



केन्द्रीय *kendriya*
bhandar भण्डार

PRESENTATION ON

KENDRIYA BHANDAR

(Central Govt. Employees Consumer Cooperative Society Ltd.)

‘सबका साथ, सबका विकास, सबका विश्वास और सबका प्रयास’

“सहकार से समृद्धि”

– श्री नरेंद्र मोदी, माननीय प्रधानमंत्री

KENDRIYA BHANDAR -- A WELFARE PROJECT

- ❖ Set up in 1963 as a Welfare Project for Government employees and public at large. The society is registered under MSCS Act 2002. The Society has network of 145 branches/stores all over the country including 14 Regional Offices. In addition, we have 06 Chemist Shops/Jan Aushadhi outlets.
- ❖ The main purpose of the organisation is to provide quality goods at reasonable rates, always lower than MRP.
- ❖ It is operating on self sustaining basis without receiving any monetary aid, assistance or grant from anywhere.
- ❖ GoI is one of the members of the Society holding 67.63% shares. Other than govt., there are 93445 members out of which 10741 individual members are in service. As per Section 31 of MSCS Act 2002 (as amended), each member has one vote.
- ❖ Kendriya Bhandar is managed by a Board of Directors comprising of 14 members, 9 elected, 3 nominated, 1 Co-opted and 1 Managing Director. The Board is accountable to the General Body, an ultimate authority as per Section 38(2) of the MSCS Act, 2002.
- ❖ Elections of the Society were last held on 1st September, 2022 with a term of five years.



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BUSINESS ACTIVITIES

- Retailing of good quality Grocery, Consumer and Household items at below market prices; also institutional sales.
- Sales of branded office stationery and office equipments to Govt. Departments
- Supplies of medicines to CGHS dispensaries. Retail sales of branded medicines and also generic drugs (Jan Aushadhi Project of Deptt. Of Pharmaceuticals).
- Kendriya Bhandar procures items directly from the manufacturers or their authorised distributors. Grocery items sold in Kendriya Bhandar pack are purchased through periodic tenders.
- Consortium formed with other Co-operatives & PSUs to work together in different areas
- **KENDRIYA BHANDAR IS A SELF-SUSTAINING ORGANISATION AND DOES NOT RECEIVE ANY MONETARY AID, ASSISTANCE OR GRANT FROM ANYWHERE**



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CENTRAL GOVERNMENT'S SHAREHOLDING & REGULAR DIVIDEND PAYMENT

- **Total paid up share capital :---** **Rs.100.18 lakhs**
- **Central Govt. shareholding : ---** **Rs.68.18 lakhs (67.17%)**
- **Remaining share capital is held by individual shareholders**

Note: The Society has been paying dividends to its members regularly

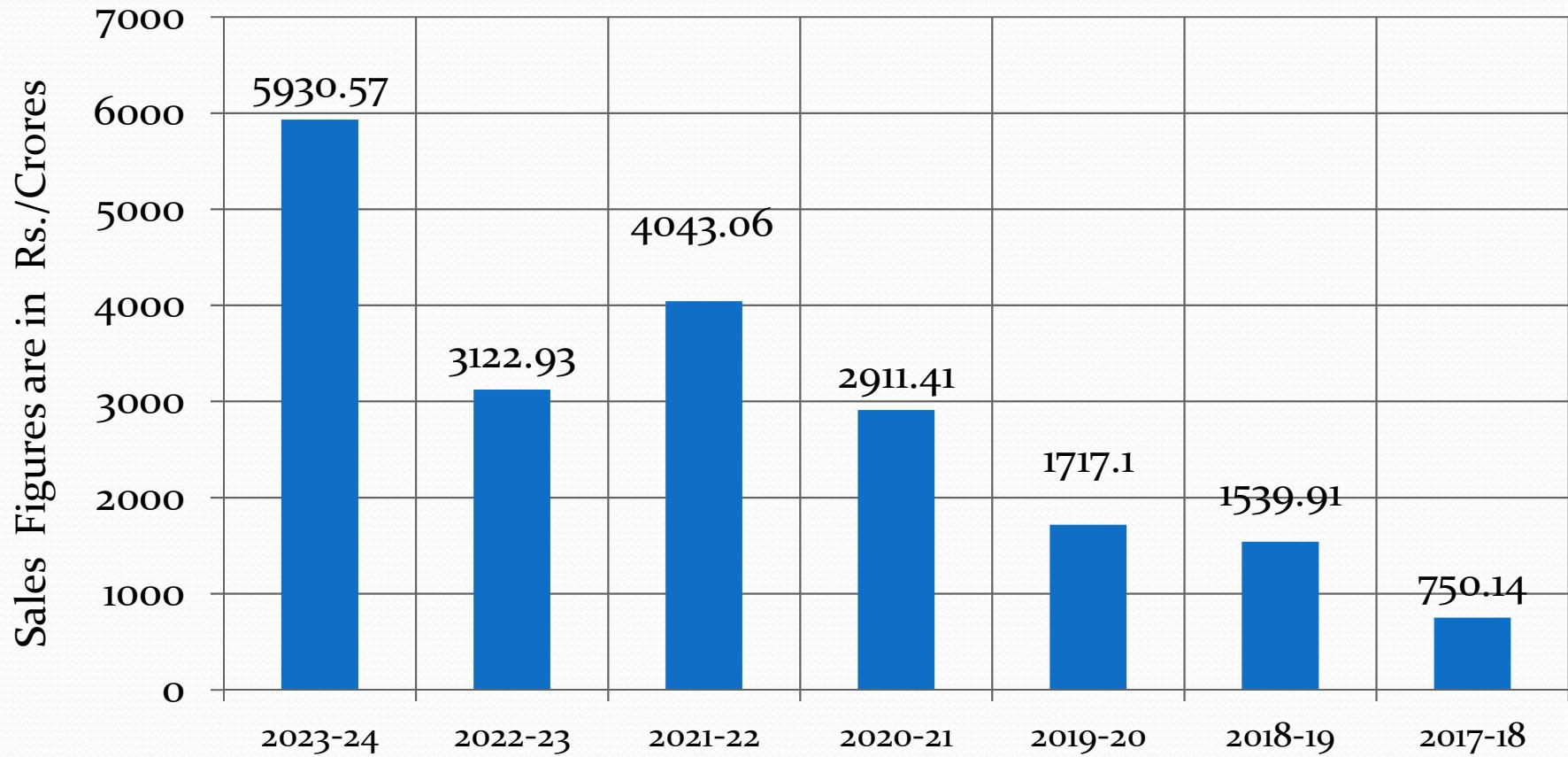
KENDRIYA BHANDAR – A WELFARE PROJECT



- Selling good quality essential items of daily needs at prices lower than market prices to Government employees (through its retail stores mostly located in Government Colonies).
- All essential items are available in Kendriya Bhandar stores under on roof close to consumers' resident
- Assists the Government in distribution of essential commodities at reasonable prices (during crisis or during spurt in the prices).
- Collaborated with Department of Pharmaceuticals (Govt. of India) and currently operating Jan Aushadhi Medicine Stores selling generic drugs at very reasonable prices. It is a welfare activity for the benefit of the patients visiting the Govt. hospitals

YEARLY SALES FIGURES

■ Sale (in crores)



NETWORK OF RETAIL STORES



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Total Retail
stores /offices
(All India)

145 Nos

Retail Stores in
Delhi (including
Pharmacy
Shops)

102 Nos



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DETAILS OF OFFICES/RETAIL STORES – OUTSIDE DELHI

❖ -	Andhra Pradesh	❖ -	Kerala
	Bihar		Puducherry
❖ -	Chandigarh	❖ -	Rajasthan
❖ -	Chhattisgarh	❖ -	Tamilnadu
❖ -	Haryana	❖ -	Uttarakhand
❖ -	Jammu	❖ -	Uttar Pradesh
❖ -	Jharkhand	❖ -	West Bengal
❖ -	Madhya Pradesh	❖ -	Gujarat
❖ -	Maharashtra	❖ -	
❖ -	Odisha	❖ -	
❖ -	Punjab	❖ -	
❖ -	Karnataka		



REFORM, PERFORM & TRANSFORM

- 1) Administrative reforms**
- 2) Financial Reforms**
- 3) Audit Reforms**
- 4) HR Reforms**
- 5) Assets Management**
- 6) Vigilance Reforms**
- 7) Quality of life**
- 8) Inventory Management (online Inventory)**
- 9) Service during Corona**
- 10) Modernisation of Stores**
- 11) Staff Welfare**
- 12) Training**
- 13) Dispute Resolution**
- 14) Complaint Resolution**
- 15) Humanitarian Service**
- 16) Publicity**
- 17) Quality Improvement**

MODERNISATION OF KENDRIYA BHANDAR RETAIL STORES ETC.



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- ❖ All Kendriya Bhandar retail stores are self service stores.
- ❖ All Kendriya Bhandar retail stores undertake billing through computers (100% computerized).
- ❖ Credit Card Machines have been installed in all stores in Delhi.
- ❖ Regular lab testing of pulses, rice & spices at Laboratory.
- ❖ Stocks of all the stores are monitored online.
- ❖ Inventory of all stores has been put online.
- ❖ Provided CCTV in most of the stores of Kendriya Bhandar.

KENDRIYA BHANDAR – A friend of countrymen during need/crisis – A HISTORICAL VIEW



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- ❖ **Provided relief material kits for Corona- affected people free of cost through DOPT.**
- ❖ **Provided protective kits to Doctors/Delhi Police Personnel, free of cost.**
- ❖ **Provided food & shelter to thousands of stranded people for 4 months during lock-down with the assistance of an NGO.**
- ❖ **Provided relief and material worth Rs.40 lacs through Government/Non-Government agencies for Corona affected.**

NEW INITIATIVES

- ❖ Started exports to promote Atmanirbhar Bharat concept and to add value to forex reserves.
- ❖ To provide for choices of customers, introduction of new items made a regular feature.
- ❖ Started working in supplies of tools, equipment, water tender, fire tender etc.
- ❖ Started working on Solar energy projects.
- ❖ Started working in supplies related to smart-classes.
- ❖ Started supplies of food kits.
- ❖ Started working to undertake marketing of plots/Houses.
- ❖ Started working on collaborations, consortiums to diversify and expand services of KB.
- ❖ Started working on NCLT Projects.

NEW INITIATIVES

- Reverse Auction System introduced in procurement of items for re-sale in KB brand.
- There was no empanelment of suppliers in tender – related purchases for decades. System changed. Empanelment made a routine process.
- Prior to 2018, there was hardly any participation of Kendriya Bhandar in bulk supplies to Govt.; Central Tender Cell established; Participation in tenders made compulsory. Now bulk supplies to Govt./NGOs etc. form major component of sales.

EXEMPLARY SERVICE BY KENDRIYA BHANDAR

- ❖ Relief flood, Relief material sent to J&K, Kerala and Uttarakhand.
- ❖ **Service During Crisis**
- ❖ Sold Atta at lowest rate in 2011-12.
- ❖ Sold Tur Dal @ Rs.105/- per kg against market price of Rs.200/- per kg in 2016.
- ❖ Sold Onions @ Rs.15/- per kg against market price of Rs.70/- per kg in 2021.
- ❖ KB was first to implement decision of Govt./Food Secretary within half an hour and started selling Atta @ Rs.29.50 per kg which was later reduced to Rs27.50 per kg in Feb-March 2023.
- ❖ Sold Chana Dal @ Rs.58/- per kg (lowest rate in the country) against market price of Rs.110/- per kg.
- ❖ Sold Tomatoes @ Rs.70/- per kg against market price of Rs.200/- to 250/- per kg.
- ❖ Selling Bharat Atta, Bharat Dal and Bharat Chawal at the instance of Ministry of Consumer Affairs, Food & Public Distribution & Kendriya Bhandar is a leading organisation in this context as we have covered Bharat across its length & width to provide the commodities to maximum countrymen.

RECOGNITION

- Registered with MSME in 2018.
- ISO 9001 : 2015 certified organization w.e.f. 2018.
- Kendriya Bhandar received best Co-operative Award for the year 2017-18 and year 2018-19.
- Employees of Kendriya Bhandar received recognition of 'Corona Warrior' from Hon'ble MOS (PP) on 01.05.2020.
- Received FSSAI's Eat Right Award 2018-19 from Dr. Harsh Vardhan, Hon'ble Union Minister of Health & Family Welfare, GoI on 07.06.2019.
- PIB/Rotary Club of Delhi honoured KB employees as Corona Warrior.



CUSTOMERS SATISFACTION SURVEY BY IIPA

S. No.	Particular	Satisfaction
1.	Pricing of Products	71.2%
2.	Quality of Products	87.7%
3.	Discounts and Offers	81%
4.	Availability of desired Products	75.3%
5.	Services	96.80%
6.	Reliability	98.7%
7.	Timing	90.5%
8.	Arrangement & Display	92.7%
9.	Location of Stores	64.6%
10.	Hygiene of Stores	94.9%

INITIATIVES TAKEN

- Kendriya Bhandar assists the Government in distribution of essential commodities at reasonable prices (during crisis or during spurt in the prices). Recently, Kendriya Bhandar started selling Bharat Atta at the lowest rate in the country immediately from 2nd February 2023, the day Secretary (Food), Govt. of India asked KB to do so. The decision was implemented within half an hour. Secretary Food & Hon'ble Minister of Consumer Affairs appreciated the move.

INITIATIVES TAKEN

- Kendriya Bhandar in collaboration with Deptt. of Pharmaceuticals (Govt. of India) is operating Jan Aushadhi Medicine Stores selling generic drugs at very reasonable prices. It is a welfare activity for the benefit of the patients visiting the Govt. hospitals including AIIMS.
- Kendriya Bhandar sold Chana Dal at the instance of Ministry of Consumer Affairs at the lowest rate in the country @ Rs.58/- per kg whereas other organisations were selling @ Rs.60/- per kg against market price of Rs.110/- per kg.
- Kendriya Bhandar sold tomatoes at the instance of Ministry of Consumer Affairs, @ Rs.70/- per kg against varying market price of Rs.200/- per kg approximately. Hon'ble FM recognised the service of KB in Parliament on 10/8/2023.
- Kendriya Bhandar launched Home Delivery Service at Kidwai Nagar & Pandara Road w.e.f. 5th August 2023 and 7th August 2023 respectively on pilot project basis.



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THANKS
