

# Standard Operating Procedures (SOP) for Warehouse Service Provider (WSP)

## 1. Product Specifications and Delivery Centres

### Product Specifications:

Commodity	Quality Specification	Delivery Centre
Copper	Grade A Copper and must conform to the chemical composition to one of the following standards: ASTM B115-10 (cathode Grade 1)	Bhiwandi, Maharashtra
Nickel	Primary Nickel Cathodes (Uncut / Full Plate) with minimum purity of 99.80%.	Thane District
Zinc	Primary Special High-Grade Zinc with minimum purity of 99.995%.	Thane District
Zinc Mini	Primary Special High-Grade Zinc with minimum purity of 99.995%.	Thane District
Aluminium	Primary Aluminium Ingots with minimum purity of 99.70%.	Raipur District
Aluminium Mini	Primary Aluminum Ingots with minimum purity of 99.70%.	Raipur District
Lead	Lead Ingots with minimum purity of 99.97%.	Chennai district
Lead Mini	Lead Ingots with minimum purity of 99.98%.	Chennai district

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## 2. Procedures for acceptance of goods to be deposited (Base Metal)

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### **A. Eligible Depositor:**

Delivery of commodity can be made by client. Alternatively, it can be deposited by an authorized person on behalf of client. Client is required to provide Clearing Member and Trading Member details while depositing the commodity.

### **B. Documents for Delivery:**

Following documents shall be submitted at time of actual delivery in the warehouse.

- Certificate of Analysis (CoA) of the producer containing details like Brand name of the associated lots, Producer's name, Batch No & certificate date.
- Copy of Invoice with all deposits/eWay Bill.
- Copy of Bill of entry.
- Copy of Certificate of Origin and Custom clearance documents in case of imported goods.
- Packing list containing net weight, batch number, Number of units in bundles / lot.
- Client deposit request letter – The letter shall contain the details of Base Metal to be deposited such as weight, CM and name, TM and name, Unique Client Code (UCC) allotted by the trading member to the client and client name. (As per format specified).
- CM undertaking – WSP shall accept a declaration from depositing CM that quality and quantity parameters adhere to NCL specifications. (As per format specified).
- Indemnity Letter by other WSP: In case where the Base Metal is moved from another warehouse, this letter shall be provided by other WSP. The letter mentions that the Base Metal has not left the warehouse network.
- Excel file for commodity deposit to be emailed to the mentioned email ID of the warehouse.

WSP is advised to accept any additional documents from the depositor as may be required for compliance. WSP shall ensure that the Base Metal deposited has never left the warehouse network before.

Additional documents require to deposit of Aluminium, Copper, Lead, Nickel & Zinc:

- a. Goods are required to bear Standard Mark under a license from Bureau of Indian Standards (BIS).
- b. The copy of the license document issued by BIS in the name of producer to be submitted at the time of deposit in accredited warehouses.
- c. The warehouse shall check the authenticity of the document submitted by the depositor and verify the BIS license of the producer.

Depositor shall complete the formality in respect of necessary documentation at the warehouse. Depositor shall submit duly filled in Know Your Depositor (KYD) form & Depositor Transaction

Declaration (DTD) form as given below before depositing the goods and shall also ensure compliance with all the statutory laws/ regulations and best practices for depositing commodities.

### **C. Base Metal Acceptance/ Rejection**

NCL shall specify parameters such as quality, weight, source (refinery) etc. that the WSP is required to check before accepting Base Metal deposit.

**Quantity Check** - WSP shall check the weight of the Base Metal deposited on a weighing scale and shall confirm the weight as mentioned on the Bar and assay certificate of refinery.

**Quality Check** - WSP shall check quality of the Base Metal as mentioned on the purity certificate.

**Refinery** - WSP shall accept the Base Metal from approved refinery. WSP shall scrutinize the refinery certificate for confirmation. NCL shall share list of approved refineries with WSP

If the depositor is eligible, documents are in order and the Base Metal is fit for acceptance, WSP shall issue the Proof of Deposit (POD) to the depositor.

### **D. Electronic entry of the base Metal:**

Authorized user from ASP shall enter complete details of Base Metal deposited to NCL. The details shall be entered through NCL provided Inventory Management System (IMS) application. WSP user shall also upload scanned copies of the relevant documents through IMS.

### **E. Commodity Deposit information communicate to depositors through IMS:**

All valid deposits shall be credited into the account of the depositor in the applicable lot size of contract and subject to the acceptable tolerance limits. Commodity details entered by WSP shall be available as free balance to the clearing member.

Clearing member is required to enter the details through IMS for further utilization of the commodity towards: -

- Early Pay-in
- Intention for Delivery
- Pay-in instruction towards settlement obligation.
- Withdrawal.

The depositor(s) shall ensure that appropriate electronic records in multiples of deliverable lots are earmarked for 'pay-in' while initiating pay-in through the IMS.

## F. Quality Specification

It should be LME approved brands or other suppliers / brands as may be approved by NSE. List of refineries conforming to the quality specification as per the good delivery standard shall be updated on the website of Exchange. List of ineligible countries for imported commodity if any shall also be known to the market participants in advance by the Exchange.

Commodity	Quality Specification	Additional Deliverable Grade
Copper	Grade A Copper and must conform to the chemical composition to one of the following standards: ASTM B115-10 (cathode Grade 1)	It should be Copper Cathodes of LME approved brands or other suppliers / brands as may be approved by the exchange*.  Additionally, goods shall conform to IS 191:2007 and shall bear the Standard Mark under a license from the Bureau of Indian Standards.
Nickel	Primary Nickel Cathodes (Uncut / Full Plate) with minimum purity of 99.80%.  Goods shall conform to IS 2782 :2023 and shall bear the Standard Mark under a license from the Bureau of Indian Standards.  Only LME approved brands will be accepted. For the purpose of quality assessment, reliance shall be placed by the WSP on the Certificate of Analysis (CoA) issued by the producer.	Primary Nickel Cathodes (Cut) with minimum purity of 99.80%.  Only LME approved brands will be accepted. For the purpose of quality assessment, reliance shall be placed by the WSP on the Certificate of Analysis (CoA) issued by the producer.  Any other Primary Nickel producer brand as approved by NSE
Zinc	Primary Special High-Grade Zinc with minimum purity of 99.995%  Goods shall conform to IS 209 :2024 and shall bear the Standard Mark under a license from the Bureau of Indian Standards.  Only LME approved brands will be accepted. For the purpose of quality assessment, reliance shall be placed by the WSP on the Certificate of	Any other Primary Zinc producer brands as approved by NSE

	Analysis (CoA) issued by the producer.	
Zinc Mini	<p>Primary Special High-Grade Zinc with minimum purity of 99.995%</p> <p>Goods shall conform to IS 209 :2024 and shall bear the Standard Mark under a license from the Bureau of Indian Standards.</p> <p>Only LME approved brands will be accepted. For the purpose of quality assessment, reliance shall be placed by the WSP on the Certificate of Analysis (CoA) issued by the producer.</p>	Any other Primary Zinc producer brands as approved by NSE
Aluminium	<p>Primary Aluminium Ingots with minimum purity of 99.70%.</p> <p>Goods shall conform to IS-11890 / IS-2590 / IS-4026 and shall bear the Standard Mark under a license from the Bureau of Indian Standards.</p> <p>Only LME approved or any other brands as approved by NSE, will be accepted. For the purpose of quality assessment, reliance shall be placed by the WSP on the Certificate of Analysis (CoA) issued by the producer.</p>	<p>Primary Aluminium with minimum purity of 99.70% in the following shapes: a) Sows b) T-Bars</p> <p>Only LME approved or any other brands as approved by NSE, will be accepted and only LME approved brands of these shapes will be accepted. For the purpose of quality assessment, reliance shall be placed by the WSP on the Certificate of Analysis (CoA) issued by the producer.</p> <p>Any other Primary Aluminium producer brand as approved by NSE.</p>
Aluminium Mini	<p>Primary Aluminum Ingots with minimum purity of 99.70%.</p> <p>Goods shall conform to IS-11890 / IS-2590 / IS-4026 and shall bear the Standard Mark under a license from the Bureau of Indian Standards.</p> <p>Only LME approved or any other brands as approved by NSE, will be accepted. For the purpose of quality assessment, reliance shall be placed by the WSP on the Certificate of Analysis (CoA) issued by the producer.</p>	Any other Primary Aluminium producer brand as approved by NSE.

Lead	<p>Lead Ingots with minimum purity of 99.97%</p> <p>Goods shall conform to IS 27:2023 and shall bear the Standard Mark under a license from the Bureau of Indian Standards.</p> <p>Only LME approved brands will be accepted. For the purpose of quality assessment, reliance shall be placed by the WSP on the Certificate of Analysis (CoA) issued by the producer</p>	<p>LME approved brands with minimum Lead purity of 99.98% will be accepted. Any other Lead producer brand as approved by NSE. For the purpose of quality assessment, reliance shall be placed by the WSP on the Certificate of Analysis (CoA) issued by the producer</p>
Lead Mini	<p>Lead Ingots with minimum purity of 99.98%</p> <p>Goods shall conform to IS 27:2023 and shall bear the Standard Mark under a license from the Bureau of Indian Standards.</p> <p>Only LME approved brands will be accepted. For the purpose of quality assessment, reliance shall be placed by the WSP on the Certificate of Analysis (CoA) issued by the producer</p>	<p>LME approved brands with minimum Lead purity of 99.98% will be accepted. Any other Lead producer brand as approved by NSE. For the purpose of quality assessment, reliance shall be placed by the WSP on the Certificate of Analysis (CoA) issued by the producer</p>

\*List of refineries conforming to the quality specification as per the good delivery standard will be as provided by Exchange. List of ineligible countries for imported cathodes if any shall also be known to the market participants in advance by exchange.

### G. Delivery Specifications:

The production information of the Base Metal to be deposited at the warehouse should not be earlier than 1 year from the date of deposit. E.g.: Material deposited in warehouse on 10th Jan 2023 should not have date of manufacture before 10th Jan 2022. CoA date shall be considered as the Production date. The depositors/participants shall take the goods to the warehouse as per the schedule after confirmation with the respective WSP, to ensure availability of storage space and unloading arrangements at the warehouse. Loading and Unloading of Base Metal will be undertaken on first come first serve basis. The stock which is intended for Pay-In should preferably be deposited at least 2 working days prior to the expiry of the contract. E.g.: If Base Metal lot has to be delivered in the Jan 2023 contract with expiry on 29th Jan 2023, the depositor should deposit the lot on or before 27th Jan 2023.

## **H. Size/Shape and Weight:**

The weight of the Base Metal received and/ or delivered would be considered as per the weight mentioned in packing list. WSP shall have the right to check all the bundles on warehouse weigh scale. In case the weight of base metal bundle as per the weighment by weighing scale is found lesser than the weight declared in the packing list after factoring in the allowable weight tolerance, the lesser of both the weights shall be considered as final weight.

### **Aluminium:**

Aluminium deposited.

- a) in the shape of ingots, should comprise of each ingot weighing between 9 Kgs to 26 Kgs.
- b) in the shape of T-bars or Sows, should comprise of each T-bar/Sow piece weighing not more than 788 Kgs.

The weight of the Aluminium received and/or delivered would be considered as per the weight mentioned in packing list. WSP shall have the right to check all the bundles/pieces on warehouse weigh scale. In case the weight of bundle/piece as per the weighment by weighing scale is found lesser than the weight declared in the packing list after factoring in the allowable weight tolerance, the lesser of both the weights shall be considered as final weight. Allowable weigh scale tolerance is 400 gm/MT.

Once weighed at the warehouse, if the

- a) Ingot bundle or,
- b) Sow piece or,
- c) T-Bar piece

weight variation compared to the packing list/label is more than +/- 1.5%, the same shall not be accepted.

### **Zinc Ingots**

- a) Zinc Ingots deposited shall not weigh more than 30 Kgs.
- b) The weight of the Zinc Ingots received and/ or delivered would be considered as per the weight mentioned in packing list. WSP shall have the right to check all the bundles on warehouse weigh scale. In case the weight of Ingots bundle as per the weighment by weighing scale is found lesser than the weight declared in the packing list after factoring in the allowable weight tolerance, the lesser of both the weights shall be considered as final weight. Allowable weigh scale tolerance is 400 gm/MT.



Once weighed at the warehouse, if the bundle weight variation compared to the packing list/label is more than +/- 1.5% of the bundle size/1000 Kgs the same shall not be accepted.

## **Nickel Cathodes**

- a)** Nickel Cathodes deposited shall be in the shape of cathodes (full plate, cut or Un-cut)

Nickel delivered under this contract shall be packed according to shape as follows:

- b)** Cut cathodes of either 100mm x 100mm (4" x 4"), 50mm x 50mm (2" x 2") or 25mm x 25mm (1" x 1"), shall be packed in sound steel drums of uniform size and even net weight (+/- 2% more or less) of 200kgs or 250kgs or 400kgs or 500kgs each with the manufacturer's label on the drum containing production batch reference net weight and brand name on each individual steel drum or on a durable label. Part filled drums are not permitted.
- c)** Full plate cathodes up to 1000mm x 1400mm maximum with a thickness range of 2mm to 17mm, shall be packed in bundles of 1500kg, strapped in two dimensions with corrosion resistant material to permit safe handling and transport without bundle distortion and breakage on steel or wooden skids (pallets not permitted) with a minimum ground clearance of 75mm with the production batch reference and gross and net weights indelibly marked on the top cathode of each bundle or on a durable label. The brand name must be marked indelibly either a) on clips attached to the bundle strapping, or b) on the producer strapping, or c) on each cathode within each bundle.

## **Requirements:**

- a)** Drummed Nickel is in original sound producer steel drums with producer listed markings and with ring sealing and tamper proof producer seals intact.
- b)** For drummed Nickel received in original but unsound producer steel drums with broken/damaged producer seals or damaged while stored in the warehouse from an unintended incident, the Warehouse must, without exception, open every such drum and inspect the contents for conformance with the producer listed product and weight before re-packing in sound steel drums of capacity of 200kgs or 250kgs or 400kgs or 500kgs using the sizing of drums initially supplied and with ring sealing system and with unique Warehouse tamper proof numbered seals. All replacement steel drums must be marked with the original producer batch reference, listed brand and Warehouse established gross and net weights.
- c)** The weight of the Nickel Cathodes received and/or delivered would be considered as per the weight mentioned in packing list. WSP shall have the right to check all the bundles on

warehouse weigh scale. In case the weight of Cathodes bundle as per the weighment by weighing scale is found lesser than the weight declared in the packing list after factoring in the allowable weight tolerance, the lesser of both the weights shall be considered as final weight.

Allowable weigh scale tolerance is 400 gm/MT.

Once weighed at the warehouse, bundle will be rejected if the weight variation is more than +/- 1.5 % of the delivery lot size/1500 Kgs to the packing list/label”.

### **Lead Ingots**

- a) Lead Ingots deposited shall not weigh more than 55 Kgs each.
- b) The weight of the Lead Ingots received and/ or delivered would be considered as per the weight mentioned in packing list. WSP shall have the right to check all the bundles on warehouse weigh scale. In case the weight of Ingots bundle as per the weighment by weighing scale is found lesser or more than the weight declared in the packing list after factoring in the allowable weight tolerance, the lesser of both the weights shall be considered as final weight.

Allowable weigh scale tolerance is 400 gm/MT.

Once weighed at the warehouse, if the bundle weight variation compared to the packing list/label is more than +/- 1.5% of the bundle size/1000 Kgs, the same shall not be accepted.

### **Copper Cathodes**

Copper Cathodes deposited shall be in the shape of uncut full plate cathodes. Cathode should carry the producer’s sticker reflecting Producer name, Net Weight, Batch No, Purity, Number of Pieces of Cathodes in bundle & date of Manufacturing. Cathode bundles where the batch details of the lot are mentioned manually by indelible ink shall not be accepted.

The weight of the Copper Cathodes received and/ or delivered would be considered as per the weight mentioned in packing list. WSP shall have the right to check all the bundles on warehouse weigh scale. In case the weight of Cathodes bundle as per the weighment by weighing scale is found lesser than the weight declared in the packing list after factoring in the allowable weight tolerance, the lesser of both the weights shall be considered as final weight.

Allowable weigh scale tolerance is 400 gm/MT.

Once weighed at the warehouse, if the bundle weight variation compared to the packing list/label is more than +/- 1.5% of the delivery lot size/2500 Kgs the same shall not be accepted.

## I. Procedure for verification of commodity:

Physical Inspection at the time of deposit by WSP:

- Commodity should come with intact original packing with certificate of analysis.
- The Warehouse/WSP must keep a record of all seals by number and date cross reference to each Lot.
- All markings on packaging and information on supporting documentation required for depositing commodity at warehouse shall be as per LME standards/Norms.
- Warehouse/WSP will not undertake assaying of the metal and will undertake only visual inspection of the metal along with the supporting documentation.

Further, if

- The metal or the supporting documentation is in any way not provided by depositor or found inconsistent, or
- Metals are not found physically sound and free of harmful defects such as segregation, cracks, inclusions or visible contamination of metal, or
- There is any sign of broken or visibly corroded strapping on the metal in any bundle, or
- There is inconsistency in branding of metal (for instance, Non- LME brands or different LME brands have been visibly mixed within a bundle); then the WSP shall call upon any such information from the depositor for acceptance of metal and the Warehouse/WSP may not issue a Receipt until any such shortcoming has been addressed by the depositor.

WSP at its sole discretion may reject /insist on replacement of such deliverable lot, if the goods are found inconsistent/faulty.

## J. Delivery Size:

SYMBOL	ALUMINIUM, ZINC, LEAD	ALUMINI, ZINC MINI, LEAD MINI	NICKEL	COPPER
<b>Delivery Unit</b>	5 MT (Net Weight of Metal)	1MT (Net Weight of Metal)	1500 kg (Net Weight of Metal)	2500 Kgs (Net Weight of Metal)
<b>Quantity Variation for Lot (Tolerance Limit)</b>	+/-10 % of total weight of each deliverable lot i.e. 5 MT	+/-10 % of total weight of each deliverable lot i.e. 1MT	+/-10 % of total weight of each deliverable lot i.e. 1500 Kg	+/- 10 % of total weight of each deliverable lot i.e. 2500 Kgs

### **K. Outbound quality & quantity tolerance:**

The outbound quality & quantity tolerance limit is applicable only for outbound deliveries. Variation in quality and weight parameters within the prescribed tolerance limit will be treated as good delivery during the lifting of goods from accredited warehouses. Following tolerances shall be treated as good delivery:

<b>Allowable Tolerance / Variation permitted</b>		
	<b>Outbound Parameters</b>	
<b>Base Metal</b>	<b>Quality</b>	<b>Weight</b>
Aluminium	10 ppm	+/- 400 gm/MT
LEAD Ingots		
Nickel Cathodes		
Zinc Ingots		
Copper		

### **L. Physical inspection of stock in possession:**

Members/ Participants holding goods in the warehouse are entitled to undertake physical inspection of said goods. Request for such physical inspection would have to be submitted to clearing corporation and clearing corporation after verification of such requests shall forward the same to the concerned WSP for allowing such inspection. During physical inspection, the Member/Participants/Client or his authorized representative/ies (Maximum 2 personnel) is/are not permitted to draw samples, take photographs/ videos or carry any such hazardous material which may cause damage to the goods inside the warehouse.

### **M. Retesting Method - Sampling, Quality Analysis & Certification:**

In case, the Member/ Participants/Client who purchased base metal on the Exchange platform and seek to lift the base metal from the warehouse do not agree to the quality as specified in the Original Certificate of Analysis (CoA) of the Goods, shall request clearing corporation within 7 working days from the date of commodity pay out, for resampling and retesting without lifting the base metal from the warehouse. Such base metal should not have crossed the final expiry date (FED) as mentioned on the quality certificate.

Clearing Corporation shall entertain complaint on quality or quantity of the commodity received only through settlement mechanism and only if the complaint is made within the prescribed timelines as specified above.

Member/ Participants/Client have a choice to select Assayer from the empanelled Assayers as specified by Clearing Corporation from time to time. Member/ Participants/Client in such case shall make a request for retesting to Clearing Corporation which in-turn shall be forwarded to the concerned WSP. The Member / Participants/Client shall indicate the preferable date and time of

visit to the warehouse for retesting of the stock along with the prescribed form. Once a request for retesting is carried out, then the same goods will necessarily have to be lifted and cannot be retendered in subsequent settlements.

The following documents shall be required to be submitted to the warehouse official(s) on the date of the warehouse visit.

- Original Retesting Request Form as given below.
- Proof of holding the commodity balance in the IMS
- Original Authorization letter in favor of representative along with copy of ID proof
- Original Delivery Order (Goods withdrawal request) duly signed and stamped by the Member/ Participants.

At least 2 random samples shall be drawn from each of the bundles/drums of the deliverable lot weighing around 100 gms each (or as per requirement of Assayer for testing by Instrumental/Chemical method). First Sample shall be Assayer's sample and the second sample shall be Reference sample.

The assayer shall complete the process of retesting and submit a retesting report basis the composite observation of the samples analyzed within 5 working days from the date of sampling. Such reports shall be shared with all the concerned parties and shall be binding on both buyer & Seller Clearing Member of the said lot.

If the said quality report results are not found in accordance to the quality specifications (after considering outbound tolerance limits) as prescribed by the Exchange/ Clearing Corporation from time to time, the Member/ Participants within 3 working days; shall submit their claim in writing by giving details such as lot numbers, quantity and the parameters under which inconsistencies are observed. The basis of claim, if any shall be the value arrived on the basis of nearest closing spot price on the claim submission business day. Clearing Corporation shall give its decision on the claim filed by the buyer / stock holder which shall be binding on the parties. In case Clearing Corporation determines that a delivery does not constitute a good delivery, the Seller Clearing Member shall be liable to resolve / compensate the buyer / stock holder for the quality difference or substitute good delivery within 7 working days from the date of the decision of Clearing Corporation. The Seller Clearing Member shall be liable for giving good delivery (quality and quantity) / compensation in accordance with the contract specifications as prescribed by the Exchange from time to time.

Buyer requesting for retesting and certification shall bear all professional fees of assayer, including incidental costs, weight shortage and expenses related to retesting certification, etc. in case the retesting assaying report is in line with the Certificate of Analysis deposited with the material. In case, the retesting results indicate negative variance from the original certificate (after considering outbound tolerance limits), then the aforesaid retesting cost shall be borne by the Seller Clearing Member.

## **N. Withdrawal of the base metal from Warehouse:**

The holder of goods shall request for withdrawal of goods from warehouse to the WSP in IMS. Once it is approved by the WSP, the goods will not be eligible for the delivery on the Exchange platform and Client has to withdraw the goods from the warehouse within the timeline given in the request after submission of the authority letter and identity proof.

- **Eligible Member:** The member who has submitted withdrawal request through IMS and the request is been approved by NCL is eligible to withdraw the Base Metal from the warehouse.
- **Documentation:**  
Authority Letter - Authority letter for withdrawal of Base Metal from the warehouse. The letter shall contain the name of the person authorized for withdrawal of the Base Metal, document and number of his identity proof and details of the Base Metal such as bar numbers, quality, quantity, client name.  
Identity proof- WSP shall check the identity proof as mentioned in authority letter.
- **Withdrawal Process:**
  - NCL user shall check the withdrawal request from IMS and authorize the withdrawal. The request shall be available to WSP.
  - WSP shall check the authorized requests and documents as available in IMS.
  - WSP shall handover the Base Metal as per withdrawal request to the authorized person and shall take the receipt acknowledgement from the authorized person.
- **Electronic entry of withdrawal:**
  - WSP user shall update the withdrawal request as 'withdrawn' or 'Not Withdrawn'.

The Member / Participants/Client, whoever wishes to seek private testing & certification arrangements may request the WSP under their mutual private arrangement under their mutual terms and conditions. In such a case, the said goods shall be treated as outside the scope of Exchange/Clearing Corporation. These goods can then neither be tendered for delivery nor shall any further complaints and claims be entertained by the Exchange/Clearing Corporation.

## **O. Storage after Validity Period**

The depositor/ buyer can take out the base metal from the warehouse on or before final expiry date (FED). After the FED, the goods shall necessarily be removed. Storage of goods after the specified final expiry date (FED) is not permitted and therefore the Members/Participants/Client shall ensure that the goods whose final expiry date is over, are removed from the concerned warehouse immediately, but not later than 3 months from the date of the specified FED. WSP shall ensure proper demarcation of goods which have crossed FED and inform to Clearing Corporation immediately. WSP shall create a separate area, demarcate with colour and label this space in warehouse for keeping of goods which have crossed FED. If there is space constraint, demarcate

the area around stock with colour and label the stock or identify new warehouse nearby for deposit of goods after NCL confirmation.

#### **P. Sampling Procedure**

Wherever assaying is carried out, WSP should ensure that adequate samples of goods are collected/retained from the goods deposited and are sealed in the presence of the depositor or his authorized representative.

In order to resolve potential disputes arising with respect to the quality of goods, if any, it is advised that at least four samples are taken of which one sample is used for analysis, one is kept with the WSP for comparison purpose, one is given to the depositors while one is kept for record/lab reference purpose.

#### **Q. Physical inspections of goods by beneficiary owner of goods**

The beneficiary owner of the goods should be allowed by the WSP to physically inspect their goods as and when requested by the holders.

The request for such physical inspection shall be submitted to the Clearing Corporations and the Clearing Corporations after verification and satisfaction of need for such request, shall forward the same to the concerned WSP for allowing such inspection to be completed within a stipulated timeframe.

Upon receipt of such advice from the Clearing Corporations, the WSP shall allow the holder/its authorized representatives to do physical inspection of their goods.

#### **R. Procedures for weighing**

The WSP shall provide for accurate and efficient weighing, sampling, inspection and grading of the Commodities deposited in its warehouses. The WSP shall ensure that has deployed personnel who have knowledge and experience in sampling, weighing, inspecting and/or grading of commodities.

#### **S. Procedure for identifying the Exchange-related goods:**

For identifying the Exchange-related goods, WSP shall put logo on each bag for proper demarcation and identification.

#### **T. Weighbridge Facilities:**

The warehouse service provider (WSP) shall be responsible for providing an in-house weighment facility instead of empanelment of weighbridge as the former shall meet the requirement adequately. The WSP shall bear full responsibility for the proper functioning and maintenance of the weighment facility throughout the terms of the agreement.



#### **U. Reconciliation of EOD balance:**

End of Day balances as per IMS shall be extracted and provided to WSP. WSP is required to confirm on a daily basis that the actual balance held by WSP is tallying with that of report on very next working day on or before 10 AM.

#### **V. General Conditions:**

1. WSP should have facilities for storing the deliverable commodities of futures contracts which need to be and piled properly in a separate storage area.
2. After deposit of goods stack cards are to be put on the stacks with NCL name and other information.
3. WSP will remain responsible for the stocks received through settlement of trade through Exchange Mechanism until FED of the goods.
4. For the goods that have been deposited, but not delivered through settlement Mechanism of Clearing Corporation, Clearing Corporation will not be responsible for quality and quantity of the goods. However, WSP will continue to be liable for such goods that have not been delivered through settlement mechanism of Clearing Corporation. WSP will remain responsible for all its obligations under various State and Central Laws governing the operation of Warehouses and will be solely responsible to the owners of stocks as reflected in the storage receipt issued by the Warehouse/WSP or the Statement issued by the Repository, or the Electronic Warehouses Receipts issued by the Repository.
5. Clearing Corporation will not be responsible and cannot be held liable or accountable or responsible for value of the goods /stock of the commodities stored/lying in Clearing Corporation designated warehouse/s, and which is fully/partially confiscated / seized by any local or statutory or any other authority for any reason whatsoever or for any deterioration in quality of the goods stored due to above reason or which have passed the Final Expiry Date and continue to remain in Clearing Corporation accredited warehouse.
6. A storage facility of a WSP may be utilized by more than one Clearing Corporation with proper segregation, demarcation and putting in place appropriate risk management procedures. However, the same storage facility should not be utilized by more than one Clearing Corporation for the same commodity.



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### 3. Procedure for maintaining the quality of the goods stored as per the exchange contract specification

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1. The WSP shall conduct fortnightly inspection of all the deposited goods to ensure the hygienic condition of the registered warehouses and keep the stocks clean and free from insects, pests and rodents so that quality of the goods is maintained
2. The stored goods shall be physically counted and quantities agreed to the records should physically be verified by an employee independent of the storage
3. The WSP shall have adequate facilities for undertaking periodic disinfestations/ treatments and to perform fumigation of the commodities
4. The WSP shall have adequate number of equipments, & accessories, personal protective equipments and recommended pesticides, rodenticides and fumigants for insect and rodent control in warehouse premises
5. The WSP shall have detailed processes for the fumigation of goods
6. The WSP shall have a system of regular inspection to ensure compliance with its storage related processes
7. The WSP shall have internal processes that allow the Clearing Corporation to physically verify itself or through any agencies / experts, at any time, the goods deposited and/or warehouse facilities in general or for compliance of the warehousing norms stipulated by the Clearing Corporation for the specific commodities.
8. Good Hygiene and Sanitation shall be maintained in and around the warehouse.
9. The WSP shall check the warehouse regularly for any leakage in the roof, gaps in the walls/ window/ventilator pans allowing entry of rainwater or entry of birds.
10. The floor/ walls shall also be checked for cracks/crevices. Necessary repairs shall be carried out before accepting stocks in the warehouse.
11. Thorough cleaning of the warehouse shall be undertaken before receiving fresh stock.
12. Vegetative growth in the warehouses premises shall be removed at periodical intervals and the premises kept free from reptiles, bird nests, rat burrows etc.

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#### 4. Procedure for Know your depositors Requirement

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The depositors willing to deposit and lift the stocks in/from Clearing Corporation designated warehouses shall be required to comply with Know your Depositor (KYD) policy as prescribed by the Clearing Corporation. WSP shall be responsible to collect all related information from depositors as prescribed in KYD format.

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## 5. Security policy for ensuring the safety of the goods from theft, burglary etc.,

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1. The WSP must have processes to periodically inspect the physical integrity of its registered warehouses with a view to the safe preservation of goods.
2. Inspection staff must be independent of the employees/ staff deputed at the registered warehouse.
3. The WSP must have a system of computing its insurance requirements on a monthly basis.
4. A WSP must ensure that all deposited goods in registered warehouses shall be fully insured against fire, flood, earthquake, theft, burglary, frauds/misappropriation, riots, strikes and terrorism (if applicable), even if the depositor has insured the goods.
5. A WSP shall ensure to maintain records of all persons entering a registered warehouse.
6. There must be a central system of recording the names of employees and staff who are in custody of the locks and keys of registered warehouses.
7. The WSP must have processes to ensure that a good against which an electronic Negotiable Warehouse Receipt has been issued must never be moved to outside the premises of the registered warehouse.
8. The WSP must have adequate security personnel for every registered warehouse.
9. The WSP must maintain a roster of security personnel deputed at its registered warehouses.
10. The WSP must clearly lay down the responsibilities of the security personnel deputed at its registered warehouses.
11. The WSP must clearly lay down processes that security personnel must follow in the event of any unlawful entry, burglary, theft or damage or potential loss to the deposited goods and must also provide necessary facilities for discharging these functions.
12. The WSP must have processes to ensure that the security guard reports the status of the registered warehouse on a daily basis.

13. The WSP must ensure that its security personnel have the required facilities to communicate immediately any unlawful entry, burglary, theft or damage or potential loss to the deposited goods to WSP.
14. The WSP shall ensure that the facilities and the stocks stored therein are well protected from losses due to fire hazards.
15. The WSP shall ensure that addresses and telephone numbers of fire station, police station, warehouse official shall be displayed at conspicuous places so that in case of emergency, the authorities may be contacted without any delay
16. Warehouse official shall take precautions to avoid any outbreak of fire in the premises.
17. Smoking or lighting match-stick inside the Warehouses shall be strictly prohibited. 'NO SMOKING' boards shall be prominently displayed.
18. Warehouse security shall ensure that no person entering in its premises carry any match box, gas lighter, chemicals and inflammable items which can cause fire. Use of naked light shall not be allowed in warehouse. No electrical points shall be provided inside the warehouse.
19. Waste paper, torn pieces of gunny bags, old mats, paddy husk, straw, twines etc. shall not be left scattered in warehouse.
20. The lighting and other arrangements in the warehouse premises shall be satisfactory and arrangements for periodical check-up shall be made to ensure that no line is defective
21. No big hole/openings in walls, doors and roofs shall be allowed to remain unattended, to ensure against throwing of a burning ball from outside by a miscreant.
22. While locking the warehouse, the warehouse in charge or Shed In charge shall personally check up each and every shed to ensure that no cigarette butts or burning matches are lying in warehouse.
23. Water and sand shall be kept at such open places near the warehouse that these are readily available in any emergency for dealing with and out-break of fire. The fire buckets shall be painted red and marked (FIRE) in block letters. All fire buckets shall be refilled at least once a week and these shall not be used for purposes other than that of fire fighting

24. Each extinguisher shall be allotted a serial number by which it shall be referred to in the records. The following details shall be painted with white paint or written on a slip of paper and pasted on the body of the extinguishers:
- a. Serial Number
  - b. Date of Purchase
  - c. Date of last refilling
25. The details shall be repainted or fresh slip of paper with the details pasted each time the extinguisher is refilled or inspected.
26. All persons employed in warehouse shall be familiar with the elementary principles of firefighting and know the location of firefighting equipment required in an emergency.
27. For a 10,000 MTs warehouse, a water storage tank of 1 lakh litre capacity with 24 hrs availability along with fire jet pumps throwing water upto 30 to 40 meters with a speed of 300 to 700 litter water per minute shall be provided.
28. Warehouse official from time to time shall ensure that all the firefighting equipment and devices installed in the premises are in working condition.
29. Apart from this, some staff should be specially trained to operate firefighting equipment. The effectiveness of the equipment will depend upon the promptness and ability with which it is handled. Speed is the first essential in dealing with an outbreak of fire.
30. The warehouse shall have a system of fire alarm to prevent heavy losses due to fire.

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## 6. Procedure and guidelines for scientific storage of goods, including stacking etc.

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1. Only Block system of stacking shall be resorted to in the warehouse. The WSP shall maintain and follow an internal layout (stack plan) for the storage of goods and for every physical facility within a registered warehouse.
2. Convenient sizes of stacks shall be made for better circulation of air and to keep a close watch on the condition of stock and incidence of infestation.
3. The floor space shall be divided into convenient blocks of rectangles or squares each forming a stack base.
4. While drawing the stack plan, the standard sizes of the gas proof fumigation covers shall also be kept in view.
5. Stack plan shall be prepared in such a manner that the stack shall not obstruct light and free flow of air into the warehouse.
6. The stack lines shall be 5 cms broad and painted with white or yellow paint. Each stack shall have a number which shall form the basis for reporting and recording of warehouse transactions.
7. Stack number shall also be painted neatly in bold figures on the floor, walls or pillars near each stack
8. The height of the stack shall be decided on the basis of goods, size, weight, shape, strength of the packing to stand the height of the stack
9. Each stack shall have a separate stack card or bin card
10. Account of receipt and delivery of stocks is given on one side of the card while on the other side the condition of the grain and the disinfestations, treatments given to the stocks from time to time are recorded
11. The stack card shall be tagged on the front side of the stack at a height convenient for making proper entries, by keeping in a polythene jacket so as to prevent its damage during prophylactic operations
12. The stack card shall be preserved till stack account is settled or till the period prescribed for its preservations, whichever is later
13. Corresponding entries shall also be made in the stack-wise Register

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## 7. Procedure for losses caused due to theft, fire, burglary, fraud, negligence and force majeure events,

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1. Fire alarm shall be given by shouting 'Fire' to warn others
2. In case of a fire, the WSP must have processes whereby, in addition to the other requirements in this schedule, immediate intimation is given to the nearest Fire Brigade office
3. The Fire Brigade office services shall be informed over phone (Telephone Number of Fire Service Station shall be hung near the telephone) in a clear manner to make sure that they have correctly understood the location.
4. Any person in danger shall first be secured and injured persons sent to hospital immediately
5. Efforts shall be made to put out the fire with appliances available at the warehouse.
6. Side by side with this, the fire shall be localized by removing other inflammable articles and by closing doors and windows.
7. Aimless running and unnecessary shouting shall be avoided as this leads to confusion
8. The WSP must have processes for actions to be taken by it or its employees in the event of burglary, theft, break-ins, fire, etc.
9. The WSP must have processes whereby its employees/ staff intimate the local police, WSP's designated officials and the Exchange/Clearing Corporation immediately (if initial intimation is by phone, there must be a process for follow-up written intimation/FIR to the police within twenty-four hours) of the incident
10. A copy of the FIR shall be obtained on prescribed format of Police Department
11. The WSP shall inform the details of the incident to the Insurer (In cases where the goods are insured by more than one Insurance company, to the Lead Insurer) and also to the Corporation
12. The WSP shall communicate following to Insurance Companies / their surveyor to claim for the loss on prescribed Claim Form:
  - a. Copy of initial intimation

- b. Copy of FIR
  - c. Brief Incident Record
  - d. Location of the Warehouse / Site
  - e. Details of loss (This shall be based on valuation of the Goods as per records of the warehouse minus disposal of damaged goods and expenses of salvaging with necessary evidences).
  - f. Copy of the insurance policy
  - g. Photographs of the incident.
  - h. Newspaper cutting, if any
  - i. Certification of Fire Brigade, Police, other local authorities, as applicable
  - j. Relevant extracts of stock ledger, insurance register
13. The WSP shall put in place procedure for determining losses caused due to fire, flood, burglary, misappropriation, fraud, negligence and force majeure events.
14. Losses sustained by the Depositor due to insurable risks shall be compensated based on valuation within one week of receipt of claim from Insurance Company
15. The WSP shall submit a report about the extent of damage to the depositor & Clearing Corporation and shall maintain the record of such losses.



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## 8. Procedure for internal verification of stock

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1. The physical counting of goods and their reconciliation with the corresponding electronic records is done on fortnightly basis.
2. The WSP shall assess the health of stocks during storage at once in a fortnight or earlier.
3. The parameters shall be recorded in the stack card as well as in the fortnightly inspection report.
4. In case of detection of infestation, the stocks shall be immediately fumigated
5. Periodic inspection shall also check physical conditions of the warehouse in terms of any deterioration of walls, floors, windows, openings, doors, or presence of any birds, rodents. WSP shall take immediate remedial actions for fixing the same to bring it back to normal state.

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## 9. Preservations of Stock – maintenance of warehouse hygiene, maintenance of warehouse structure, aeration, periodical examination of goods, classification of presence of insects, pre-monsoon precautions.

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1. Warehouses should be carefully examined and any suspected spots for leakage be repaired well before the onset of monsoon.
2. Underground drains fed by rainwater pipes shall be examined periodically against chocking.
3. Doors and ventilators shall be kept closed as far as possible to minimize the chance of rainwater entering the warehouse.
4. On clear days warehouse door can be kept open.
5. Warehouses with low plinth are liable to be inundated during heavy rain and all Steps to be taken to prevent water to enter inside.
6. Temporary rain breaks (dwarf wall) may be built at the door points.
7. The WSP shall conduct fortnightly inspection of all the deposited goods to ensure the hygienic condition of the registered warehouses and keep the stocks clean and free from insects, pests and rodents so that quality of the goods is maintained
8. The stored goods shall be physically counted and quantities agreed to the records should physically be verified by an employee independent of the storage
9. The WSP shall have adequate facilities for undertaking periodic disinfestations/ treatments and to perform fumigation of the commodities
10. The WSP shall have adequate number of equipments, & accessories, personal protective equipments and recommended pesticides, rodenticides and fumigants for insect and rodent control in warehouse premises
11. The WSP shall have detailed processes for the fumigation of goods
12. The WSP shall have a system of regular inspection to ensure compliance with its storage related processes

13. The WSP shall have internal processes that allow the Clearing Corporation to physically verify itself or through any agencies / experts, at any time, the goods deposited and/or warehouse facilities in general or for compliance of the warehousing norms stipulated by the Clearing Corporation for the specific commodities.
14. Good Hygiene and Sanitation shall be maintained in and around the warehouse.
15. The WSP shall check the warehouse regularly for any leakage in the roof, gaps in the walls/ window/ventilator pans allowing entry of rainwater or entry of birds
16. The floor/ walls shall also be checked for cracks/crevices. Necessary repairs shall be carried out before accepting stocks in the warehouse.
17. Thorough cleaning of the warehouse shall be undertaken before receiving fresh stock.
18. Vegetative growth in the warehouses premises shall be removed at periodical intervals and the premises kept free from reptiles, bird nests, rat burrows etc.

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## 10. Selection of Location for offering warehousing services

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1. The storage facilities provided by the WSP shall be under absolute control of the WSP. In case a storage facility is a leased property it should be ensured by that no third party including the owner / lessor of the storage facility, has any role to play in the operations and managing the concerned storage facilities operated by the WSP.
2. Warehouse shall be well connected with rail and/or road networks and have sufficient space for parking and movement of loading/unloading vehicles.
3. The storage facilities must have a fully fenced perimeter/boundary. Loading and unloading shall always take place within the perimeter/boundary of the warehouse and not in a public area
4. Warehouses are physically and operationally suitable for the proper storage of commodities and
  - a. have adequate equipment, installed and maintained in good working order, as may be prescribed by the Clearing Corporation, for the movement of commodities into, out of and within the warehouse
  - b. are of sound construction and in a state of good repair and floor properly levelled and can bear the load of the weight of the stored metals. The walls, the floor and the roof do not permit water seepage and there is no source of any insect infestation.
  - c. the ferrous metals are stored by WSP in a manner so as to prevent distortion, corrosion, scaling and rusting. They shall be stacked/piled adequately above the ground level.
  - d. have safe work environment
  - e. have adequate security personnel with required facilities to immediately communicate to Clearing corporation regarding any unlawful entry, burglary, theft or damage or potential loss to the goods deposited with it.
  - f. have adequate lighting arrangement and free from materials and substances that may adversely affect the quality of stored commodities
  - g. have adequate firefighting equipment installed within its premises, have fire escapes and fire hydrant points clearly marked. Further, the employees of

the WSP shall undergo training in fire safety and use of firefighting equipment.

- h. have required ventilation, installed and maintained in good working order, for the proper storage and preservation of quality of goods.
- i. has adequate infrastructure for storing the deliverable commodities of commodity derivative contracts which needs to be piled properly in a separate storage area there by providing clear cut demarcation between Exchange and non-Exchange commodities.
- j. are free from materials and substances that may adversely affect the quality of stored commodities;
- k. have adequate security for protection of stored or handled commodities to prevent from tempering or adulteration;
- l. have a separate place to store the samples used for inspection/testing for further examination/testing.
- m. has adequate infrastructure and should take utmost care in storing commodities in accordance with the climatic conditions and the nature of commodity stored
- n. has necessary infrastructure for accurate and efficient weighing, sampling, inspection and grading of the commodities deposited in its storage facility and WSP has deployed personnel who has knowledge and experience in sampling, weighing, inspecting and/or grading of commodities. And adequate samples of goods are collected/retained from the goods deposited and are sealed in the presence of the depositor or his authorised representative.
- o. Should always give priority to commodities meant for derivatives contracts delivery while receiving, storing and dispatching goods
- p. Should take necessary steps to maintain the quality and quantity of goods stored in the warehouse, in accordance with the conditions/parameters for maintaining the quality of commodities.
- q. has put in place appropriate procedure and controls in place so that there is minimal queuing of deposits/withdrawal at a storage facility

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## 11. Grievance redressal procedures

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Following procedure shall be adopted for facilitating public and other stakeholders to register grievances:

- i. The WSP shall put in place a system for registration of public grievances.
- ii. Any person aggrieved with the functioning of the warehouse may register a grievance along with supporting evidence to the warehousemen or his authorized representative in the warehouse.
- iii. An acknowledgment of receipt of the grievance shall be sent to the aggrieved party within one day of the receipt of the grievance. This acknowledgment will include: a) date of registration of grievance; b) unique reference number; c) the category of grievance
- iv. The grievance shall be redressed and the WSP shall communicate the same to the aggrieved party within 15 days of receipt of the grievance.
- v. The communication of redressal issued by the WSP as above shall include the following:
  - a. action taken by the WSP to redress grievance;
  - b. if the grievance is rejected, detailed reasons for doing so.
- vi. Where the aggrieved party is not satisfied with the redressal provided by the WSP as above, it shall communicate its response to the WSP within 10 days of receipt of communication from the respondent
- vii. The aggrieved party's response made as above must clearly state the reasons for which the aggrieved party is not satisfied
- viii. The WSP shall respond to the aggrieved party's response within 10 days of its receipt.
- ix. Where the aggrieved party is still not satisfied with the response provided by the WSP as above, it may escalate the grievance to the Exchange/Clearing Corporation for its resolution.
- x. A grievance shall be considered as closed when,
  - a. the aggrieved party has accepted the response given by the WSP.

- b. the aggrieved party has not communicated a response to the WSP within eight weeks of the issuance of the WSP's response; or
  - c. the aggrieved party withdraws its grievance through a written or electronic communication.
- xi. Each registered warehouse of a WSP must have a designated grievance officer
- xii. Grievance redress procedure of the WSP shall be prominently displayed in the warehouse for information of the public, giving contact details of the designated Grievance Officer.
- xiii. The WSP must maintain a record of all grievances that it may receive, and related information thereof and make such information available to the Exchange/Clearing Corporation as and when required.

## 12. Role and responsibilities of employees (including outsourced employees)

1. The WSP shall maintain a record of manpower deployed in the warehouse for effective management of the same
2. Manpower requirement will be based on the operational considerations
3. Normative requirement of manpower based on the capacity of the warehouse could be as under:

Storage Capacity of Warehouse (in MTs)	Upto 5000	5001 -10000	10001 – 25000	Above 25000
Warehouse Manager	1	1	1	1
Warehouse Assistant	1	2	3	4
Security Guards	2	4	6	8

In case these tasks are outsourced, details of the outsourcing agency shall be maintained by the Warehouse Manager

4. It shall be ensured that personnel deployed at the warehouse are competent to handle responsibilities assigned to them
5. The WSP and other Quality Control (QC) personnel should have adequate knowledge and expertise in the scientific storage of goods/agricultural commodities to be stored in the warehouse
6. It is desirable that they are trained in warehouse management from an institution of repute

Duties and Responsibilities of Warehouse employees

### a) Warehouse Manager

- i. To act as in charge of the warehouse and to ensure adequate supervision over the operations undertaken at the warehouse by the concerned staff.
- ii. To ensure the safety & security of the stocks and scientific preservation of stocks, proper and up to date maintenance of records, insurance of stocks, judicious use of the equipments, fumigants and other property of the warehouse



- iii. To effectively liaise with various stakeholders of the warehouse such as Depositors, Banks, Repositories, Banks etc.
- iv. To exercise supervision over the staff so as to maintain proper discipline and to ensure that there is complete cohesion and harmony among the staff as also to inculcate team spirit, cooperation and sense of participation amongst the staff working at the warehouse.
- v. To exercise overall vigil and exhibit due presence of mind in case of any emergency and to act according to the situation on the spot.
- vi. To exercise administrative and financial powers as may be delegated to him by the WSP

**b) Warehouse Assistant**

- i. To supervise loading and unloading stocks from the trucks/ carrying vehicles after checking that the correct quantity and type of goods have been received/ delivered.
- ii. To sign the delivery form, once satisfied that the stocks are complete.
- iii. To supervise movement and stacking the stocks to the correct area in the warehouse as per the approved stack plan.
- iv. To keep records of stocks received, delivered and in storage with respect to their location and quantity
- v. To arrange movement and de-stacking of goods, for effecting delivery.
- vi. To keep record of internal shifting of stocks as and when carried out.
- vii. To prepare daily transaction report with respect to warehouse under his charge.
- viii. To assist in assessing the storage charges due and collection of the same from the depositor

**c) Security Guards**

- i. Watch over and protect the warehouse against various threats, including vandalism, theft, illegal activity and terrorism.

- ii. To thoroughly check the transport vehicle for presence of any extraneous material such as stones etc. which may be used for manipulating the quantity of stock deposited in the warehouse.
- iii. To check the condition of locks in the warehouse and take note of/report any damages to the same.
- iv. To survey various locations in the warehouse premises (use closed-circuit TV monitors if available in the warehouse), take note of risk based happenings and report to the Warehouse Manager/ designated officials.
- v. While handing over charge, to next security guard a mention of security conditions including any security risk/ incident shall be properly recorded in handing over reports.
- vi. To familiarise with operation of different types of fire fighting equipment deployed in the warehouse.

#### **d) Outsourcing tasks to service providers**

- i. The WSP shall maintain a list of service providers to the warehouse in the field of handling, transportation, weighing, insect/pest control, assaying/testing of the quality of goods deposited, security and other services.
- ii. The evaluation of performance of service providers shall be based on documentary evidence for the following: (a) Capability of the service provider with reference to his possession of required operational equipment, trained manpower and financial capability (b) In case the services of some outside weighbridges are utilized, these should be duly stamped and licensed by the State Weights and Measures Department

#### **e) Evaluation of Service Providers**

The WSP shall evaluate the service provider at least once in a year depending upon the nature of services availed keeping in view the following parameters: (a) Availability of suitable handling and transportation equipment. (b) Performance during period under review for timely completion of jobs. (c) Instances of payments of demurrage / wharf age. (d) Instances of labour problem. (e) Continued availability of trained manpower. (f) Regular compliance with applicable legal requirements. (g) Instances of shortages during transit, as applicable. The WSP shall maintain records of periodic evaluation and depending upon the results of evaluations will decide necessary corrective actions to ensure that the services are rendered efficiently.

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### 13. Model warehouse agreement format

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Clearing Corporation has not specified model agreement for warehouse.

However, WSP shall ensure that the storage facilities provided by the WSP are under absolute control of the WSP. In case a storage facility is a leased property it should be ensured by Clearing Corporation that no third party including the owner / lessor of the storage facility, has any role to play in the operations and managing the concerned storage facilities operated by the WSP.

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## 14. Maintenance of surroundings, infrastructure etc

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1. Good Hygiene and Sanitation shall be maintained in and around the warehouse.
2. The WSP shall check the warehouse regularly for any leakage in the roof, gaps in the walls/ window/ventilator pans allowing entry of rain water or entry of birds.
3. The floor/ walls shall also be checked for cracks/crevices. Necessary repairs shall be carried out before accepting stocks in the warehouse.
4. Spraying of insecticides/fumigation at prescribed dose shall be conducted to prevent any residual infestation.
5. Warehouse earlier used for fertilizers, oils, chemicals etc. shall be thoroughly cleaned / de-nitrogenised, washed & dried before storing edible goods in these warehouse.
6. Thorough cleaning of the warehouse shall be undertaken before receiving fresh stock.
7. Vegetative growth in the warehouse premises shall be removed at periodical intervals and the premises kept free from reptiles, bird nests, rat burrows etc.

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## 15. Maintenance and Preservation of Documents

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1. Warehouse Service provider (WSP) shall maintain and preserve copies of the relevant books of accounts like Stock Detail, Invoices raised, collections received, debit/ credit notes etc. for a minimum period of five years.
2. All the above records shall be maintained either in physical or in electronic form.
3. WSP shall ensure that integrity of the records shall be maintained at all times and take all precautions necessary to ensure that the records are not lost, destroyed or tampered with.
4. Where the records are kept by the WSP/ warehouse in electronic form, sufficient backup of record shall be available so that the data can be extracted at will.

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## CLIENT DEPOSIT REQUEST LETTER

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To,

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Dear Sir

I/We, \_\_\_\_\_ [NAME OF THE STOCK OWNER/BENIFICARY],  
do hereby irrevocably authorize \_\_\_\_\_ [NAME OF  
THE DEPOSITOR] whose signature has been appended and duly verified by me/us to  
deposit \_\_\_\_\_ [NAME OF THE COMMODITY AND  
QUANTITY] with \_\_\_\_\_ [NAME OF THE WAREHOUSE AND  
ITS WSP], on my/ our behalf.

\_\_\_\_\_ [NAME OF THE DEPOSITOR] is also  
authorized to sign, acknowledge and accept all the related forms/documents on my/our behalf.

I/we declare and undertake that I/we shall be bound by all the terms and conditions stipulated in  
the declarations and undertakings submitted by me / our authorized depositor.

Signature of the Depositor.

Seal & Signature of Stock Owner/Beneficiary

(Along with Self-Attested identity proof)

Encl : A – Depositor Transaction Declaration

B – Know Your Depositor

## A- Depositor Transaction Declaration (DTD)

(On the letterhead of the Depositor)

1. **Name of the Depositor** : \_\_\_\_\_
2. **Address & Phone No.** : \_\_\_\_\_
3. **PAN No. of Depositor** : \_\_\_\_\_
4. **Deposited on behalf of** : \_\_\_\_\_

Client ☐ Member ☐ Self ☐

Client Code (UCC)	TM Name	TM Code	CM Name	CM Code

**Note** : In case of deposition made for client/ member, kindly submit the authorization letter with attested signature

1.1 Name of the  
Client/Member/Self : \_\_\_\_\_

1.2 GST No. : \_\_\_\_\_

2. **warehouse name and address** : \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

3. **Commodity Details**

Name of the Commodity	Quantity	Units (No. of Bars)	Purity Grade/	Date of Deposit	Remarks

#### 4. Goods and Services Tax (GST) Registration Details:

State	Depositor GST Number	Seller/Principal GST Number

***Note:** In case of operation in any other States than mentioned above, please provide GST Registration details of all other States as a separate Annexure to this Application along with certified copy of GST Registration certificate.*

#### 5. Documents Attached

Kindly submit all of the following documents as applicable to the Depositor

Yes/ No

Copy of appointment letter/letter of authority from client/member for depositing of goods for client/member.

Self-attested copy of the Challan cum return of payment of GST for the month preceding the month of the deposit submitted.


**Place :**

**Date :** (Signature of the Owner / Depositor)



### **DECLARATION BY OWNER/DEPOSITOR/ CLEARING MEMBER**

1. I/We hereby declare that the details furnished above are true and correct to the best of my/our knowledge and belief and I/we undertake to inform you of any change therein, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am/we are aware that I/we may be held liable for it.
2. I/We confirm having read/been explained and understood the details as filled in this document.
3. I/ We understand that the goods deposited are meeting with all statutory requirements besides the Exchange quality specifications. I/ we confirm that said goods do not violate any statutory requirement or compliances applicable to them as in force. In the event of any restraint or seizure or such other restrictive orders affecting the goods held by us and being offered for delivery on the Exchange platform, I/We agree that I/We shall be liable as the holder of goods and shall ensure that the transferee of the goods gets the delivery of the goods offered.
4. I/ We shall abide by various central/state laws including Tax laws, and other Acts, Rules, Regulations, notification/orders and guidelines applicable to the said goods and as in force from time to time and shall indemnify the warehouse/WSP and the NCL against any, and all litigations or actions / claims or proceedings arising on account of the information provided by me / us.
5. I/We understand that in the event of any non-compliance of any law, Rules, Regulations, Notification/s or order/s as applicable to the said goods, I/We shall be solely and completely responsible and undertake to be so responsible and liable for such noncompliance and for any and all consequences thereof.
6. I/We hereby declare that, there are no statutory dues or returns or taxes/levies pending to be met in respect of the said goods and the said goods are validly owned /held by me/us.
7. The stocks of deposits as mentioned in this Depositor Transaction Declaration (DTD) along with this Declaration are deposited by me /us for self /ourselves and I/We am/are the sole beneficiary of the said stocks.
8. I/We hereby further declare that the goods as mentioned in DTD is valid goods for delivery against the contracts traded on the Exchange Platform and I /We am/are the lawful owner/s of the goods.

9. I/We further declare that the goods are free from encumbrances and is not under any pledge, hypothecation or any charge of whatsoever nature with any Banks/Financial Institutions/ NBFCs or any other registered or unregistered lending agencies/entities.
10. The goods are clear and marketable in my/own name. I/We further state and undertake that I/We shall keep NSE Clearing Limited and its officials indemnified at all times for any mis-declaration with respect to the ownership, encumbrance and other acts by me/us at all times and understand that this indemnification shall survive the transaction executed on the Exchange Platform and shall be valid at all times
11. I / We declare and agree that in no event shall NCL or the said Warehouse be held liable for any damages, including but not limited to direct or indirect, special, incidental, or consequential damages, losses or expenses arising on account of my/our noncompliance of any central/state laws as applicable to the said goods.
12. As a depositor, I / We hereby confirm that goods requested to be stored shall not be unauthorized, banned under the law or for any other unlawful activity and all authorization and / or consents, approvals that are required in connection with storage of these commodities has been obtained by me / us, and in the event of any liability, financial or otherwise, arising at any point in time due to any misrepresentation, for any unlawful activity and for non- compliance of applicable laws and regulations governing storage and collateral management services rendered by warehouse, I / we shall indemnify warehouse/NCL for such losses / damages / penalties etc.
13. I / We declare that, in case any storage receipt is endorsed to any other third party the same shall be promptly informed to the WSP.
14. I/We do hereby agree to be bound by such provisions as outlined in these documents.
15. I/We further declare and undertake that we shall at all times be liable for any action as may be applicable for any violations of NCL Rules, Bye-laws and Regulations, Circulars, Guidelines and the directives of NCL or the Board as the case may be as issued from time to time.

**Place :**

**Date :** (Signature of the Owner / Depositor)

FOR OFFICE USE ONLY

WSP Allotted Code (WAC) : \_\_\_\_\_

Name of the Depositor : \_\_\_\_\_

Proof of Delivery (POD) no. \_\_\_\_\_

Documents Submitted verified: Yes / No

	Documents verified
Name of the Employee Warehouse Official	
Employee Code	
Designation of the employee	

Place : \_\_\_\_\_

Signature of the Authorized Signatory

Date : \_\_\_\_\_

Seal/Stamp of the WSP

## B. Know Your Depositor (KYD)...For Individual

Warehouse Service Provider Allotted Code (WAC): \_\_\_\_\_

(To be maintained by WSP)

### PHOTOGRAPH

Please affix your recent passport size photograph & sign across it.

Please fill this form in **ENGLISH & in BLOCK LETTERS.**

#### A. IDENTITY DETAILS

1. Name of the Depositor : \_\_\_\_\_
2. a) Nationality : \_\_\_\_\_
- b) Status : \_\_\_\_\_
3. a) PAN : \_\_\_\_\_
- b) Aadhaar : \_\_\_\_\_
- Number : \_\_\_\_\_
- b) Any other proof : \_\_\_\_\_
- of Identity : \_\_\_\_\_

#### B. ADDRESS DETAILS

1. Address for correspondence \_\_\_\_\_
- \_\_\_\_\_

(write here)	(write here)	(write here)	(write here)
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City/ district /village	Pin Code	State	Country
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**2. Address for  
Record (on  
Stock receipt)**

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<i>(write here)</i>	<i>(write here)</i>	<i>(write here)</i>	<i>(write here)</i>
City/ district /village	Pin Code	State	Country

**3. Contact Details**

Contact Person : \_\_\_\_\_  
Name

Mobile Number : (STD Code) \_\_\_\_\_

Telephone : \_\_\_\_\_  
Number

Fax Number : \_\_\_\_\_

Email Id : \_\_\_\_\_

**C. OTHER DETAILS**

**1. Occupation & Income Details:**

Agri. & Allied activity / Salaried (Private Sector/ Public Sector/ Government Service) /  
Pensioner / Self-employed / Business or Trade / Student / Housewife / Other Source  
(Please specify)

**Annual Income:** \_\_\_\_\_

**D. BANK ACCOUNT(S) DETAILS**

Bank Name	Branch Address	Bank Account No.	Account Type: Saving/Current/ Others	MICR Number	IFSC code

**Note:** Provide a copy of cancelled cheque leaf/ pass book/bank statement specifying name of the client, MICR Code or/and IFSC Code of the bank.

#### CM- TM DETAILS

Client Code (UCC)	TM Name	TM Code	CM Name	CM Code

#### E. Goods and Services Tax (GST) Registration Details:

State	Depositor GST Number	Seller/Principal GST Number

**Note:** In case of operation in any other States than mentioned above, please provide GST Registration details of all other States as a separate Annexure to this Application along with certified copy of GST Registration certificate.

#### F. DOCUMENTS ATTACHED

Yes/ No

Self-attested copy of the GST Registration Certificate for the States in which the Depositor/Client/Seller/Principal is registered.

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## **LIST OF DOCUMENTS FOR IDENTIFICATION:**

**[Attach self-attested copies of any two to indicate identity, signature verification & address]**

Please produce original for verification

1. Passport / Driving License / Voter ID card / Armed Forces Id Card / Aadhaar Card No. / PAN / Id card of any accredited institution like Government authority.
2. Utility Bill / Credit Card or Bank Account Statement (Within last 30 days) / Ration Card / Marriage Certificate / Trade License / Certificate of Birth / Regd. Lease deed.

## **DECLARATION**

1. I/We hereby declare that the details furnished above are true and correct to the best of my/our knowledge and belief and I/we undertake to inform you of any change therein, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am/we are aware that I/we may be held liable for it.
2. I/We confirm having read/been explained and understood the details as filled in this document.
3. I/We understand that the goods whenever deposited require to meet all statutory requirements besides the Exchange quality specifications. I/we confirm that said goods do not violate any statutory requirement or compliances applicable to them as in force.
4. I/We confirm to abide by various central/state laws including Tax laws, and other Acts, Rules, Regulations, notification/orders and guidelines applicable to the said goods and as in force from time to time and shall indemnify the warehouse and NCL against any, and all litigations or actions / claims or proceedings arising on account of the information provided by me / us.
5. I/We understand that in the event of any non-compliance of any law, Rules, Regulations, Notification/s or order/s as applicable to the said goods, the Undersigned shall be solely and completely responsible and undertake to be so responsible and liable for such noncompliance and for any and all consequences thereof.

6. I/We further declare and agree that in no event shall NCL or the said Warehouse be held liable for any damages, including but not limited to direct or indirect, special, incidental, or consequential damages, losses or expenses arising on account of my/our non-compliance of any central/state laws as applicable to the said goods.
7. As a depositor, I/we hereby confirm that commodities / goods requested to be stored shall not be unauthorized, banned under the law or for any other unlawful activity and all authorization and/or consents, approvals that are required in connection with storage of these materials / commodities shall be obtained by me / us, and in the event of any liability, financial or otherwise, arising at any point in time due to any misrepresentation, for any unlawful activity and for non-compliance of applicable laws and regulations governing storage services rendered by warehouse, I/we shall indemnify warehouse for such losses / damages / penalties etc.
8. I/We declare that, in case any storage receipt is endorsed to any other third party the same shall be promptly informed to the WSP.

**Place** : \_\_\_\_\_ ( \_\_\_\_\_ )  
**Date** : \_\_\_\_\_ **Signature of Depositor**

FOR OFFICE USE ONLY

WSP Allotted Code (WAC) : \_\_\_\_\_  
Name of the Depositor : \_\_\_\_\_

Documents Submitted verified: Yes / No



	Documents verified
Name of the Employee / Warehouse Official	
Employee Code	
Designation of the employee	

Place: \_\_\_\_\_

Signature of the Authorized Signatory

Date: \_\_\_\_\_

Seal/ Stamp of the WSP

## B- Know Your Depositor (KYD)....For Non-Individual

Warehouse Service Provider Allotted Code (WAC): \_\_\_\_\_

(To be maintained by WSP)

**Please fill this form in ENGLISH & in BLOCK LETTERS.**

### A. IDENTITY DETAILS

**Name of the**

1. **Firm/Company/Deposit** : \_\_\_\_\_  
**or**

2. **Registration No (E.g. CIN.)** : \_\_\_\_\_

**PAN** : \_\_\_\_\_

**Any other proof of Identity** : \_\_\_\_\_

Private Limited Co. / Public Ltd. Co. / Body  
Corporate / Partnership / Trust / HUF / LLP.  
/Others(please specify)

3. **Status (please tick any one):** : \_\_\_\_\_

(In case of foreign entity or entity with foreign  
shareholders, self-certified copy of statutory  
approval obtained must be attached)

### B. ADDRESS DETAILS

1. **Address for correspondence**

\_\_\_\_\_  
\_\_\_\_\_

(write here) (write here) (write here) (write here)

City/ district      Pin Code      State      Country  
/village

**2. Address for  
Record (on Stock  
receipt)**

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*(write here)*      *(write here)*      *(write here)*      *(write here)*

City/ district      Pin Code      State      Country  
/village

**3. Contact Details**

Contact Person      :  
Name

Mobile Number      :      (STD Code) \_\_\_\_\_

Telephone      :  
Number

Fax Number      : \_\_\_\_\_

Email Id      : \_\_\_\_\_

**4. Registered  
Address**

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<i>(write here)</i>	<i>(write here)</i>	<i>(write here)</i>	<i>(write here)</i>
City/ district /village	Pin Code	State	Country

**Mobile No** \_\_\_\_\_

**Tel (off)**      (STD Code) \_\_\_\_\_

**Fax** \_\_\_\_\_

**Email Id.** \_\_\_\_\_

**C. OTHER DETAILS**

Net-worth as on (date) \_\_\_\_\_ (\_\_\_\_\_)

#### D. BANK ACCOUNT(S) DETAILS

Bank Name	Branch Address	Bank Account No.	Account Type: Saving/Current/ Others	MICR Number	IFSC code

**Note:** Provide a copy of cancelled cheque leaf/ pass book/bank statement specifying name of the client, MICR Code or/and IFSC Code of the bank.

#### E. CM- TM DETAILS

Client Code (UCC)	TM Name	TM Code	CM Name	CM Code

#### F. Goods and Services Tax (GST) Registration Details:

State	Depositor GST Number	Seller/Principal GST Number

**Note:** In case of operation in any other States than mentioned above, please provide GST Registration details of all other States as a separate Annexure to this Application along with certified copy of GST Registration certificate.

#### G. DOCUMENTS ATTACHED

Yes/ No

Self-attested copy of the GST Registration Certificate for the States in which the Depositor/Client/Seller/Principal is registered.

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List of Authorized Signatories along with specimen signature to be submitted.

## DECLARATION

1. I/We hereby declare that the details furnished above are true and correct to the best of my/our knowledge and belief and I/we undertake to inform you of any change therein, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am/we are aware that I/we may be held liable for it.
2. I/We confirm having read/been explained and understood the details as filled in this document.
3. I/We understand that the goods whenever deposited require to meet all statutory requirements besides the Exchange quality specifications. I/we confirm that said goods do not violate any statutory requirement or compliances applicable to them as in force.
4. I/We confirm to abide by various central/state laws including Tax laws, and other Acts, Rules, Regulations, notification/orders and guidelines applicable to the said goods and as in force from time to time and shall indemnify the warehouse and NCL against any, and all litigations or actions / claims or proceedings arising on account of the information provided by me / us.
5. I/We understand that in the event of any non-compliance of any law, Rules, Regulations, Notification/s or order/s as applicable to the said goods, the Undersigned shall be solely and completely responsible and undertake to be so responsible and liable for such noncompliance and for any and all consequences thereof.
6. I/We further declare and agree that in no event shall NCL or the said Warehouse be held liable for any damages, including but not limited to direct or indirect, special, incidental, or consequential damages, losses or expenses arising on account of my/our non-compliance of any central/state laws as applicable to the said goods.
7. As a depositor, I/we hereby confirm that commodities / goods requested to be stored shall not be unauthorized, banned under the law or for any other unlawful activity and all authorization and/or consents, approvals that are required in connection with storage of these materials / commodities shall be obtained by me / us, and in the event of any liability, financial or otherwise, arising at any point in time due to any misrepresentation, for any unlawful activity and for non- compliance of applicable laws and regulations governing

storage services rendered by warehouse, I/we shall indemnify warehouse for such losses / damages / penalties etc.

8. I/We declare that, in case any storage receipt is endorsed to any other third party the same shall be promptly informed to the WSP.

**Place** : \_\_\_\_\_ ( \_\_\_\_\_ )  
**Date** : \_\_\_\_\_ **Signature of Authorized Signatory**

FOR OFFICE USE ONLY

WSP Allotted Code (WAC) : \_\_\_\_\_

Name of the Depositor : \_\_\_\_\_

Documents Submitted verified: Yes / No

	Documents verified
Name of the Employee / Warehouse Official	
Employee Code	
Designation of the employee	

Place : \_\_\_\_\_ Signature of the Authorized Signatory

Seal/Stamp of the WSP

## Format for authorizing the person(s) for taking the delivery from the Warehouse

(On the letterhead of the Member)

Date:

To,

NSE Clearing Limited,

Exchange Plaza, C-1, Block G,

Bandra Kurla Complex,

Bandra (E)

Mumbai - 400 051

Client Code (UCC)	TM Name	TM Code	CM Name	CM Code

Dear Sir / Madam,

We hereby authorize \_\_\_\_\_ to take delivery of \_\_\_\_\_ Kg

\_\_\_\_\_ (No. of Bar) of \_\_\_\_\_ (Name of the commodity) from

\_\_\_\_\_ (Name of the warehouse) \_\_\_\_\_ (Name of the warehouse

Location) for which we have already made the required payment to the NCL against our

purchase position of \_\_\_\_\_ (Name of the contract). The signature &

photograph of Mr./Mrs./Ms. \_\_\_\_\_ is given below

Name of the Authorized Representative	Signature	Proof of Identity No. of authorized person.(copy enclosed)	Photograph
		<ul style="list-style-type: none"> <li>PAN No.</li> <li>Driving License No., Election ID</li> <li>Aadhaar No</li> </ul>	<div>           Photograph should be affixed here Or copy of ID with Photo duly attested by Member         </div>

We confirm that deliveries to any of the above mentioned person(s) is complete and effective discharge on the part of the NCL towards our company.

We are also giving our rubber stamp to the above mentioned authorized person to take delivery from the said vault.

Thanking you,

Yours faithfully,

For \_\_\_\_\_

(Signature & Stamp of the Member-Authorised Signatory)

\_\_\_\_\_

Name of the Authorised signatory

\_\_\_\_\_

Contact No. of the Authorised signatory

Encl: As above



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## Re-testing request form

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Date:

NSE Clearing Limited,  
Exchange Plaza, C-1, Block G,  
Bandra Kurla Complex,  
Bandra (E)  
Mumbai - 400 051

**Sub: Request for retesting of Stocks of \_\_\_\_\_ (Name of Commodity)  
stored at \_\_\_\_\_ (Name & Address of Warehouse)**

Dear Sir/Madam,

We request for retesting of our stock as per the details (Warehouse/E-Receipt No. & Lot No.) provided in the excel sheet attached herewith this letter and submit the following.

1. I/We \_\_\_\_\_ (Name of Holder) would be present on \_\_\_\_\_  
(Date and Time of Visit) at the Warehouse. My/our identity document is  
\_\_\_\_\_ with identity no. \_\_\_\_\_.

OR

1. I/We have authorized \_\_\_\_\_ (Name of Representative) to remain present on \_\_\_\_\_ (Date and Time of Visit) at the warehouse. His identity document is \_\_\_\_\_ with identity no. \_\_\_\_\_.
2. I/We understand that in case we do not produce our original identity document to the Warehouse official at the time of submission of original request to the warehouse, I/We shall be denied entry to the warehouse.
3. I/We understand that we are not allowed to take any samples of our lots stored in the warehouse.
4. I/We agree that all incidental costs, weight shortage and expenses related to this exercise shall be incurred by me/us and would be on our account. The result declared by NSE Clearing Ltd. appointed surveyor / assayer is acceptable to me/us and I/we would not claim any amount from NSE Clearing Ltd or Warehouse Service Provider at any point in time for quality certificate conforming to specifications of Exchange/Clearing Corporation.
5. I/We undertake to abide to all the procedures, terms and conditions prescribed by NSE Clearing Ltd. from time to time.

Thanking You,  
Yours faithfully,

For \_\_\_\_\_  
(Signature & Stamp of Member)