.

13.2 The daily sales proceeds shall be deposited in the bank on the following day.

13.3 All the expenditures of these outlets shall be incurred only after the approval of the Management Committee.

13.4 The profit earned from these outlets may be utilized only with the approval of the Management Committee.

13.5 GST returns (if applicable) shall be filed regularly.

13.6 Before commencement of the operation of these Outlets, all required formalities with the State Government and the Local administration shall be completed.

13.7 The following Registers/Files shall be maintained: -

a) Cash Books: -

- Income and expenditure record of the “SAMPURNA” outlet,
- Income and expenditure record of the “Magic Bakes” outlet.

b) Receipt/Payment Files:

Separate files shall be maintained in which all vouchers will be kept in chronological order.

c) Miscellaneous Correspondence File.

d) Stock Register.

e) Purchase/Approval/Sanction Register.

f) Daily Sales Register.

g) Bill Book and Receipt Book.

h) Dead Stock Register.

i) **Packing Material (P.M.) Register.**j) **Employees Register**

A record of all employees working in the “SAMPURNA” & “Magic Bakes” outlets, along with authorization details and date of engagement.

k) **Suggestion Book**

A suggestion/feedback register shall be maintained regarding availability and quality of products in these outlets.

l) **Any other register**

Any additional register related to approval, demand or operational, demand or operational requirement, if required.

m) **Entrepreneur Register**

(i) A register containing details along with passport size photograph of all entrepreneurs (RCWA members) supplying good or food items to the outlets.

(ii) A Separate register can be maintained for food items to be sold **at Magic bakes outlet** made by RCWA members.

14. The outlets will remain closed on Public holidays and Sundays. The monthly STB will be held on last working day of every month and no sales activities will be undertaken on that day.

15. The manager, store in charge/Store Holder & Salesman shall ensure that sales & Stock Register are updated weekly & verified for accuracy.
16. The opening and closing timings of the outlet shall be decided by the Head of Office (H.O.O.) as per local requirements. However, the outlet may be opened once a week even on a **Sunday** for cleaning, stock checking and monthly verification of equipment and items.
17. After closure of the outlets each day it shall be properly secured and locked and the keys shall remain in the custody of the Manager.
18. The SOP issued vide this Dte Hindi endorsement No. W.V-1/2025-Welfare-II(CWA) dated 11/11/2025 is hereby superseded.

Sd//- 02/04/2026

(Dr. Anamika Singh)

President

CRPF Family Welfare Association (CWA)

No.W.V-1/2026-Welfare-II(CWA)

Dated, the 2nd April, 2026

Copy forwarded to:

1. The Spl DsG J&K, Central, NE and South Zone, CRPF.
2. The ADG CRPF Academy, Kadarapur.
3. All Sector IsGP CRPF including Ops Sectors.
4. The IG / Director, ISA CRPF Mount Abu.
5. The IsG/Medical Supdt-100 Bedded CHs CRPF, New Delhi/ Hyderabad/ Guwahati/ Jammu.
6. The IG CIAT School, CTCs, CSJWT, CRPF.
7. All Range DIsG CRPF including Ops Ranges.
8. All DIsG Group Centres/PDG CRPF
9. The DIG CWS, Rampur/Pune/Siliguri.
10. The DIsG (Medical), 50 Bedded Composite Hospitals, CRPF .
11. The DIsG RTCs, CTC (T&IT), RAPO, IIM Pune and DB & TS, CRPF.
12. The Commandants all Bns including Mahila, RAF, CoBRA, Signal/SDG
13. The Director (Accounts) PAO, CRPF, Rohini, New Delhi.
14. The OCs AWSs.
15. All Regional CWA Heads through Sector Office/Mt.Abu/ GC/Trg Institution/ RTC/ CTC/RAF/CoBRA/SDG Bns

Sd//- 02/04/2026

(Pauly P.P.)

DIG(Welfare) Dte cum Secretary CWA

Internal :-

DIG IT for uploading in CWA Webpage

AC (OL) Hindi Branch of Dte for making Hindi version

All Branches of Directorate General.