

DAIRY FARMER ◀ -- ▶ FRIENDLY ◀ -- ▶ CONSUMER

# DAIRY BUSINESS MANAGEMENT SYSTEMS

QUALITY SYSTEM DOCUMENTATION  
(ISO – 9001: 2000)

## MODULE-I

### MILK PROCUREMENT MANUAL

**INNOVATIVE BUSINESS IMPROVEMENTS (P) LTD.**

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**“ WHITE REVOLUTION THROUGH QUIET EVOLUTION ”**

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**2. LIST OF REVISIONS**

SR. NO.	DCN NO.	Nature of Change	Affected Clause	Page No	Revision No.

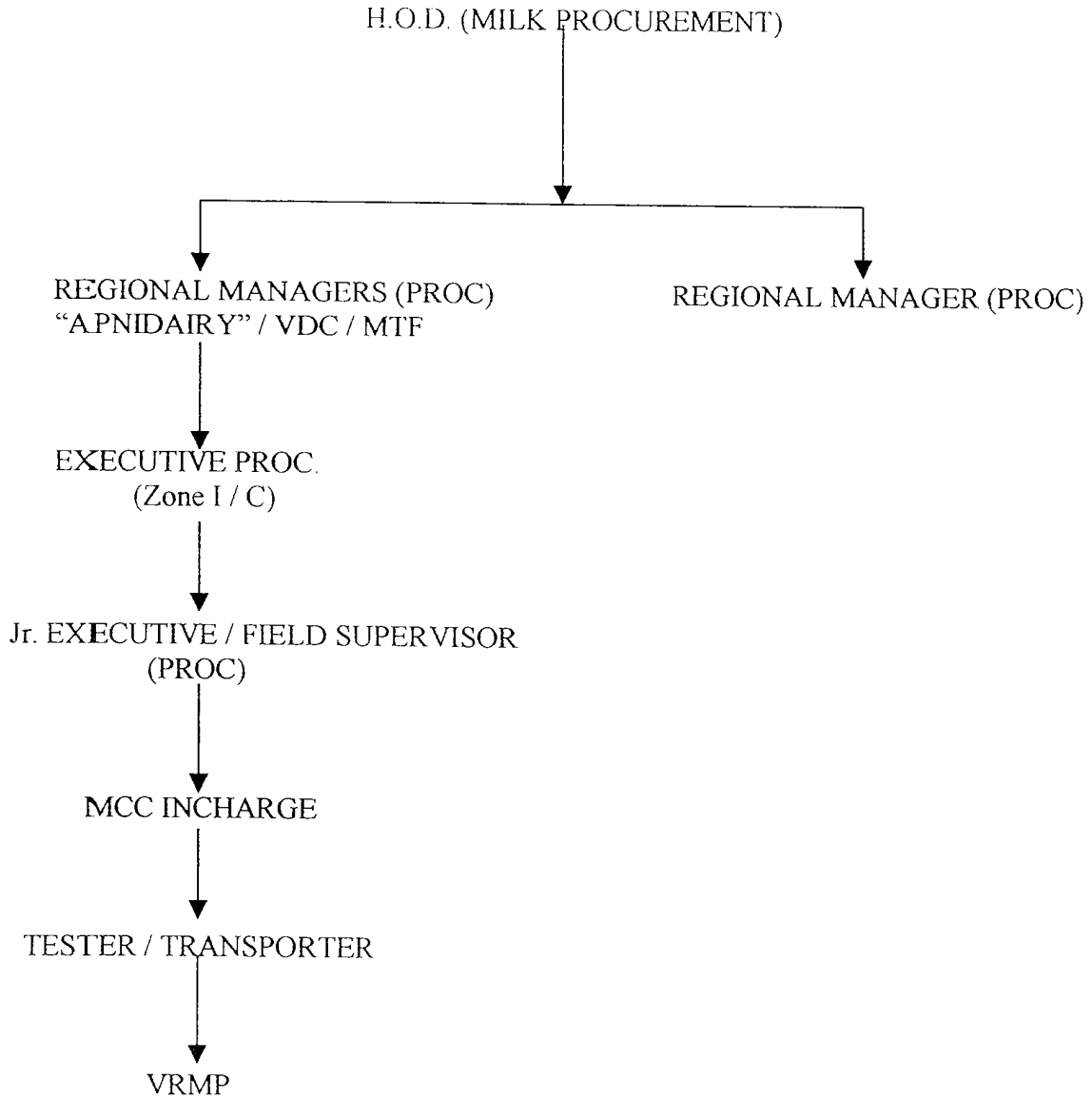
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<p><b>3. SCOPE</b></p> <p>The procedures of the department cover procurement activity for purchase of pure, fresh and good quality milk as per business needs from good quality milk suppliers on competitive terms.</p>		
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<p><b>4. OBJECTIVES</b></p> <p>4.1 Create and strengthen farmer friendly infrastructure to procure good quality milk directly from milk producers (eliminating all middlemen) as per "APNI DAIRY" system recommended by International Improvement Mission and designed by M/S Innovative Business Improvements (pvt.) Ltd.</p> <p>4.2 Implement effective milk procurement system (with sound analytical testing and scientific monitoring) for procuring milk of acceptable quality standards through selected suppliers for supplementing milk procured through "APNI DAIRY" system.</p> <p>4.3 Provide technical inputs i. e. animal health care, balanced cattle feed and extension services in a phased manner to milk producers through cost effective system.</p>			
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**5. DEPARTMENTAL STRUCTURE**



Prepared by **H O D**

Approved by **C.E.O.**

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<p><b>6.1 DUTIES AND RESPONSIBILITIES OF H.O.D. (PROC)</b></p> <p>6.1.1 Overall incharge of Milk Procurement for purchasing milk as per company's system for achieving specified targets.</p> <p>6.1.2 Overall responsible for purchase of good quality milk as per the standards fixed by the company and as per business needs from various milk producers/suppliers at competitive price.</p> <p>6.1.3 Liaison with the competitors in the trade to keep track of milk price, milk availability to ensure purchase of milk at competitive price.</p> <p>6.1.4 Regularly visit the milk shed area to check &amp; guide for improving the milk handling &amp; consequent quality of milk.</p> <p>6.1.5 Coordinate with Finance department for the timely payment to Village Dairy Centres.</p> <p>6.1.6 Coordinate and control Regional Managers Milk procurement. Visit various zones to ensure that the milk is procured as per the system and norms fixed by the company.</p> <p>6.1.7 Control issue of consumable stores and lay down norms for consumption of such stores.</p> <p>6.1.8 Monitor and control the transit losses/manipulations in milk procurement at milk zones.</p> <p>6.1.9 Monitor and control overhead expenses on milk procurement for reducing landed cost of milk.</p> <p>6.1.10 To conduct monthly procurement review meetings &amp; to take follow up action on the decisions taken in the meetings.</p> <p>6.1.11 To monitor the activities, procedures for implementing the quality system in line with ISO 9001 standards.</p> <p>6.1.12 To motivate all employees to implement quality systems in line with ISO 9001 standards.</p> <p>6.1.13 To maintain data base of milk procurement from various sources in terms of Quantity, Quality and landed cost.</p>	
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<p>6.1.14 To make Annual milk procurement plan as per the company's business needs in terms of milk, price, resources, and facilities.</p> <p>6.1.15 To monitor the prime performance parameters on monthly basis for each Zone Incharge / Regional Manager Milk Procurement (RMMP) and take steps for upgrading their performance.</p> <p>6.1.16 To conduct a monthly review meeting of all milk zones at plant.</p> <p>6.1.17 To motivate all employees to implement all implementation tasks related to Prime Performance Parameters to achieve specified targets.</p> <p>6.1.18 Any other duty assigned by the Management from time to time.</p>	
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**6.2 DUTIES & RESPONSIBILITIES OF REGIONAL MANAGER (Head Quarters)**

- 6.2.1 To perform the duties as per guidelines and instructions given by H.O.D (Milk Procurement).
- 6.2.2 Responsible for purchase of good quality milk as per the standards fixed by the company and as per business needs from milk producers/suppliers at competitive price.
- 6.2.3 Assist H.O.D (Procurement) for Liaison with the Milk suppliers/competitors in the trade. Keep track of milk price, milk availability to ensure purchase of milk at competitive price.
- 6.2.4 Regularly visit the milk chilling/collection centre of contractors to check & guide them for improving the milk handling & consequently quality of milk.
- 6.2.5 Assist H.O.D (Proc.) for ensuring timely milk payments to suppliers / Village Dairy Centres.
- 6.2.6 To maintain list of suppliers supplying good quality milk through out the year.
- 6.2.7 To motivate milk suppliers to improve Raw Milk Quality to specified standards.
- 6.2.8 To conduct a monthly review meeting of all milk zones at plant.
- 6.2.9 To ensure timely lifting of milk from Milk Chilling Centres (MCC) by providing sufficient number of tankers.
- 6.2.10 To monitor transit loss, landed cost, overheads quality of milk supplied by "APNIDAIRY" Centres.
- 6.2.11 Liaison with all other sections to ensure smooth working of milk procurement section.
- 6.2.12 Any other duty assigned by the Management from time to time.

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<p><b>6.3 DUTIES AND RESPONSIBILITIES OF REGIONAL MANAGER MILK PROCUREMENT (RMMP) ("APNIDAIRY" Centres)</b></p> <p>6.3.1 Ensure procurement of maximum milk of best quality and quantity at competitive price from the milk shed area as per the system and target fixed by the company.</p> <p>6.3.2 Coordinate with different zone incharges to achieve the procurement targets as fixed from time to time.</p> <p>6.3.3 Ensure that the proper recording of milk, its testing at VDC level, and Milk Chilling centre level to generate confidence in the farmers and to avoid any loss at any stage</p> <p>6.3.4 Regularly visit the field and maintain close liaison with dairy farmers, Village Dairy Centre (VDC) agents, Village Representative of Milk Producers (VRMP), hold extension meetings in the villages to improve the credibility and image of the company's system of Milk Procurement.</p> <p>6.3.5 Ensure supply of ghee and other products to milk producers through VDC agents as per demand.</p> <p>6.3.6 Liaison with them cooperative institutions, private institutions, Govt. agencies regarding milk availability and milk price</p> <p>6.3.7 Ensure that specified record of the milk transactions between milk producers, VDC, MCC and milk plant is maintained for controlling transit losses and improving total solids.</p> <p>6.3.8 Coordinate with the other departments i.e. Finance regarding milk payments, Production and Quality Assurance regarding milk receipt/quantity /quality, Stores, Purchase regarding requirement of cans, testing equipment and other materials.</p> <p>6.3.9 Ensure that only standard glasswares and chemicals are used for milk testing at VDC and MCC.</p> <p>6.3.10 Perform assigned duties for improving milk procurement system.</p> <p>6.3.11 Ensure scientific handling for procuring good quality milk as per guidelines relating to VDC and MCC.</p>			
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- 6.3.12 Ensure implementation of quality system in line with concept of ISO-9001:2000.
- 6.3.13 To monitor timely receipt of milk purchase / reconciliation record on specified format.
- 6.3.14 To ensure zero manipulation at milk zone under his charge.
- 6.3.15 Any other duty assigned by the Management from time to time

**6.4 DUTIES & RESPONSIBILITIES OF EXECUTIVE TECH.(PROC)/ZONE INCHARGE**

- 6.4.1 Responsible for the overall functioning of his zone. Ensure that targets at all levels are specified as per realistic assessment and mutual consent of subordinates.
- 6.4.2 To ensure follow up action for achieving the specified targets.
- 6.4.3 Responsible for arranging timely supply of all material inputs required at points of use in his zone.
- 6.4.4 Responsible for timely collection of good quality milk as per the targets.
- 6.4.5 Ensure timely supply of accurate IBI-1 to plant office for milk billing.
- 6.4.6 Ensure timely collection of milk at Collection points and its quick transportation to Milk Chilling Centre / Plant as per specified time schedule (10.00 AM/ 9.30 PM in summer and 10.30 AM/10.00 PM in winter season).
- 6.4.7 To keep regular track on competitor's activities in terms of milk procurement, prices, systems, milk disposal & other relevant information useful to the company.
- 6.4.8 To maintain the directory of milk producers (village wise) for his zone giving details of villages, names of potential milk producers.
- 6.4.9 Achieve performance results for all parameters as per targets.
- 6.4.10 Ensure zero manipulation at VDC/MCC
- 6.4.11 Any other duty assigned by the Management from time to time.

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Approved by **C.E.O.**

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<p><b>6.5 DUTIES &amp; RESPONSIBILITIES OF JR. EXECUTIVE /SUPERVISOR (PROC)</b></p> <p>6.5.1 Responsible for proper functioning of VDCs/ "APNI DAIRY" and starting of new VDC with permission of Zone Incharge.</p> <p>6.5.2 To ensures procurement of good quality milk and responsible for working of all VDC's as per company's directions.</p> <p>6.5.3 To assist the Zone Incharge in discharging his duties and responsibilities.</p> <p>6.5.4 In the absence of Zone Incharge, Jr. executive assumes overall responsibility for proper functioning of the Zone/ (MCC/"APNI DAIRY"/VDC).</p> <p>6.5.5 Responsible for helping the concerned staff in the proper disbursement of Milk payments to Milk Producers.</p> <p>6.5.6 Responsible for ensuring that milk producers are paid accurately and without any undue delay.</p> <p>6.5.7 Cultivate public relations with the farmers to enhance good image of the Company in public mind.</p> <p>6.5.8 Motivate the farmers, VDC Incharges in favour of the company's system of milk procurement.</p> <p>6.5.9 Supervise the work of VDC/"APNI DAIRY" and MCC.</p> <p>6.5.10 Ensure that at least 2-3 VDC/"APNI DAIRY" Centres are visited daily at the time of milk collection.</p> <p>6.5.11 After milk collection, visit 4 - 5 milk producers/ suppliers (not supplying milk to "APNI DAIRY" for inducting them in our system and to improve milk procurement.</p> <p>6.5.12 To guide and help the VDC/ "APNI DAIRY" for regular use of technical inputs like cattle feed, veterinary services and fodder seeds.</p> <p>6.5.13 To ensure zero manipulation at VDC/Routes.</p>			
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<p>6.5.14 Achieve performance results in all parameters as per MBO targets.</p> <p>6.5.15 To prepare the directory of all producers VDC wise pertaining to his zone.</p> <p>6.5.16 Any other duty assigned by the Management from time to time.</p> <p><b>6.6 DUTIES AND RESPONSIBILITIES OF MILK CHILLING CENTRE (MCC INCHARGE)</b></p> <p>6.6.1 Responsible for overall control and maintenance of facilities at milk chilling centre.</p> <p>6.6.2 To ensure proper house keeping, cleanliness of the equipment, maintenance of Lab., office and store.</p> <p>6.6.3 Responsible for receiving milk in a clean and hygienic way after proper measurement and testing as per Annexure 'O' while taking over the Milk from VDC / Tester.</p> <p>6.6.4 To chill the milk immediately and store it safely.</p> <p>6.6.5 Responsible for dispatching milk to the Plant after meeting all the required formalities as specified from time to time.</p> <p>6.6.6 Responsible for regular/ timely despatch of IBI-1, Milk Reconciliation Statement (QMP-08) and other records (i.e. material issue slips QMP-10, any letter of zone incharge / MCC incharge to the plant office through the tester alongwith milk tanker).</p> <p>6.6.7 Ensure maintenance of transit Loss/ gain on specified register on daily basis.</p> <p>6.6.8 Ensure that no transit loss takes place between MCC and the Plant.</p> <p>6.6.9 To maintain daily milk procurement record for all the village dairy centres and registered farms.</p> <p>6.6.10 Responsible for transit loss (if any)between MCC to plant.</p> <p>6.6.11 Ensure zero manipulation at MCC.</p> <p>6.6.12 Any other duty assigned by the Management from time to time.</p>			
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**6.7 DUTIES & RESPONSIBILITIES OF VILLAGE REPRESENTATIVE OF MILK PRODUCERS VRMP**

- 6.7.1 Maintain proper standard of cleanliness and housekeeping at the collection centre.
- 6.7.2 Ensure that milk cans / lids and other equipment is kept clean and milk is received within schedule timings after proper filtration.
- 6.7.3 Accurate measurement and testing of milk supplied by milk procedures against acknowledgment on their pass book (QMP-01)
- 6.7.4 Maintain record up to date at all times including survey report of milk producers in his village.
- 6.7.5 Take responsibility for loss if any between purchase of milk from producers and the quantity/quality handed over to route tester.
- 6.7.6 Ensure less than 0.05% variation in the tested Fat / SNF as compared to tally fat/SNF of collected milk.
- 6.7.7 Ensure no difference in total payment disbursed to milk producers as compared with payment received from the company.
- 6.7.8 Ensure entire supply of milk collected from milkproducers without any local sale.
- 6.7.9 Ensure sale of ghee, cattle feed and medicines if supplied by the company.
- 6.7.10 Abide by all the rules and regulations framed by the company from time to time.
- 6.7.11 Ensure proper maintenance of records i.e.purchase records (QMP-02),payment records (QMP-03), pass books (QMP-01).
- 6.7.12 Any other duty assigned by the management from time to time.

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<p><b>6.8 DUTIES AND RESPONSIBILITIES OF TESTER</b></p> <p>6.8.1 To ensure implementation of time schedule for transportation of milk from VDC/ "APNIDAIRY" Centres to MCC/ Milk Plant.</p> <p>6.8.2 To take over the Milk from VRMP incharge after checking its Quantity and Quality (FAT and SNF). Receipt in this respect is to be given immediately to the person handing over milk.</p> <p>6.8.3 To bring milk purchase record to MCC /Plant alongwith Milk, fully complete in all respects. After handing over the milk to MCC/ Plant, the signature of MCC Incharge / Dock Clerk Q.A. rep. to be obtained on the specified format. He is to pass on the relevant record to concerned Official against acknowledgment.</p> <p>6.8.4 To ensure that empty cans, tankers and allied items are thoroughly and properly cleaned by the concerned staff at plant / MCC.</p> <p>6.8.5 To maintain discipline during transit so that vehicle is used only for Company's work.</p> <p>6.8.6 To ensure proper delivery of any message, communication from collection points to MCC/Plant and vice versa.</p> <p>6.8.7 To ensure proper delivery of store items to the collection centres against proper acknowledgment.</p> <p>6.8.8 Responsible for transit loss ( if any ) between collection points to MCC/Plant.</p> <p>6.8.9 Any other duty assigned by the management from time to time.</p>			
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<b>7.</b>	<b>PROCEDURES</b>	
<b>7.1</b>	<b>Milk Procurement System</b>	
<b>7.1.1</b>	<b>Milk Procurement through Village Dairy Centers</b>	
	<p>Milk zone is selected where about one hundred village dairy centres in potential villages can be established. Milk chilling centre is established at a focal point in the milk zone so that all the village dairy centres can be covered with-in a radius of 20 to 25 Kms.</p> <p>Milk producers in the selected villages are motivated to organise informal milk cooperatives popularly known as 'APNI DAIRY'. Educated unemployed person from the village is selected with the help of progressive milk producers. Village representative of milk producers thus selected is known as VRMP. He is trained to receive, measure and test the milk supplied by milk producers to 'APNI DAIRY' both in the morning and evening. VRMP maintains complete records of the centre that includes milk producers pass books (QMP-01), milk payment register (QMP-03), milk purchase register (QMP-02) proceeding book (QMP-04). VRMP is paid remuneration as decided by the Managing Committee. Milk testing equipment/milk cans are also supplied by the company against payment which is recovered in easy installments. Testing reagents like sulphuric acid and amyl alcohol (minimum required quantity) is supplied free and testing material is supplied at reasonable rates to village centers.</p>	
<b>7.1.2</b>	<b>MILK COLLECTION THROUGH MILK TIME FARM (MTF) / "APNIDAIRY" CENTRE/VDC</b>	
	<p>Milk Collection Centres i.e. Milk Time Farms, "APNIDAIRY" Centers and Village Dairy Centers handover the milk directly to the tester accompanying the route vehicle after measurement and testing of milk in their persence. While handing over the milk, they record quantity, FAT and SNF of milk on IBI- 1 (QMP-06) in their own hand writing. The same enteries are recorded by the tester on the same format (QMP-06). These enteries made by the tester serve as acknowdgment and milk bills are made on the basis of these enteries.</p>	
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Milk tester is responsible for safe delivery of the milk collected by him from all milk collection points on his route. On reaching the milk chilling centre, he hands over the total quantity of milk with corresponding fat & SNF as recorded on the IBI- 1. Short fall if any in transit is worked out and recovered from the transporter who is supposed to recover it from his tester.

Milk Chilling Centre Incharge immediately after receiving the milk,cools it down to 4 degree C.Milk is stored in insulated stainless steel tank and then dispatched to factory in S.S. road milk tankers along with Tanker Movement Card ( QMP-07). Milk tester of Milk Chilling Centre goes with the tanker to hand over milk to plant after proper weighment and testing. Acknowledgment on the prescribed format(QMES-02) is given by the plant to respective milk chilling centres.

All the relevant records concerning milk purchase receipt at MCC and despatch from MCC on the approved formats i.e Milk Stock Reconciliation Statement (QMP-08) are sent to the plant through the tanker on daily basis. The tester accompanying the tanker hands over all the records to security officials for onward submission to procurement or directly to finance department for reconciliation/ payment.

To keep control on cost of milk, the following records of monitoring are prepared at MCC as well as plant level. These records help in eliminating all kinds of manipulations/ adjustments in quantity, FAT and SNF during the period milk remains in transit.

Maintained at MCC

1. Daily loss/gain register as per Annexure "G".
2. Route wise and shift wise loss/gain register as per Annexure "H".
3. Daily milk procurement register as per Annexure "I".

Maintained at Plant.

1. Route wise / shift wise loss/gain for all milk zones as per Annexure "J".
2. Review of MCC wise/route wise contribution as per Annexure "K,K1 & K2".
3. Ratio (SNF to FAT) monitoring report as per Annexure "C".
4. Landed cost and comparison with last year figures of milk landed cost, flushing, fat %age, SNF %age, total solids, ratio SNF to FAT and cow milk %age on ten days basis as per annexure "L" and "M".

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<p>To monitor the quality of milk.</p> <p>For continuous improvement in quality of milk, following 33 points programme as per annexure "N, N1 and N2" is in process of implementation in all milk zones. This programme covers hygienic handling of milk from producer level to plant level.</p> <p><b>7.1.3 SELECTION OF VILLAGE REPRESENTATIVE OF MILK PRODUCERS VRMP (AGENT)</b></p> <p>The VRMP is selected on the basis of his candidature as per annexure - 'A'</p> <p><b>7.1.4 SELECTION OF TESTER</b></p> <p>The tester travelling along with vehicle to take over the milk from collection points and delivery to MCC is selected as per his candidature at annexure 'B' under control of transporter.</p> <p><b>7.2 WORK INSTRUCTIONS</b></p> <p>The potential producers under " "APNIDAIRY" " pattern supply the milk produced from healthy animals under clean conditions. They bring milk to the VDC room located centrally in the village for easy accessibility. The VRMP/ Agent after organoleptic testing of milk for freshness, takes the sample in a bottle after stirring for testing FAT and SNF. The milk supplied by producers is measured, filtered and taken in clean cans. The quality of milk with fat / SNF after testing by the VRMP/Agent is recorded on the "Milk Producer's Pass Book [QMP-01].The simultaneous recording of the above is done on " Milk Purchase Register " ( QMP-02 ).</p> <p>7.2.1 The VRMP agent also records the above particulars alongwith vlaue of milk on the Milk Producer's Payment Register [QMP-03]</p> <p>7.2.2 After the milk collected from producers, the VRMP/ Agent pools the milk and checks the composite FAT/SNF of Milk and records on Milk Purchase Register (QMP-02) at the time of collection.</p>			
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- 7.2.3 The milk thus collected is handed over by VRMP to the tester accompanying the route vehicle after checking for quantity, FAT, SNF & quality. He writes milk quantity, Fat & SNF % in his own hand writing on IBI - I (QMP-06) which is available with tester accompanying the route vehicle. Tester acknowledges the entry made by VRMP/ Agent.
- 7.2.4 The VRMP / Agent maintains purchase record (QMP-02) and Milk payment record (QMP-03) of suppliers. The tester carries the milk and makes entry on IBI-I (QMP-06) in presence of VRMP. VRMP also makes his entry on the same MS-I in his own hand writing.
- 7.2.5 The MCC Incharge receives the milk from the route vehicles measures, checks for FAT/SNF and unloads in S.S. storage tank through milk chiller for maintaining its quality. The recording of all such milk for quality Fat, SNF is done by MCC Incharge on MCC IBI-I record on (QMP-09). The milk collected and chilled is despatched to the plant through insulated road milk tankers (Duly sealed & locked after measurement & testing for composite Fat/SNF) and recorded on (QMP-07) (Tanker Movement Card). MCC Incharge sends the Milk reconciliation statement (QMP-08) also alongwith tanker.
- 7.2.6 The tester who is the MCC's representative accompanies the tanker to the plant carrying all documents of milk receipts i.e IBI- I(QMP-06), tanker movement card (QMP-07) and milk reconciliation statement (QMP-08). The tanker on reaching at plant is got checked for intactness of seal, lock, weighed (gross weight & tare weight) and recorded on QMES-02 in duplicate for Fat, SNF & Quality. The results of the same are recorded on (QMES-02) on the basis of which the net loss / gain is calculated. In case of any doubt, the milk sample is retested to the entire satisfaction of the MCC representative. Acknowledgment slip for quality grade, FAT & SNF is issued by the plant on (QMES-02) the specified format (Refer department Procedures Estate & Security and Quality Assurance).
- 7.2.7 The MCC representative hands over all documents sent by MCC Incharge/ Zone Incharge to the security gate / Accounts branch / Milk procurement office for further necessary action.
- 7.2.8 The MCC representative returns to the MCC by tanker after getting it duly cleaned and sanitized after unloading.
- 7.2.9 The non consumable material for VDC/IBIF/”APNIDAIRY” Centre / MCC are drawn from Stores by MCC Incharge duly recommended by Zone Incharge on material indent form (QMP-10) as per norms.

Prepared by <b>H O D</b>		Approved by <b>C.E.O.</b>	
Signature _____	Date 01.04.04	Signature _____	Date 01.04.04
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<b>TITLE : DEPARTMENTAL PROCEDURES MILK PROCUREMENT</b>		Date : - 01.04.04	
7.2.10	Consumable material is drawn from stores as per fixed norms through store material issue slip (QMP-10).		
7.2.11	A stock Register (nonconsumable) (QMP-05) is maintained at MCC levels.		
7.2.12	The milk procurement staff during the routine visit to the field make inspections of each VDC periodically and record their findings on VDC Inspection Report as per format (QMP-11).		
7.2.13	To improve the quality of raw milk at various stages of milk handling from milk producers village to VDC → “APNIDAIRY” → IBIF → PLANT clear guidelines and action to be taken at various levels have been introduced for implementation by all concerned. Regular monitoring is carried out at each level to ensure implementation. Monthly review of milk quality received from the different Zones is carried out and MCC collecting the highest percentage of best grade milk is given the Quality shield for that particular month.		
7.2.14	Each zone comprising upto 100 villages is supervised by an Executive who besides looking after milk procurement, also guides the producers regarding animal health care and milk production enhancement aspects.		
7.2.15	To train and develop the persons engaged in milk procurement activity, the in house system on the job training has been introduced which means that the senior person trains the junior person and who further trains the next person down the line so that all the persons involved in the milk procurement from village level to MCC level are trained and groomed for specific assigned duties.		
7.2.16	Supply of Cattle Feed/ Ghee to milk producers is organised through the route vehicles on reasonable rates and its payment is deducted from milk payment. 'Store Material Issue Slip' (QMP-10) is used for for this purpose.		
7.2.17	Payment / commission for VDC Milk : The cheque for milk payment & other payments received from Finance department are deposited in the respective branches of the Bank where from the VDC, “APNIDAIRY” and farms withdraw due payments directly for disbursement.		
Prepared by <b>H O D</b>		Approved by <b>C.E.O.</b>	
Signature _____ Date 01.04.04		Signature _____ Date 01.04.04	
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<b>TITLE : DEPARTMENTAL PROCEDURES MILK PROCUREMENT</b>		Date : - 01.04.04	
<b>7.3</b>	<b>MILK PROCUREMENT FROM REGISTERED FARMS (MTF)</b>		
	The dairy farms having more than 100 litres milk per day are identified and the milk from such farms is lifted by Route Vehicle directly after duly testing quantity, quality (Fat & SNF). These farms are known as IBI Farms (IBIF).		
<b>7.4</b>	<b>MILK PROCUREMENT THROUGH "APNIDAIRY" MILK CENTRES.</b>		
	Milk producer pouring maximum quantity of milk in "APNI DAIRY" becomes the Chairman. Four milk procedures pouring maximum milk but less than designated chairman assist him as managing committee members. Milk thus collected from these villages is brought to MCC / Plant.		
<b>7.5</b>	<b>MILK PROCUREMENT FROM 'A' CLASS CONTRACTORS.</b>		
	In addition to the milk procured through own system stated above, the milk is purchased from the selected contractors outside the own milk procurement area. The contractors are selected on the basis of their infrastructure, system of milk collection, facilities of milk handling, after inspection and satisfactory report of milk procurement officers.		
<b>7.5.1</b>	The suppliers are informed from time to time about the quality standards of the company, guided and motivated to achieve the quality standards. On receipt of milk from suppliers in their insulated tankers, milk is subjected to the quality checks as per specified parameters for quality standards. Only the milk conforming to the standards is accepted and milk not meeting the standards is rejected and returned without obligation.		
<b>7.5.2</b>	Rates of milk on ten days basis (duly approved by competent authority ) are submitted to Finance department on format (QMP-13).		
<b>7.5.3</b>	Payment due to the suppliers for the milk supplied by them is made on ten days basis by cheque / draft payable at the place of location of the suppliers.		
<b>7.6.</b>	<b>CONTRACT FOR MILK TRANSPORTATION.</b>		
<b>7.6.1</b>	To carry the milk from VDC/IBIF/"APNIDAIRY" Centres to MCC/Plant and from MCC to plant, the insulated S.S.Tanks of appropriate capacities and mounted on the vehicles are engaged on contract basis on acceptable terms and conditions as per annexure 'D' and 'E' respectively.		
Prepared by <b>H O D</b>		Approved by <b>C.E.O.</b>	
Signature _____ Date 01.04.04		Signature _____ Date 01.04.04	
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**7.7 CONTRACT FOR HIRING OF ICE FACTORY FOR MILK CHILLING**

7.7.1 For chilling the milk from surrounding areas in each zone, the local Ice Factory is hired on long term contract basis as per terms and conditions at annexure 'F'. The contracts are subject to review with mutual consent only.

7.8. Monthly performance of milk procurement (zone wise) and landed cost of milk is monitored as per statement (QMP-12) prepared by Finance department.

**7.9. CONTROL OF QUALITY RECORDS**

7.9.1 Quality Records in the department are kept as per the common procedure issued by M R office.

7.9.2 List of Quality Records is attached.

**7.10 CONTINUAL IMPROVEMENT**

7.10.1 The prime performance parameters of milk procurement department have been identified. The performance of each parameter is reviewed by C.E.O. on monthly basis given at annexure " Q ". In case, performance is below norms, the matter is investigated and preventive & corrective actions are initiated to optimize the performance of individual activity. The implementation tasks to ensure continual improvement have been listed Annexure - " P ". These tasks when implemented would optimize individual performance on key parameters.

**7.11 STATUTORY COMPLIANCE**

7.11.1 MMPO licence is renewed by HOD ( Milk procurement department) on due date. All original documents pertaining to licence are kept in corporate office of the company.

**7.12 HUMAN RESOURCES DEVELOPMENT**

7.12.1 Training needs of individual staff of procurement department are identified by HOD (Proc.). Training in quality assurance is imparted by HOD (QA) to up-grade their skill in testing of milk especially in adulteration of milk. Training programme schedule has been prepared by HOD (QA) which is given at QA annexure - " Y ". GM(Proc.)/ C.E.O. impart training to procurement staff on weekly and monthly basis to up-grade their skill and knowledge for the growth and development of the company.

Prepared by **H O D**

Approved by **C.E.O.**

Signature \_\_\_\_\_ Date 01.04.04

Signature \_\_\_\_\_ Date 01.04.04

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<b>INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD.</b>		Page No. 22	
<b>TITLE : DEPARTMENTAL PROCEDURES MILK PROCUREMENT</b>		Date : - 01.04.04	
<b>7.13</b>	<b>RATE CONTRACTS</b>		
7.13.1	Rate contracts for the milk lifting vehicles for MCC's are finalised as per the specified procedure which is given at Annexure - "D" however zone incharge has been empowered to terminate the contract if he finds that services provided by the transporter are not satisfactory or he has been found indulging in undesirable activities.		
<b>7.14</b>	<b>RATE CONTRACT WITH ICE FACTORIES</b>		
7.14.1	Company has hired private ice factories in Punjab for chilling of milk received from village dairy centres and after chilling the milk, it is transported to factory for processing.		
7.14.2	Rate contract with the ice factories has been executed on the terms and conditions which are given at Annexure "F"		
7.14.3	Rate contracts are renewed before expiry as given at annexure No. "R" of the contract on mutual consent basis.		
<b>7.15</b>	<b>GRADING OF RAW MILK</b>		
7.15.1	Grading of all incoming milk from MCC's at factory dock is carried out and grading to the milk is given as per annexure "S".		
<b>7.16</b>	<b>NORMS FOR CONSUMABLE</b>		
7.16.1	Norms for consumable store items for MCC's are monitored & controlled as per norms given at annexure "T1" & T2.		
Prepared by <b>H O D</b>		Approved by <b>C.E.O.</b>	
Signature _____ Date 01.04.04		Signature _____ Date 01.04.04	
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LIST OF QUALITY RECORDS  
DEPARTMENT: MILK PROCUREMENT

QR-PRC-01 OF 01

SR NO	PARTICULARS	FORMAT FILE NO.	ITEM CODE	LOCATION	RETENTION PERIOD
1	MILK PRODUCER'S PASS BOOK	QMP-01	IBI/MPR/B/PPB	WITH MILK PRODUC	1 MONTH
2	MILK PURCHASE REGISTER	QMP-02	IBI/MPR/R/MPU	AT VDC	1 MONTH
3	MILK PAYMENT REGISTER	QMP-03	IBI/MPR/B/MPA	AT VDC	1 YEAR
4	PROCEEDING BOOK	QMP-04	IBI/MPR/R/PB	AT VDC	1 YEAR
5	STOCK REGISTER	QMP-05	IBI/MPR/R/SR	M.C.C	5 YEARS
6	M.S.L. - I	QMP-06	IBI/MPR/B/IBI-1	M.C.C	1 YEAR
7	TANKER MOVEMENT CARD	QMP-07	IBI/MPR/F/TMC/01	IBI/MPR/FC-01/C-1	1 MONTH
8	MILK RECONCILIATION STATEMENT	QMP-08	IBI/MPR/B/MR	M.C.C	3 MONTHS
9	IBI-I OF M.C.C.	QMP-09	IBI/MPR/B/MMI	M.C.C	3 MONTHS
10	STORE MATERIAL ISSUE SLIP	QMP-10	IBI/MPR/B/SMI	M.C.C/VDC	1 MONTH
11	INSPECTION REPORT	QMP-11	IBI/MPR/F/IR/02	IBI/MPR/FC-01/C-1	1 MONTH
12	MONTHLY MEETING REVIEW DATA	QMP-12	IBI/MPR/F/MMR/03	IBI/MPR/FC-01/C-1	1 YEAR
13	CONTRACTOR'S RATES	QMP-13	IBI/MPR/F/CR/04	IBI/MPR/FC-01/C-1	1 YEAR
14	NORMS/SPECIFICATIONS OF RAW MILK	FILE NO.05	IBI/MPR/F/RS/05	IBI/MPR/FC-01/C-1	2 YEARS
15	MONITORING OF QUALITY OF MILK	FILE NO.06	IBI/MPR/F/MQ/06	IBI/MPR/FC-01/C-1	1 YEAR
16	LIST OF SUPPLIERS VDC	FILE NO.07	IBI/MPR/F/VDC/07	IBI/MPR/FC-01/C-1	1 YEAR
17	LIST OF 'A' CLASS CONTRACTOR	FILE NO.08	IBI/MPR/F/CON/08	IBI/MPR/FC-01/C-1	1 YEAR
18	TARGETS	FILE NO.09	IBI/MPR/F/TAR/09	IBI/MPR/FC-01/C-1	1 YEAR
19	RATIO MONITORING FILE	FILE NO.10	IBI/MPR/F/RM/10	IBI/MPR/FC-01/C-1	1 YEAR
20	REVIEW OF MILK	FILE NO.11	IBI/MPR/F/RM/11	IBI/MPR/FC-01/C-1	1 YEAR
21	NORMS FOR CONSUMABLE	FILE NO.12	IBI/MPR/F/NFC/12	IBI/MPR/FC-01/C-1	1 YEAR
22	VDC MILK RATES	FILE NO. 13	IBI/MPR/F/VR/13	IBI/MPR/FC-01/C-1	1 YEAR
23	OUT GOING LETTER	FILE NO. 14	IBI/MPR/F/OGC/14	IBI/MPR/FC-01/C-1	1 YEAR
24	MISCALLENOUS FILE	FILE NO. 15	IBI/MPR/F/M/15	IBI/MPR/FC-01/C-1	1 YEAR
25	MONTHLY MEETING FILE	FILE NO. 16	IBI/MPR/F/MM/16	IBI/MPR/FC-01/C-1	1 YEAR
26	ISO-9002	FILE NO. 26	IBI/MPR/F/ISO/26	IBI/MPR/FC-01/C-3	1 YEAR
27	TANKER MOVEMENT SCHEDULE	FILE NO. 27	IBI/MPR/F/IMS/27	IBI/MPR/FC-01/C-3	1 YEAR
28	AGREEMENT VDC (A)	FILE NO. 28	IBI/MPR/F/AD/28	IBI/MPR/FC-01/C-3	1 YEAR
29	AGREEMENT VDC (B)	FILE NO. 29	IBI/MPR/F/AP/29	IBI/MPR/FC-01/C-3	1 YEAR
30	AGREEMENT VDC (C)	FILE NO. 30	IBI/MPR/F/AS/30	IBI/MPR/FC-01/C-3	1 YEAR
31	AGREEMENT VDC (D)	FILE NO. 31	IBI/MPR/F/AK/31	IBI/MPR/FC-01/C-3	1 YEAR
32	AGREEMENT VDC (E)	FILE NO. 32	IBI/MPR/F/AM/32	IBI/MPR/FC-01/C-3	1 YEAR
33	AGREEMENT VDC (F)	FILE NO. 33	IBI/MPR/F/AA/33	IBI/MPR/FC-01/C-3	1 YEAR
34	AGREEMENT VDC (G)	FILE NO. 34	IBI/MPR/F/AL/34	IBI/MPR/FC-01/C-3	1 YEAR
35	AGREEMENT VDC (H)	FILE NO. 35	IBI/MPR/F/AJ/35	IBI/MPR/FC-01/C-3	1 YEAR
36	VILLAGE DIRECTORY	FILE NO. 36	IBI/MPR/F/VD/36	IBI/MPR/FC-01/C-3	2 YEAR
37	NO DUES CERTIFICATE (A)	FILE NO. 37	IBI/MPR/F/NDD/37	IBI/MPR/FC-01/C-4	1 YEAR
38	NO DUES CERTIFICATE (B)	FILE NO. 38	IBI/MPR/F/NDK/38	IBI/MPR/FC-01/C-4	1 YEAR
39	NO DUES CERTIFICATE (C)	FILE NO. 39	IBI/MPR/F/MDS/39	IBI/MPR/FC-01/C-4	1 YEAR
40	NO DUES CERTIFICATE (D)	FILE NO. 40	IBI/MPR/F/NDP/40	IBI/MPR/FC-01/C-4	1 YEAR
41	NO DUES CERTIFICATE (E)	FILE NO. 41	IBI/MPR/F/NDM/41	IBI/MPR/FC-01/C-4	1 YEAR
42	NO DUES CERTIFICATE (F)	FILE NO. 42	IBI/MPR/F/MDA/42	IBI/MPR/FC-01/C-4	1 YEAR
43	NO DUES CERTIFICATE (G)	FILE NO. 43	IBI/MPR/F/NDL/43	IBI/MPR/FC-01/C-4	1 YEAR
44	NO DUES CERTIFICATE (H)	FILE NO. 44	IBI/MPR/F/NDJ/44	IBI/MPR/FC-01/C-4	1 YEAR



IBI

APNI DAIRY

“YOU CAN EARN MORE ONLY WITH CLEAN & PURE”

(Implementation tasks for APNI Dairy milk collection centers)

1. Milk collection room should be airy, neat & clean.
2. Cans, sieves and sampling dipper etc. should be properly cleaned.
3. Person collecting milk should have clean working habits.
4. Milk being collected from milk producers should be accepted only after specified quality checks.
5. Milk collection timings must be strictly followed as per specified time schedule.
6. After milk collection cans should be kept in a neat, clean and cool place.
7. Milk measuring and testing appliances and sampling dipper, dip stick etc. must be properly cleaned.
8. In case of any doubt about adulteration, milk samples must be got tested from MCC Laboratory.
9. Keep the milk ready before the specified time and dispatch it without delay.
10. Motivate the milk producers to produce neat & clean milk and continuously improve quality of raw milk.
11. Sample milk should not be mixed with milk being dispatched to MCC.

Prepared by **H O D**

Approved by **CEO**

Signature \_\_\_\_\_ Date 01.04.04

Signature \_\_\_\_\_ Date 01.04.04

Issue No. 01 Date 01.04.04

Revision No. 0 Date 01.04.04

IBI

APNI DAIRY

“YOU CAN EARN MORE ONLY WITH CLEAN & PURE”

(Implementation tasks for milk producers)

1. Keep the milch animals tidy & healthy.
2. Clean udder & teats before milking the animals.
3. Wash hands with soap before milking.
4. Person carrying out milking operation must keep his nails trimmed.
5. Milking pail must be clean and without joints.
6. Milking place should be neat and clean, airy & free from flies.
7. Foreign matter should not be allowed to get mixed with milk. Avoid contamination through blowing wind and tail of animal.
8. Milk should be filtered in case any foreign matter falls into it.
9. Milk pail must be kept covered while transporting milk to Sanjhi Dairy Collection Center.
10. Milking be carried out intime and milk must reach Sanjhi Dairy Collection Center as per specified time schedule.
11. Milk of sick animals must not be supplied to the dairy.
12. Milk is "Amrit"(Divine Nectar) so adulterating milk is a crime against the society.

Prepared by **H O D**

Approved by CEO

Signature \_\_\_\_\_ Date 01.04.04

Signature \_\_\_\_\_ Date 01.04.04

Issue No. 01 Date 01.04.04

Revision No. 0 Date 01.04.04

IBI

APNI DAIRY

"YOU CAN EARN MORE ONLY WITH CLEAN &amp; PURE"

(Implementation tasks for "APNI DAIRY" milk chilling centers)

1. MCC should be clean like a place of worship.
2. All apparatus and appliances must be kept clean and in orderly manner.
3. Every component of the machinery coming in contact with milk should be kept clean as per specified instructions.
4. Ensure proper maintenance of chilling centre machinery and allied equipment.
5. Before the milk tankers reach the MCC, proper arrangements must be made to keep every thing ready for receiving milk.
6. Conduct all quality checks before unloading route milk tankers including organoleptic tests.
7. Clean and sanitize nylon cloth filters properly after emptying out every tanker.
8. Clean all appliances thoroughly after completing milk reception as per specified time schedule.
9. Ensure proper cleanliness of the milk tankers, milk pumps & fittings after use in the morning & evening.
10. Ensure dispatch of milk at temperature below 4°C as per specified time schedule.
11. Sample milk should not be mixed with milk being dispatched to milk plant.

Prepared by **H O D**Approved by **CEO**

Signature \_\_\_\_\_ Date 01.04.04

Signature \_\_\_\_\_ Date 01.04.04

Issue No. 01 Date 01.04.04

Revision No. 0 Date 01.04.04

**UNDERTAKING****FOR APPOINTMENT AS VILLAGE REPRESENTATIVE OF MILK PRODUCERS.**

1. I will collect pure milk directly from the milk producers at specified times Morning & evening after testing fat, SNF and record the same in milk purchase register (QMP-02).
2. I will make entry of milk, fat & its value in milk producers pass books (QMP-01).
3. I will deliver the milk to tester of milk vehicle at specified time and I will make entry in MSL-1 by my own hand.
4. If the difference is found to be more than 0.10% in tally fat & tested fat than company can deduct excess amount from my due payments.
5. After making the payment (on ten days basis) to producers, I shall produce my payment register (QMP-03) before company officials for checking.
6. In case, I am not able to show the register then company can stop my next payment or commission or both.
7. I will use standard testing equipment supplied by the company.
8. All officials of Milk Procurement are authorised to check the record, registers & documents.
9. I will not conduct any local sale of milk without written consent of company and management committee.
10. I will abide by all the instructions for maintaining the quality of raw milk and sanitary conditions at milk collection center.
11. I will sell ghee, Cattle Feed and medicines to producers as per company's policy.
12. I will also give an undertaking that if at any stage, I am found not complying with any of the above instructions/undertakings, then company in consultation with management committee may terminate my part time engagement without any notice.
13. The detailed particulars about my candidature duly certified by two progressive farmers are given.

Prepared by <b>H O D</b>		Approved by <b>CEO</b>	
Signature _____	Date 01.04.04	Signature _____	Date 01.04.04
Issue No. 01	Date 01.04.04	Revision No. 0	Date 01.04.04

Name \_\_\_\_\_

Father's Name \_\_\_\_\_

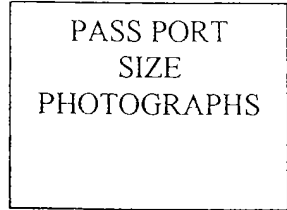
Date of Birth \_\_\_\_\_

Qualification \_\_\_\_\_

Experience if any \_\_\_\_\_

\_\_\_\_\_

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I here by certify that particulars given above are correct and I stand gurantee for his good conduct and financial obligations.

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Recommended by  
(Zone Incharge)

Approved by  
(Controlling Officer)

Prepared by **H O D**

Approved by **CEO**

Signature \_\_\_\_\_ Date 01.04.04

Signature \_\_\_\_\_ Date 01.04.04

Issue No. 01 Date 01.04.04

Revision No. 0 Date 01.04.04

**UNDERTAKING FOR APPOINTMENT OF TESTER**

1. I will travel with the route vehicle for milk lifting as per scheduled timings.
2. I will accept the milk only after testing from "APNI DAIRY"/VDC/IBIF falling on my route after measurement of quantity and testing of fat, SNF & overall quality.
3. I will acknowledge the entries made by VRMP on IBI-1 "APNI DAIRY"/VDC/IBIF. in my own hand using red ink.
4. I will collect all samples of milk received from "APNI DAIRY"/VDC/IBIF and hand over to the MCC Incharge.
5. I will be responsible for any transit loss in terms of quantity, fat and SNF.
6. I will hand over the milk at MCC / Plant without tempering as per specified time schedule.
7. I will carry the testing materials, consumeables, ghee, cattle feed etc. as per the demand from plant / MCC for delivery to "APNI DAIRY"/VDC/IBIF against acknowledgement.
8. I will abide by all the rules and regulations of the company as per the agreement with the transporter.
9. The detailed particulars about my candidature duly certified by two responsible persons being submitted.

Prepared by **H O D**

Approved by **CEO**

Signature \_\_\_\_\_ Date 01.04.04

Signature \_\_\_\_\_ Date 01.04.04

Issue No. 01 Date 01.04.04

Revision No. 0 Date 01.04.04

Name \_\_\_\_\_

Father's Name \_\_\_\_\_

Date of Birth \_\_\_\_\_

Qualifications \_\_\_\_\_

Experience if any \_\_\_\_\_

PASS PORT  
SIZE  
PHOTOGRAPHS

I here by certify that particular given above correct and I stand gurantee for his good conduct and financial obligations.

Signature \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Address \_\_\_\_\_

**Recommended by  
(Zone Incharge)**

**Approved by  
(Controlling Officer)**

Prepared by **H O D**

Approved by **CEO**

Signature \_\_\_\_\_ Date 01.04.04

Signature \_\_\_\_\_ Date 01.04.04

Issue No. 01 Date 01.04.04

Revision No. 0 Date 01.04.04

The Managing Director,  
IBI

**Sub: Submission of tender for transportation of Milk by L.C.Vs**

Dear Sir

I/We have completely and thoroughly understood the complete set of terms and conditions of the tender document for hiring of vehicles for transportation of milk etc.on behalf of M/S Milk Specialities Limited, SCO 158-159, Sector 34,Chandigarh. I/We are ready to ply on hire basis my / our vehicle(s) such as Mazda/DCM/Canter/Tata-407/Truck etc. on the route(s) prescribed by the Company. The details are as under:-

1. Name of the applicant  
(if the applicant is applying on behalf of any firm / Company etc., then mention name of such firm or Company.
2. Full Address:
3. Numbers of Vehicles offered:
4. Make of the vehicle(s)
5. Model of vehicle(s)
6. Registration No(s)
7. Carrying capacity
8. Hypothication if any details:

9	Rate per KM.	MAZDA	DCM	CANTER	TATA
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In Words

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In Figures

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- 10 If any areas of operation for plying the vehicle is preferred then mention the same ()

Prepared by **H O D**

Approved by CEO

Signature \_\_\_\_\_ Date 01.04.04

Signature \_\_\_\_\_ Date 01.04.04

Issue No. 01 Date 01.04.04

Revision No. 0 Date 01.04.04



- 11 Details of amount deposited :
- a) if deposited in cash then cash receipt No.and date:
  - b) If deposited through DD then number and date.
  - c) Any other information:

I/We hereby undertake that the above mentioned information/details are true to the best of my/our knowledge and belief. I/We is/are in agreement with the terms and conditions of IBI in this regard.

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

Signature \_\_\_\_\_

( if the vehicle is from any Firm/Co.then its stamp.)

**TERMS AND CONDITIONS FOR TRANSPORTATION OF MILK BY L. C. V.**

**1. PERIOD OF CONTRACT :**

This contract shall be valid for a period of one year and renewed annually on the basis of mutual consent. In routine, the transporter shall give One month notice to the 'Company' for withdrawal of the vehicle. However, the 'company' reserves the right to terminate the agreement without giving notice on account of unsatisfactory services or non compliance of the instructions by the 'transporter'.

**2. ROUTES :**

'Company' shall determine from where the 'transporter' shall lift the milk. The route shall be fixed by the 'company' from time to time.

**3. TIMINGS :**

The 'transporter' shall transport the milk twice a day, once in the morning and then in the evening at specified timings, the timings shall be fixed by the 'company' on the basis of actual average running of vehicle and shall be binding on the 'transporter'. The vehicle should arrive at the place of first milk collection station 20 minutes ahead of the schedule time and shall lift the quantity of milk.

Prepared by **H O D**

Approved by **CEO**

Signature \_\_\_\_\_ Date 01.04.04

Signature \_\_\_\_\_ Date 01.04.04

Issue No. 01 Date 01.04.04

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**4. TRANSPORTATION OF MATERIAL :**

- 4.1 The 'transporter' shall be required to carry milk cans, milk testing materials, chemicals (including acid) and other materials required for the procurement of milk/supply of technical inputs from the Milk Plant/Milk Chilling Centre to the Milk Assembling Centre and no extra charges shall be paid for this. The extra time required for transportation for delivery of materials shall be adjusted by early departure of the vehicle. If for the purpose of transportation of material, vehicle is to run extra distance more than 2400 KM. (80 x 2 x 15 day ) in a fortnight, the transporter shall be compensated as per rate accepted under contract. The 'transporter' shall be responsible for any damage or loss to the goods (including containers) transported or loss on account of the delay in supply of materials. The 'transporter' is responsible for transporting the goods in original clean and good hygienic conditions. The 'transporter' shall be responsible for maintaining a record of the goods transported in accordance with instructions issued by the 'company' from time to time. Transporters will be responsible for safe unloading of empty milk cans and loading of filled milk cans in the vehicle.
- 4.2 The Transporter shall be responsible for collecting the milk from VDC/MTV//MTF after duly testing Fat, SNF, quality of milk and quantity of milk altogether by recording it on MSL-1, under signature of VDC/MTV/MTF/MAC agent and giving the same receipt to the VDC/MTV/MTF/MAC agent on prescribed format. Any shortfall / deficiency / deterioration / Loss in milk collected by transporter from any or all VDC/MTV/MTF/MAC and delivered at MCC shall be recovered from transporter. Service charges on this account shall be treated as included in the rate per Kilometer payable to the transporter. The person employed by transporter for execution of this contract shall have no employment relation with company and the transporter shall be his employer for any kind of legal purposes/liabilities.

**5 NON LIFTING OF MILK :**

- (i) In no case, the milk shall be left at the Milk assembling centre. The 'transporter' shall be responsible to report to the 'company' personally as well as in writing if he has not been able to lift milk wholly or in part from any Milk assembling centre alongwith the reasons thereof assigning responsibility for loss or damage.
- (ii) If the vehicle reaches behind scheduled time, it shall be obligatory on the 'transporter' to contact the Agent/Incharge of MAC/MCC to receive the milk.,
- (iii) If 'transporter' is informed in advance for suspension of milk collection on account of festival, unnatural events including floods, strikes, agitation, riots, civil commotion or any other circumstances beyond the control of the 'company', no payment shall be made for the days the milk collection remains suspended.

Prepared by H O D		Approved by CEO	
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(iv) In case the 'transporter' fails to provide vehicle in accordance with the terms and conditions of agreement or withdraw the same in contravention of its provisions, he shall be liable to pay damages to the 'company' on the basis of alternative arrangements made by it including service charges.

**6. ALTERNATIVE ARRANGEMENT :**

The 'transporter' is responsible to provide vehicle regular by and punctually . In case of any breakdown, the 'transporter' shall make substitute arrangement on his own to lift milk in time and shall be responsible for loss of milk. If the alternate is to be provided by the 'company' than actual cost what so ever incurred by the company shall be borne by the 'transporter'.

**7. PENALTY FOR LATE RUNNING & STEALING OF MILK :**

The 'transporter' shall be responsible to compensate for any loss to the 'company' on account of late running of the vehicles. In case the 'transporter' or his employee is found stealing milk during transportation, entire shortage of milk lost on that route from the date of award of contract will be realised from the 'transporter' alongwith the fine as decided by the 'company' and his contract may be cancelled and security forfeited.

**8. ACCIDENT, DAMAGE TO TANK OR LOSS OF MILK**

The transporter shall be solely responsible for any loss of milk and damage to vehical and tanks/ equipment in the event of accident / incident of any arson and sabotage etc and any legal liability arising out of such accident shall be exclusively borne by the transporter.

**9. PASSANGERS :**

The 'transporter' shall be under obligation to allow the authorised representative of the 'company' to travel alongwith the vehicle. No outsider shall be allowed to travel during the milk collection duties. Loading of any kind of material of any other party including that of 'transporter' would not be allowed in the vehicle during the milk collection duties.

**10. SUB LETTING OF CONTRACT :**

The 'transporter' shall not sublet this agreed job wholly or in part.

Prepared by <b>H O D</b>		Approved by <b>CEO</b>	
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**11. RATES :**

The rate of transportation shall be inclusive of fuel, lubricants, replacement, maintenance/ loading/un-loading and all other risks of vehicles etc. In case of increase or decrease of diesel price, pro-rata increase/decrease as per annexure ' B' on effective kilometers shall be given from the day, the diesel rate vary and for this purpose, the rates prevailing at MCC station to which the tanker is attached shall be applicable.

**12. THE ROUTES DISTANCE :**

The route distance shall be ascertained by the 'company' to the satisfaction of the transporter and this distance shall form the basis of payment. Any increase or decrease in the distance by the 'company' to the satisfaction of the 'transporter' shall be binding on the later

**13. BILLING AND PAYMENT :**

The 'transporter' shall present the bill of hiring charges twice in a month i.e. 1st to 15th and 16th to last day of the month and the 'company' shall make payment within ten days of the receipt of the bills duly verified through A/c payee cheque to the 'transporter'.

**14. SECURITY :**

The 'transporter' shall deposit a security of Rs. 10000/- for vehicles with S.S tank and Rs. 4000/- for vehicles without S.S. Tank (Rupees four thousand only) with the 'company'. The security may be deposited as below :

- a) Rs. 1000/- (Rupees one thousand only) be deposited with the 'company' immediately on commencement of this agreement.
- b) Rs. 1500/- (Rupees one thousand five hundred only) be deducted from each of the subsequent bill till full security amount is deducted.
- c) The security shall be liable to be forfeited and even contract can be terminated in case the 'transporter' does not work in accordance with the instructions and schedule timings given to him from time to time by the authorised representative of the 'company'.

Prepared by <b>H O D</b>	Approved by <b>CEO</b>
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
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**15. SOURAGE :**

- a) If the milk is received in the Chilling Centre after fixed hours due to the late lifting of milk or late arrival of the vehicles or non provision of vehicle or its withdrawal by 'transporter' loss due to sourage/curdling shall be paid by the 'transporter' as per the rates fixed by the 'company'. sour/curd milk on which penalty is imposed remains the property of the 'company'. The penalty shall be decided after deducting the value of fat contents available in that milk.
- b) In case of substantial evidence for the resultant delay due to omission on the part of company's representative, the matter shall be given due consideration by the "company".

**16. EXTENSION AND TERMINATION OF THE AGREEMENT :**

On the expiry of this agreement, 'company' shall have the right to extend the agreement on the existing terms and conditions upto a period of one month.

**17. SUSPENSION OF ROUTE**

In the event of strike or suspension of route for some unavoidable reasons, no claim of 'transporter' for the suspended period will be entertained.

**18. LEGAL DOCUMENTS :**

All legal documents relating to the vehicle and the employees of the 'transporter' shall be the sole responsibility of the 'transporter'. In case of vehicle being detained on account of any legal reasons, the loss of milk shall be made good by the 'transporter'.

**19. ARBITRATION :**

In case of any dispute or difference between the transporter and the company/Management of plant, the matter shall be referred to arbitrator Sh..... or his nominee and the decision shall be firm and binding on both the parties. The provision of Indian Arbitration Act, 1940 and as amended from time to time shall also apply to arbitration proceeding which shall be held at Chandigarh.

Prepared by <b>H O D</b>	Approved by <b>CEO</b>
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
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**20. GENERAL**

In case, terms and conditions of the agreeemnt are not fulfilled . The 'company' shall have unquestionable right to forfeit the amount of security deposited by the 'transporter' and to recover the loss as per the conditions mentioned therein. Received the S.S. insulated Tank ( Capacity \_\_\_\_\_ ) with all assesories (As per Annexure - BB) duly mounted on my Truck No. \_\_\_\_\_ from M/s IBI on this day of \_\_\_\_\_.

Signature of transporter

Witness.

1. ....

2. ....

Authorised Signatory  
for IBI

Prepared by **H O D**

Approved by **CEO**

Signature \_\_\_\_\_ Date 01.04.04

Signature \_\_\_\_\_ Date 01.04.04

Issue No. 01 Date 01.04.04

Revision No. 0 Date 01.04.04

S.NO.	ITEMS	NUMBERS
01.	S.S. Road Milk Tanker _____ K.L. capacity insulated . Jacketed with M.S Sheet, along with one S.S. Flanged type valve 2" dia, Man hole cover with gasket.	01 No.
02.	S.S. Milk Pump 2 K.L. Capacity	01 No.
03.	Electric Motor 01 HP Single phase Crompton Greaves Make	01 No.
04.	S.S. Pipe 38 mm Dia	03 Meter
05.	S.S. Union 38 mm Dia	02 Nos.
06.	S.S. Union 51 mm Dia	01 No.
07.	S.S. Bend 51 mm Dia	01 No.
08.	S.S. Bend 38 mm Dia	02 Nos.
09.	Love Joy Coupling L-95	01 Pair
10.	M.S. Angle foundation complete with support approximately 3 meter angle 50 x 50 x 5	01 Set
11.	S.S. Pipe Clamp	02 Nos.

Signature of Transporter

ANNEXURE - 'BC'

S.NO.	CATEGORY OF VEHICLE	AVERAGE (KMS) PER LITRE FOR INFLATION NEUTRALISATION	RATES PER KM.FOR REIMBURSEMENT OVER AND ABOVE OF THE KM LIMITS OF CONTRACT ( IF NEEDED )
01.	L.C.V. Tata 407, SM, DCM Canter	8 K.M.	
02.	H.C.V Milk Carrying cap. 8 to 10 KLS.	4 K.M.	
03.	H.C.V Truck carrying cap. 7 to 10 KLS.	4 K.M.	
04.	Tempo/Vikram 750 (Three Wheeler)	20 K.M.	

Signature of Transporter  
Page 01 of 05

Prepared by <b>HOD</b>	Approved by <b>CEO</b>
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

**CONTRACT AGREEMENT FOR TRANSPORTATION (HTV) OF MILK**

This contract agreement is made and entered into this day of ----- at Chandigarh between M/s IBI (hereinafter called company) and Mr.----- S/o -----

R/o ----- owner of Vehicle No. ----- Model -----  
 Make ----- (hereinafter called transporter) on following terms and conditions:-

**1. PERIOD OF CONTRACT AND TERMINATION CLAUSES.**

- a) The contract shall be valid for a period of \_\_\_\_\_ effective from \_\_\_\_\_.
- b) The same can be renewed annually with mutual consent of both parties.
- c) In normal course, company shall be giving 15 days notice in case the further continuation of contract is not possible, however in case of un-satisfactory services or non compliance of any terms and conditions of this agreement or any instruction of company given to transporter from time to time, the company can terminate this agreement without prior notice.
- d) On completion of agreement, company shall be having a right to extend this agreement on same terms and conditions up to the period of one month.

**2. ROUTE DETERMINATION AND OPERATIONALITY.**

- a) The company shall determine the route for collection, point wise route from where the transporter will have to lift the milk as per timings & points mentioned in Annexure 'A'.
- b) The company can changeover/ alter/modify/reduce or increase the route as per requirement from time to time.
- c) The minimum one time route distance shall be of 80 Km's (up and down), however in case it happens to be shorter than 80 Km's., the same shall be treated 80 Km for the purpose of making payments, provided the fuel cost of less Kms shall be deducted as per fuel consumption standards annexed to this agreement (Annexure 'C')

Prepared by <b>H O D</b>		Approved by <b>CEO</b>	
Signature _____	Date 01.04.04	Signature _____	Date 01.04.04
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**3. MATERIAL HANDLING AND ALTERNATE ARRANGEMENT.**

- a) The transporter shall be required to transport the materials like Milk Cans, milk testing materials, Chemicals, acids and any other materials/goods required in connection with the Milk Procurement/Collection activities from Milk-Plant to MCC and MCC to Milk collection Points (MCP).
- b) The extra time required for transportation of such materials shall be adjusted by pre-poning the route time for distribution of materials.
- c) The extra Km run for transportation of such materials shall be compensated as per per Km rate contract.
- d) The transporter shall be responsible for the safe and secure transportation of such materials and in case of any damage/loss shall be borne by transporter.
- e) The transporter shall make alternative arrangements for transportation of milk or other materials at his own in case of any breakdown /emergency mishap with his contracted transport vehicle.
- f) The transporter shall ensure that the vehicle shall follow the fixed route and shall be reaching the destination within permissible time limit and will not stay at any unauthorised place like Dhaba/Hotel/Restaurant etc. In case of any such violation, the entire loss shall be recovered from transporter.

**4. SECURITY DEPOSITS AND REFUND.**

- a) The transporter shall furnish a security of Rs. \_\_\_\_\_ for vehicle mounted S.S.Tank and Rs. \_\_\_\_\_ for vehicle with M.S.Tank towards company as per below mentioned schedule:-
  - i) Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) immediately on commitment of agreement.
  - ii) Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) shall be deducted from each of subsequent bills till full security amount is deducted.
- b) The security shall be liable to be forfeited and even contract can be terminated in case transporter fails to provide the services as per instructions from company.
- c) The security refund on termination / cessation /completion of agreement shall be made within 15 days along with operational bill after delivering the tank and other accessories fitted on vehicle (as per Annexure 'B') at plant and submitting the no dues certificate from Milk Procurement/ Stores / Engineering and Finance Department.

Prepared by <b>H O D</b>	Approved by <b>CEO</b>
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
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**5. COMPENSATION**

- a) Per Kilometer rate shall be Rs.----- (Rupees -----).
- b) The above rate shall be inclusive of Fuel, Lubricant, Spares, Maintenance, Loading, Un-Loading, all kinds of taxes, fees, premiums and operational risks.
- c) In case of any price variation in diesel after the date of commencement of contract, the rate shall be effected on pro-data basis in view of increase/decrease that takes place in per litre diesel with reference to the per litre mileage fixed in Annexure 'C' for that kind of vehicle. The rate of diesel prevailing at the particular MCC to which the vehicle is attached shall be considered as the basic price for recording the increase/decrease.
- d) The transporter shall submit the bill twice on fortnightly basis and the company shall make the payment within 10 days of the receipt of the bills through A/c Payee Cheques in the name of transporter.

**6. PENALTY**

- a) The transporter shall be responsible to compensate any loss to the company on account of any deficiency/ failure in service or acting in contravention of any term and condition, rules and instructions by company from time to time as per Annexure 'D'.

**7. ENTRUSTMENT OF COMPANY PROPERTY**

- a) Transporter shall be receiving the SS insulated Tank (Capacity -----Ltrs) with all accessories as per annexure duly mounted on my Truck No.----- from M/s IBI for the purpose of performing this contract agreement and promise to deliver the same back at milk plant within 3 days of completion of agreement or termination or on whatsoever reason and thereafter, shall submit the no dues certificate from the Milk Procurement, Store, Engineering and Finance Department for seeking the refund of security amount.

Prepared by **H O D**

Approved by **CEO**

Signature \_\_\_\_\_ Date 01.04.04

Signature \_\_\_\_\_ Date 01.04.04

Issue No. 01 Date 01.04.04

Revision No. 0 Date 01.04.04

**8. ARBITRATION**

- a) In case thereis any dispute or differences between both the parties the matter shall be adjudicated through arbitration under the Indian Arbitration Act 1940 (Amended from time to time).
- b) The jurisdiction and proccedings of arbitration shall take place at Chandigarh.
- c) Both the parties agree that Sh. .... shall be the sole arbitrator. He can also appoint his nominee for this purpose.

**9. TEMPORARY SUSPENSION OF CONTRACT.**

The company shall be at its discretion to temporarily suspend the operation of this agreement in case of any unexpected, un-forseen or un-favourable situation cirumstances.

**10. DOCUMENTS/LEGAL LIABILITIES**

- a) The transporter shall be responsible for maintaining all requisite legal documents along with vehicle to ensure smooth transportation.
- b) The transporter shall employee only skilled, experienced, and disciplined staff for operating the vehicle.
- c) Any damage/delay/loss in transportation on account of above shall be the sole responsibility of transporter and company shall be at liberty to recover the same from transporter.

**11. ACCIDENT, DAMAGE TO TANK OR LOSS OF MILK.**

The transporter shall be solely responsible for any loss of milk and damage to vehicle and tanks/equipment in the event of accident / incident / arson / sabotage etc. and any legal liability arising out of such accident shall be exclusively borne by the transporter.

However, in the case of accident while in transit by reasons beyond the control of driver inspite of his making best efforts to avoid such accident, the loss caused to milk, the 50% of the loss shall be borne by the contractor and 50% by the company (in case of tanker carrying capacity of 10,000 ltrs. and above). In case of small tanker carrying capacity upto 4,000 ltr. the entire loss shall be borne by the contractor.

Prepared by <b>H O D</b>	Approved by <b>CEO</b>
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

**12. GENERAL**

- a) The transporter will allow to travel the company's authorised representative alongwith vehicle for any official jobs.
- b) The transporter shall not sublet/transfer this agreement fully or partly.
- c) The transporter shall be solely responsible for any loss and any legal liability arisen out of contracted vehicle in any manner due to whatsoever reason shall be exclusively borne by the transporter. Apart from obligation of fulfilling the terms and condition determined in this agreement, transporter shall be under obligation to fulfill and adhere to all other obligation and term and conditions mentioned in tender form and conditions of tender.
- d) The transporter shall be responsible for collecting the milk from V.D.C./M.C.C. after duly testing Fat S.N.F, quality of milk and measuring quantity of milk altogether by recording it on tanker movement card under M.C.C. incharge/zone incharge against acknowledging of shortfall/ deficiency/ deterioration/ loss of milk collected by transporter and delivered at plant shall be recovered from transporter. Service charges on this account shall be treated as included in the rate per Kilometer payable to the transporter.
- e) The person employed by transporter for execution of this contract shall have no employment relationship with the company and the transporter shall be their sole employer for all kinds of legal Compliances/Liabilities.

Witnesses

**SIGNATURE OF TRANSPORTER**

1. Name & Address -----  
Signatures -----

2. Name & Address -----  
Signatures -----

**(AUTHORISED SIGNATORY)  
For IBI**

Prepared by <b>H O D</b>		Approved by <b>CEO</b>	
Signature _____	Date 01.04.04	Signature _____	Date 01.04.04
Issue No. 01	Date 01.04.04	Revision No. 0	Date 01.04.04

ANNEXURE - 'B'

S.NO.	ITEMS	NUMBERS
01.	S.S. Road Milk Tanker capacity insulated . Jacketed with M.S Sheet, along with one S.S. Flanged type valve 2" dia, Man hole cover with gasket.	K.L.  01 No.
02.	S.S. Milk Pump 2 K.L. Capacity	01 No.
03.	Electric Motor 01 HP Single phase Crompton Greaves Make	01 No.
04.	S.S. Pipe 38 mm Dia	03 Meter
05.	S.S. Union 38 mm Dia	02 Nos.
06.	S.S. Union 51 mm Dia	01 No.
07.	S.S. Bend 51 mm Dia	01 No.
08.	S.S. Bend 38 mm Dia	02 Nos.
09.	Love Joy Coupling L-95	01 Pair
10.	M.S. Angle foundation complete with support approximately 3 meter angle 50 x 50 x 5	01 Set
11.	S.S. Pipe Clamp	02 Nos.

Signature of Transporter

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Prepared by **H O D**

Approved by CEO

Signature \_\_\_\_\_ Date 01.04.04

Signature \_\_\_\_\_ Date 01.04.04

Issue No. 01 Date 01.04.04

Revision No. 0 Date 01.04.04

[ QMMRP - 10 ]

ANNEXURE - 'BC'

S.NO	CATEGORY OF VEHICLE	AVERAGE (KMS) PER LITRE FOR INFLATION NEUTRALISATION	RATES PER KM.FOR REIMBURSEMENT OVER AND ABOVE OF THE KM LIMITS OF CONTRACT ( IF NEEDED )
01.	L.C.V. Tata 407, SM, DCM Canter	8 K.M.	
02.	H.C.V Milk Carrying cap. 8 to 10 KLS.	4 K.M.	
03.	H.C.V Truck carrying cap. 7 to 10 KLS.	4 K.M.	
04.	Tempo/Vikram 750 (Three Wheeler)	20 K.M.	

(Signature of Transporter)

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Prepared by <b>H O D</b>	Approved by <b>CEO</b>
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[ QMMRP - 10 ]

**LEASE DEED**

This deed is made and entered into this day of \_\_\_\_\_ at Chandigarh between M/S IBI company incorporated under the companies act, 1956 having its Head Office at.....hereinafter called the lessee (which expression shall unless repugnant to the context or contrary to the meaning thereof include its assignees, successors, administrators) on the one part and M/s \_\_\_\_\_ through its owner/partner hereinafter called the lessor (which expression shall unless repugnant to the context or contrary to the meaning thereof, includes its heirs, successors and the legal representative) on the other part.

1. The lessee deals in collection of milk from the various villages/centres/ and the lessor is the owner of the Ice Factory and desirous of offering a covered space approximately \_\_\_\_\_ Sq.feet (details indicated as per enclosed map) in his Ice Factory for storage/chilling of milk with suitable bring/chilled water circulation for chilling of milk procured/ to be procured from time to time to 4 deg.C or below as per specifications in this regard. Sufficient chilled water/brine water below 0 deg. C shall be maintained at all times in the tank. Necessary inlet and outlet connections for chilled water are also to be provided by the lessor.
2. In case the temperature of milk does not come effectively to 4 deg.C or below for whatever reason then the lessor will add ice slabs to maintain the temperature of chilled water. The lessor shall provide the concrete floor and drainage for loading and unloading of milk tankers and washing of the area.
3. The lessor shall also provide an accomodation for office, laboratory space for parking of lessee's vehicles, one store, Two rooms with combined toilet facility and one kitchen for stay of centre incharge and for for lessee's employees who may be stationed at factory for the purpose of milk collection and its chilling during the period of lease with no extra cost.

Prepared by <b>H O D</b>		Approved by CEO	
Signature _____	Date 01.04.04	Signature _____	Date 01.04.04
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Annexure- ' F '

4. The Basic rate in respect of above shall be Rs. \_\_\_\_\_ per month irrespective of the quantity of the milk upto litres per day handled from the date of actual start i.e. from ..... Above litres per day, paisa per litres per day will be charged extra for chilling of milk. These rates are inclusive of rent component which is 1/5 of the basic rate and electricity charges for all the operations being carried out by the lessee for chilling / storage/loading /testing of milk by its own appliances or by lessee's machines. This also includes clean water supply to suffice for all operations of cleaning and sanitation as well as efficient disposal of sewerage effluents. The rate would be proportionately increased if power tariff( per unit) is increased by the Punjab State Electricity Board on production of original bills. Basic rate mentioned in this agreement will increase by 5% every two years during the five years lease period.
5. Water for washing the milk cans and the other dairy appliances is to be provided by the lessor and for that no extra charges will be paid.
6. Telephone facility for the lessee is also to be provided within reasonable period of time by lessor and the actual expenses will be reimbursed on the basis of of the record maintained for the use of telephone.
7. The deed would be for ten years i.e. from the date of taking possession i.e. .... and can be extended with mutual consent and new terms & conditions.
8. In case the lessor fails to operate the ice plant for any reason whatsoever, lessor will make alternate arrangements of chilling or lessee will be free to make arrangement on lessee's behalf. The cost/expenses so incurred by lessee on such arrangement will be paid by lessor and/or lessee can adjust the same against payment.
9. In case of power failure/cuts, it will be the responsibility of the lessor to make alternative arrangement of power by running his generator at his own expenses.
10. The lessee would make the payment every month on presentation of bill within 7 days of the receipt of such bill by the lessee.
11. In case of dispute of difference between the parties arising relating to any of the above said provision(s), the matter shall be referred to sole Arbitrator Sh. .... or his nominee. His award decision shall be firm and binding on both the parties. The provision of Indian Arbitration Act 1940 and as amended from time to time shall also apply to arbitration proceedings, which shall be held at Chandigarh.

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Prepared by <b>H O D</b>		Approved by CEO	
Signature _____	Date 01.04.04	Signature _____	Date 01.04.04
Issue No. 01	Date 01.04.04	Revision No. 0	Date 01.04.04



Annexure- ' F '

12. A log book will be maintained by lessee's incharge for recording the temperature of brine water after every two hours which would be countersigned by lessor's plant operator on duty. The entries made in the log book would be binding on both the parties.
13. The lessor will make the arrangement for disposal of used water and will solely be responsible for any objection from Pollution Control Board.
14. The lessee shall be at liberty to sub let the whole or part of the process to it's sister concern. All the clauses mentioned in this agreement will be applicable to that concern also. In case of failure of that concern to comply with any provisions of this agreement, the lessee shall be responsible for the same.
15. As a matter of clear business understanding, Lessor will not allow any other party to collect/chill milk using the facilities available in the Ice Factory being taken on lease basis by the Lessee. Any infringement on this account will tantamount to breach of agreement and the lessee can claim direct/indirect losses suffered by him.
16. The lessee after the installation/testing of the machinery shall be taking brine water from the lessor for Milk Chilling process. The payment shall be made from the day the chilling of milk is started.
17. This agreement can be altered, supplemented or cancelled completely or partly by mutual agreement of both the parties in writing in case of need and can be terminated if :
  - i) In case of any unlawful activity, indiscipline and misconduct of staff of the ice factory owner.
  - ii) By act of God or due to circumstances beyond the control of lessee making the continuation of the agreement difficult.
18. Lessee will give one month notice prior to taking the possession of premises.

Witnesses :

for M/s IBI

1.....

2.....

**Managing Director  
(I.B.I)**

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Prepared by <b>H O D</b>		Approved by <b>CEO</b>	
Signature _____	Date 01.04.04	Signature _____	Date 01.04.04
Issue No. 01	Date 01.04.04	Revision No 0	Date 01.04.04

[ QMMRP - 10 ]

**1. ORGANOLEPTIC TEST**

Adopt the following procedure on receiving the milk at reception dock.

- i) Smell the milk in the container immediately after removing the lid. In case of foul / abnormal smell, hold the same for Confirmatory tests i.e acidity, alcohol test&COB test.
- ii) Observe the colour of milk, if abnormal in colour, it should be regarded with suspicion and hold for confirmatory test.( Alcohol Test & acidity %)
- iii) Examine the milk for other parameters.
  - a) Developed acidity : This is the most important factor to be examined when grading milk by organoleptic test.
  - b) Undesirable flavour : This is due to feed or exposure of milk to the atmosphere of stable.
  - c) Extraneous matter which might gain access to milk after milking.
  - d) Oxidised flavour due to exposure of milk to light or metallic contamination from untinned container.
  - e) Neutralized flavour - When high acidity milk is neutralized with Sodium Carbonate group of Neutralizer, milk develops flavour resembling to soap.

**2. DETERMINATION OF pH**

**General**

The pH of Buffalo milk ranges from 6.6 to 6.7 and on average cow milk has pH 6.6. The milk having pH above 6.7 should be regarded with suspicion as indication of some diseases of udders or late lactation milk and neutralization of milk with Sodium Carbonate or Sodium Hydroxide. pH is determined by digital pH Meter.

- a) Calibrate the pH Meter with standard buffer solution of pH 4.0 and 7.0 .
- b) Dip the electrode of the pH meter in milk sample which have been thoroughly mixed.
- c) Note the pH reading.
- d) Remove the electrode and wash it properly with distilled water.
- e) After checking pH of sample, electrode is to be dipped in distilled water.

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**3. CLOT ON BOILING**

a) General

This is quick method to determine developed acidity and suitability of milk for processing.

b) Apparatus

- i) Test tube - 15.0 X 1.9 Cm. preferably with a mark of 5 ml.
- ii) Burner

c) Procedure :

- i) Transfer 5 ml of milk in a test tube and smell.
- ii) Place the tube on the flame of the burner with constant mixing of the contents till it boils.
- iii) Remove the tube and rotate it in horizontal position. Cool down the tube with running tap water.
- iv) Examine the film of milk on side of the test tube for any precipitate particles.
- v) The formation of clot is an indication of positive test.

d) Inference

Milk which gives positive COB test has an acidity above 0.17% ( as lactic acid) is not suitable for processing.

**4. ALCOHOL TEST**

a) General

The alcohol test is used for rapid assessment of stability of milk for processing, particularly for condensing and sterilization. The alcohol test is useful as an indication of mineral balance of milk and not so much as an index of developed acidity.

b) Apparatus

Test tubes - 15.0 X 19 mm

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c) Reagents

60% rectified alcohol by volume (density 0.8675 gm./ml at 27 deg.C

d) Procedure

- i) Take 5 ml of milk in a test tube.
- ii) Add 5 ml of alcohol (60%).
- iii) Mix the contents of the test tube by inverting few times.
- iv) Note any flakes and clot.
- v) The presence of a flakes or clot indicate a positive test.

e) Inference

A negative test indicate low acidity and good heat stability of the milk. Milk showing positive test is not considered suitable for the manufacture of sterilized milk.

5. ACIDITY

A) Apparatus

- i) Beaker 100 ml.
- ii) N/10 standard NaOH solution (sol.)
- iii) Stirring rod.
- iv) Phenolphthalein indicator (0.5%)

B) Procedure

- i) Mix the sample thoroughly
- ii) Measure accurately 10 ml. of milk in a beaker.
- iii) Add 1 ml. of phenolphthalein indicator.
- iv) Rapidly titrate the contents of beaker to which phenolphthalein indicator has been added with standard sodium hydroxide solution drop by drop until light pinkish colour appears.
- v) Complete the titration within 20 seconds. CALCULATIONS :- ml. of 0.1N NaOH used x 0.09
- vi) Inference

The normal acidity of milk ranges from 0.12% to 0.144% ( at 9 % SNF ).

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**6. DETERMINATION OF FAT**

GERBER METHOD

a) Apparatus

- i) Milk Butyrometer (ISI)
- ii) Gerber Centrifuge
- iii) Hot water bath maintained at 65 deg.C.
- iv) Automatic measure for H2SO4/Tilt Measure
- v) Milk Pipette (10.75 ml)
- vi) Automatic measure for Amyl Alcohol.

b) Reagents

- i) Sulphuric acid - It should have a density of 1.807 to 1.812 gm/ml at 27 deg.C corresponding with a concentration of sulphuric acid from 90 - 92% by mass. Colour shall be colourless or not darker than pale amber in colour.
- ii) ISO Amyl Alcohol - Amyl Alcohol should be colourless, distilled between 128 deg.C to 132 deg.C, density 0.8030 to 0.8050 gm/ml at 27 deg.C.

c) Procedure

- i) Take 10 ml. of sulphuric acid with the help of tilt measure into well cleaned butyrometer.
- ii) Pipette out 10.75 ml. of the well mixed milk sample which is previously heated to 40 deg. C. & then cooled to 27 deg. C. and transfer it to the butyrometer without allowing it to mix with acid. Add 1 ml. of Iso-amyl Alcohol
- iii) Tighten the stopper and mix the contents by shaking the butyrometer at 45 deg.C till the curd has been dissolved.
- iv) Place the butyrometer in the centrifuge machine and balance the machine and centrifuge for 3-4 minutes at full speed.
- v) After centrifugation, transfer the butyrometer in water bath at 65 deg.C +/- 2 deg.C for 5 minutes.
- vi) Take the accurate reading after adjusting fat column.

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**7. DETERMINATION OF SNF USING LACTOMETER.**

a) Apparatus

- i) Lactometer
- ii) Lactometer Jar.
- iii) Thermometer(standard)

b) Procedure

- i) Warm the milk sample at 40 deg. C. & maintain at this temp. for 3-5 minutes.
- ii) Mix the contents by inverting the sample bottle upside down and vice versa by taking care to avoid the formation of bubbles foam.
- iii) Cool the sample approximately to the temperature at which the lactometer reading is required to be taken.
- iv) Insert lactometer gently to wet the stem and allow the lactometer to remain steady in milk. Take the reading within 30 seconds. Note the reading of the lactometer corresponding to the top meniscus on the stand without the error and parallax.
- v) Note the temperature of milk.
- vi) Obtain the correct lactometer reading by applying approx. correction factor.

c) Formulas

1) 
$$\%SNF = \frac{CLR + 0.2 \times F + 0.14}{4}$$

where CLR=corrected lactometer reading at 15.5 deg. C

2) 
$$\% SNF = \frac{CLR + 0.25 F + 0.50}{4}$$

where CLR = corrected lactometer reading at 27 Deg.C  
(ISI lactometer)

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**8. DETECTION OF SKIMMING**

An indication of the removal of excess fat from the milk is given by the following :

- a) Lower %age of fat
- b) Higher density reading of sample
- c) Higher ratio of solids-not-fat(SNF)

**9. DETECTION OF EXTRANEEOUS WATER**

Presence of extraneous water in milk is detected by the following facts :

- a) Lower %age of fat
- b) Lower density of milk at 27 deg.C
- c) Lower %age of solids not fat
- d) Depression in freezing point.

**10. SUGAR [ FIRST METHOD ]**

a) Procedure

- i) Resorcinol solution - Dissolve 11 gm Resorcinol Powder in 100 ml. Distilled water.
- ii) Take 10 ml of milk in test tube.
- iii) Add 1 ml. resorcinol solution and mix well.(Resorcinol solution : Dislove 11 gm Resorcinol powder in 100 ml distilled water).
- iv) Add 2 ml. Conc. Hydrochloric acid (HCL) & mix well.
- v) Keep the test tube in boiling water bath for 5 mts.

b) Inference:-Appearance of brick red colour or pink colour indicates the addition of sugar in the milk sample.

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**SECOND METHOD**

a) Reagents

Dissolve 1.0 gm. of resorcinol in 100 ml. HCL (1:1.5) i.e. 1 volume of con. HCL mixed with 1.5 volume of water.

b) Procedure

- i) Take 50 ml. of milk sample and heat it to 50 - 60 deg. C.
- ii) Add 10% citric acid sol./ HCL slowly to coagulate the milk till greenish colour appears.
- iii) Filter the coagulate.
- iv) Take 2 ml. of filtrate in a test tube and add to it 5 ml. of resorcinol solution and mix.
- v) Place the test tube in boiling water exactly for two minutes.
- vi) Observe the colour.

c) Inference

Rose pink colour indicates the presence of sucrose .

**11. GLUCOSE**

First method

a) Procedure

- i) Take 5 ml of milk sample in test tube.
- ii) Add 5 ml of Barford reagent and boil for 3 mts. in boiling water bath and then cool to room temperature.
- iii) Add. 5 ml of phosphomolybdic acid & mix the contents.

b) Inference:- Appearance of deep blue colour indicates +ve test

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**Second method**

a) Procedure

- i) Take 5 ml of milk sample in test tube
- ii) Add 0.5 ml of copper acetate solution (6% in 1% acetic acid sol.)
- iii) Keep the test tube in boiling water bath for 3 to 5 minutes.

b) Inference:- Appearance of Blue Colour indicates +ve test.

**A) ADULTRANTS:**

1. Glucose test

- i) Take properly mixed sample in a beaker.
- ii) Dip reagent end of diastix strip and remove it immediately
- iii) Tap edge of strip against container to remove excess of milk.
- iv) Match the colour with standard colour band to check the extent of adultration.

**12 STARCH**

a) Procedure

- i) Take 5 ml of well mixed sample in test tube.
- ii) Bring it to boiling by holding the tube over a flame.
- iii) Allow it to cool at room temperature.
- iv) Add 3 or 5 drops of Iodine Solution (1%) (1 g. iodine + 2 g. Potassium Iodide)

b) Inference:- Presence of starch indicated by appearance of blue colour which disappears when the sample is boiled and reappear on cooling.

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**13. UREA**

**First Method**

a) Procedure

- i) Take 5 ml of milk in test tube.
- ii) Add 5 ml of Dimethyl Amino Benzaldehyde (D.M.A.B) Solution. (DMAB Solution : Dissolve 16 gm DMAB in 1000 ml. of Ethyl Alcohol. Add 100 ml. CON.Hcl)
- iii) Mix the contents.

b) Inference :- Appearance of yellow color shows test +ve

**Second Method**

- i) Take 5 ml of milk in test tube.
- ii) Add 1 gm of soyabean powder and mix well.
- iii) Keep the test tube for 25 minutes at 37 deg C.

b) Inference:- Appearance of blue colour on the PH strip paper show the test +ve.

**Third Method (AOC)**

a) Reagents

- i) D.M.A.B. Sol. - Dissolve 16 gm D.M.A.B. Powder in 1 ltr. alcohol and add 100 ml HCl (Conc.)
- ii) Zinc Acetate Solu: Dissolve 22 gm Zn Acetate in water add 3 ml acetic acid and dil to 100 ml.
- iii) Pot. ferrocyanide solu: Dissolve 10.6 gm powder in water and dilute to 100 ml.

b) Procedure

- i) Take 50 ml. milk
- ii) Add 50 ml. Distilled water (D.W.)
- iii) Add 5 ml. potassium ferrocyanide solution.
- iv) Add 5 ml. zinc acetate solution. It will get curdled. Then filter it.
- v) Take 5 ml filtrate.
- vi) Add 5 ml D.M.A.B. Solution & mix.

c) Inference

Light Yellow -ve Test  
Dark Yellow +ve Test

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**14. MALTO - DEXTRIN**

A. (a) Procedure

- i) Take 5 ml. of milk in test tube.
- ii) Add 5 ml. of phosphomolybdic acid.
- iii) Add 10 drops of iodine sol. (1%)

(b) Inference: Appearance of Brown Colour shows +ve test.

B. (b) Procedure

- i) Heat 10 ml. milk sample.
- ii) Add acetic acid to coagulate.
- iii) Seperate whey by filter.
- iv) Take 3 ml. milk filterate, add three drops 1 % iodine solution.

(b) Inference: Appearance of Brown Colour shows +ve test.

**15. SALT**

a) Procedure

- i) Take 5 ml of Silver Nitrate (N/70) Sol. in a test tube.
- ii) Add 0.5 of pot. chromate sol. (5%)
- iii) Add 2 ml of milk sample and mix the contents.

b) Inference:- Appearance of yellow colour shows positive test.

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**16. MAGNESIUM SULPHATE**

a) Reagent

Barium chloride (10% solution)

b) Procedure

- i) Take 5 ml. filtrate of milk sample.
- ii) Add 1 ml. of Barium chloride sol. and mix the contents.
- iii) Keep the test tube undisturbed for 30 mts.

c) Inference

Appearance of white precipitate at the bottom of the test tube indicates positive test.

**17. DETECTION OF BORIC ACID/BORAX.**

**METHOD - I**

a) Reagents : Turmeric paper, Conc. HCl - sp.gravity 1.16, Ammonium Hydroxide - sp.gravity- 0.88.

b) Procedure

- i) Take 5 ml of milk sample in a test tube.
- ii) Add about 0.5 ml of conc. HCl.
- iii) Immerse a strip of turmeric paper in a milk sample.
- iv) Allow the paper to dry spontaneously and note change in colour.

c) Inference

If boric acid/borax is present, the paper will acquire red colour.

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**METHOD - II**

a) Procedure

- i) Take 10 ml of milk sample in test tube
- ii) Add 3-4 drops of phenolphthalein indicator
- iii) Add 0.1 N NaOH sol. to get faint pink colour.
- iv) Divide the neutralized sample between two test tubes.
- v) Add to one sample an equal amount of water
- vi) To the other test tube, add an equal volume of glycerine sol. (50% W / V)
- vii) Compare the colours, If the colour of the milk containing glycerine is lighter than the other in which water is added, it is an indication of the presence of boric acid. The milk containing the glycerine will turn completely white, if the amount of boric acid is considerable accurate upto 0.1% boric acid.

c) Confirmation

The addition of ammonium hydroxide will change the colour of the paper to a dark green but the red colour may be restored by HCl.

**18. DETECTION OF GLYCEROL**

- i) Take 20 ml of milk in a beaker.
- ii) Add 1 ml. phenolphthalien indicator
- iii) Add N/10 Sodium hydroxide solution dropwise till pink colour appears.
- iv) Divide equally in two test tubes and add 1 ml. of boric acid solution.

**Inference** - Colour of the solution in test tube to which boric acid solution is added disappears or is lighter than comparison tube.

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**19. DETECTION OF FORMALDEHYDE BY HEHNER TEST**

Reagents : conc.H<sub>2</sub>SO<sub>4</sub> - sp.gravity 1.84

a) Procedure

- i) Take about 10 ml of milk sample in a wide mouth test tube.
- ii) Add 5 ml. of conc. Sulphuric Acid carefully down the side of the test tube so that it forms a layer at the bottom without mixing with the milk.

b) Inference: Development of violet or blue colour at the junction of the two layers indicates presence of formaldehyde.

**20. DETECTION OF HYDROGEN PEROXIDE**

METHOD - I

a) Reagent

Paraphenyldiamine solution 2% (W/V)

b) Procedure

- i) Take 10 ml.of milk sample in a test tube.
- ii) Add 5 drops of para- phenylene- diamine solution and mix thoroughly.
- iii) Observe the change in colour.

c) Inference

Development of blue colour indicate presence of hydrogen peroxide.

**SECOND METHOD (AOC) HYDROGEN PEROXIDE**

a) Procedure

- i) Take 10 ml of milk in test tube
- ii) Add 1 ml of vanadium pentaoxide ( 1% sol.) in it & mix the contents.

b) Inference:- Appearance of violet/blue colour shown the presence of Hydrogen Peroxide.

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**21. DETECTION OF NEUTRALIZERS**

A) Reagents

Rosolic acid (1% in alcoholic sol.)

B) Procedure

- i) Take 5 ml of milk sample in a test tube.
- ii) Add 5 ml of 60% Alcohol & mix well.
- ii) Add 3 drop of rosolic acid solution & observe change in colour.

C) nference:- Development of rose red colour or pink colour indicate presence of neutralizer in milk whereas pure milk shows only a brownish colouration.

**22. DETERMINATION OF TOTAL ASH OF MILK (On dry basis)**

Neutralization of milk whether with lime, soda ash or caustic soda invariably increases the ash content and total alkalinity of the ash from a fixed quantity of milk. (Procedure same as 8.2.7 Page No.B1-09)

**23. DETERMINATION OF SODIUM IONS OF MILK & MILK PRODUCT**

a) Preparation of Standard Solution

- i) To prepare 1000 PPM solution, take 1.271 gm. of anhydrous sodium chloride (AR) in a beaker which has already been dried in over at 140 deg. C. for 2 hrs.
- ii) Dissolve the sodium chloride and make up volume up to 500 ml with distilled water.
- iii) Transfer the solution immediately in plastic container.
- iv) To prepare 100 PPM standard solution, take 10 ml. of 1000 PPM solution, dilute it to 100 ml. with distilled water.

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- b) Preparation of Liquid ISA
  - i) Dissolve 20 gm Analytical Reagent (AR) grade Ammonium chloride in 50 ml. of distilled water.
  - ii) Add 27 ml. of concentrated ammonium hydroxide.
  - iii) Dilute to 100 ml with distilled water. This Ionic Strength Adjuster (ISA) is used by adding 1 ml ISA per 50 ml. of milk sample.
- c) Calibration of Apparatus
  - i) Prepare a standard solution of 100 and 1000 PPM of Sodium Chloride.
  - ii) Add 1 ml. ionic strength adjustor (ISA) in 50 ml of 1000 PPM standard solution maintained at 25 deg.C.
  - iii) Connect the electrode to the meter and press the mode key until the conc. mode indicator is displayed.
  - iv) Place the electrode in the standard solution.
  - v) Mix the solution by magnetic field and add drop of Ammonium chloride gel by pushing gun of the electrode.
  - vi) Press the CAL key, Slope of the last calibration will be displayed. After a few second P1 will be displayed in the lower field indicating the meter is ready for the standardisation.
  - vii) Place the electrode in the standard solution and wait for stable reading. The meter will beep and the main field will flash when ready. Enter the value of the standard by scrolling through the choices with arrow key. Press yes key to enter the desired digit. The display will freeze for a few seconds when P2 will be displayed in lower field.
  - viii) After correct value for P1 is entered, P2 will be displayed in lower field. Rinse and blot the electrode (S) and place in the second standard (100 PPM) and carry out the same procedure as defined above.
  - ix) If the slope comes in the range of 58 +3 vol., this indicate that apparatus is calibrated properly. N.B. - The temperature of solution is kept at 25 deg. C., in case temp. probe is not in use

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d) Checking of Sodium Ions Of Milk Sample

- i) Take 50 ml. milk sample in a measuring cup which has already been warmed to 25 deg. C.
- ii) Add 1.0 ml. ionic strength adjustor. Place clean, dried magnetic in the measuring cup.
- iii) Mix the milk using magnetic field.
- iv) Add drop of ammonium chloride gel by pushing gun of the electrodes.
- v) Switch on the meter.
- vi) Take sodium ions reading till reading become constant ( 2-3 mts.)
- vii) Rinse the electrode with Ammonia Solution (0.2%) and wipe out with tissue paper. Keep the electrode dipped always in 1000 PPM sodium ions solution.

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**24. DETERMINATION OF ADULTERATION IN FAT BY BUTYROREFRACTROMETER**

## a) Apparatus

Butyrorefractometer apparatus is used to check the adultration in fat.

## b) Procedure

## I. Sample for B.R. tests.

- i) Allow milk tanker to stand without stirring the milk for atleast 15 mts.
- ii) Take the sample of top layer of milk without plunging.
- iii) Take this sample in centrifuge tube ( 3/4 of tube) and centrifuge for 15 mts.
- iv) Remove the fat from the tube and place in aluminum dish.
- v) Heat the Fat till Ghee formation.

## II. B.R. reading

- vi) Calibrate the apparatus with standard solution of know B.R. reading (43.5 at 40°C)
- vii) Place 3-4 drops of melted filtered ghee on the lower surface of the prism.
- viii) Close the prism firmly maintain the temperature around the prism at 40°C by circulation of hot water.
- ix) Adjust the border line so that it falls on the points of intersection of cross line.
- x) Read the B.R. reading on the scale.

## c) Inference

B.R. reading of pure ghee ranges from 40-43. In case value does not fall in this range, it indicates milk is adulterates with Veg. Fat.

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Ratio(Fat to SNF) Monitoring Report

ROUTE NO	QUANTITY	FAT %	CLR	SNF %	FAT (KG)	SNF (KG)	RATIO	Annexure-'C'				
								RATIO LOSS AMOUNT	FAT LOSS AMOUNT	SNF LOSS AMOUNT		
1	IBI DOCK											
2	IBI DOCK											
3	IBI DOCK											
4	IBI DOCK											
5	IBI DOCK											
6	IBI DOCK											
7	IBI DOCK											
8	IBI DOCK											
9	IBI DOCK											
10	IBI DOCK											
TOTAL.												

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IBI  
 ROUTE-WISE/SHIFTWISE GAINLOSS RECORD  
 Annexure "H"

MCC/ZONE: .....PERIOD: .....TO: .....

AS PER B/L - 1

Route No	Quantity OF Milk	Kgs FAT	Kgs SNF	Ratio SNF/Fat	Basic Cost Per Ltr.	Contribution Per Ltr.	MCC/Dairy Dock Receipt			Shortage if any			Amount Loss/Gain			Signature of Route Tester/Transportor			
							Quantity	%Fat	CLR	%SNF	Kgs Fat	Kgs SNF	Ratio SNF/Fat	Quantity	Fat kg		SNF kg	Ratio	Qty.
TOTAL																			

Prepared by HOD  
 Approved by CEO

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<b>TITLE:-DEPARTMENTAL PROCEDURES PROCUREMENT</b>				Date : 01.04.04		
<b>IBI</b>						Annexure "I"
DAILY MILK PROCUREMENT RECORD						
MCC/ZONE-----MONTH-----						
DATE	YEAR	YEAR	YEAR	YEAR	YEAR	SIGNATURE
Prepared by <b>H O D</b>				Approved by CEO		
Signature _____		Date 01.04.04		Signature _____		Date 01.04.04
Issue No. 01		Date 01.04.04		Revision No. 0		Date 01.04.04

[ QMMRP-10 ]



Annexure "K"

IBI

REVIEW OF MCC WISE MILK DURING THE PERIOD

SR NO	MCC	MILK QTY IBI	DOCK	DIFF.	FAT QTY IBI	DOCK	DIFF.	SNF QTY IBI	DOCK	DIFF.	COST	CONTRIBUTION
1	A											
	%AGE											
2	B											
	%AGE											
3	C											
	%AGE											
4	D											
	%AGE											
5	E											
	%AGE											
6	E											
	%AGE											
7	F											
	%AGE											
8	G											
	%AGE											
	TOTAL											

Approved by CEO

Prepared by H O D

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 Revision No. 0 Date 01.04.04

[QMMRP-10]



**IBI**

**Annexure "K1"**

**MCC WISE REVIEW**

**DETAIL OF FLUSHING & GAIN/LOSS FOR THE PERIOD**

SR NO	MCC	FLUSHING PER DAY	FAT GAIN KG	SNF GAIN/LOSS KG	GAIN /LOSS VALUE
1	A				
2	B				
3	C				
4	D				
5	E				
6	F				
7	G				
8	H				
	<b>TOTAL</b>				

Note:- Figures within ( ) indicate loss.

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[QMMRP-10]

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IBI

Annexure "K2

MCC WISE REVIEW OF MILK DURING THE PERIOD

SR NO	MCC	FAT % AT MSL	FAT % AT DOCK	DIFF.	SNF % AT MSL	SNF % AT DOCK	DIFF.
1	A						
2	B						
3	C						
4	D						
5	E						
6	F						
7	G						
8	H						

REVIEW OF MILK DURING THE PERIOD

	MCC	MSL FAT/SNF RATIO	DOCK FAT/SNF RATIO	DIFF.
1	A			
2	B			
3	C			
4	D			
	E			
6	F			
7	G			
8	H			

Prepared by <b>H O D</b>	Approved by <b>CEO</b>
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01 Date 01.04.04	Revision No. 0 Date 01.04.04

[QMMRP-10]

PARTICULARS	(ON DOCK BASIS)/BI-1 BASIS										Annexure 'L' TOTAL(J+I)	
	A	B	C	D	E	F	G	H	I	TOTAL(A-H)+J		
ZONWISE LANDED COST OF STANDARD MILK FOR THE PERIOD												
BASIC PRICE RATE /KG.(A)												
COST OF MILK (Rs.) (A)												
REALISATION VALUE (B)												
CONTRIBUTION VALUE (B-A)												
QUANTITY OF MILK PROCURED (KG.)												
NO. OF VDC												
MILK PROCURED PER VDC												
QUANTITY OF FAT (KG.)												
QUANTITY OF SNF (KG.)												
COMPOSIT AVERAGE FAT %												
COMPOSIT AVERAGE SNF %												
TOTAL SOLIDS (FAT+SNF)%												
BASIC PRICE RATE /KG.(A)												
RATE OF FAT PER KG.(Rs.)												
RATE OF SNF PER KG.(Rs.)												
BASIC PRICE/QTY.(STD MILK)												
BASIC CONTRIBUTION PER KG.												
<-PROCUREMENT OVERHEADS(RS.)=>												
VOC Commission												
Freight upto MCC												
Frt From MCC To Plant												
Milk Chilling Expenses												
MCC Maint. Charges												
Store Material Cons.												
Salary & Wages Proc.												
Travel Exps.(Proc. Staff)												
PROP. INTEREST ON CAPI.												
DEP. ON CAPITAL												
SUB TOTAL OF OVERHEADS-												
OVERHEADS/Kg OF MILK PROCURED												
TOTAL COST (RS.)												
STANDERED MILK COST PER KG.												
UN STANDERED MILK ACTUAL COST												
NET CONTRIBUTION PER KG MILK												
UN STANDERED MILK ACTUAL COST												
FAT @ Rs 90 and SNF @ Rs 70												
CONTRIBUTION PER KG STD. MILK												

Approved by CEO

**INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD**  
**TITLE:-DEPARTMENTAL PROCEDURES PROCUREMENT**

Page No. 52  
 Date : 01.04.04

COMPARATIVE STATEMENT FOR TOTAL SOLIDS FOR THE PERIOD \_\_\_\_\_ TO \_\_\_\_\_ V/S \_\_\_\_\_ TO \_\_\_\_\_

ANNEXURE- " M "

MCC	USHING PER DAY		TOTAL SOLID AT DOCK		DOCK		01/12/2K TO 10/12/2K		DOCK		RATIO OF FAT TO SNF		LANDED COST DOCK		COW MILK %			
	DEC-2K	DEC-2K1	DEC-2K	DEC-2K1	FAT %	SNF %	FAT %	SNF %	DOCK	DOCK	MSL-1	DOCK	MSL-1	DEC-2K	DEC-2K1	DEC-2K	DEC-2K1	
	DEC-2K	DEC-2K1	FAT %	SNF %	FAT %	SNF %	FAT %	SNF %	DEC-2K	DEC-2K1	DEC-2K	DEC-2K1	DEC-2K	DEC-2K1	DEC-2K	DEC-2K1	DEC-2K	DEC-2K1
A																		
B																		
C																		
D																		
E																		
E																		
F																		
G																		
TOTAL ZONES																		

Prepared by **H O D** Approved by **CEO**  
 Signature \_\_\_\_\_ Date 01.04.04 Signature \_\_\_\_\_ Date 01.04.04  
 Issue No. 01 Date 01.04.04 Revision No. 0 Date 01.04.04

[QMMRP-1

<b>INNOVATIVE BUSINESS IMPROVEMENTS (PVT.)LTD</b>				PAGE NO. 53	
<b>TITLE : DEPARTMENTAL PROCEDURES PROCUREMENT</b>				DATE 01.04.04	
<b>IBI</b> SPECIFICATIONS FOR RAW MILK W.E.F. 11.08.2003      ANNEXURE - "S"					
S.NO	PARTICULAR	V1	V2	V3	U
1	TASTE / FLAVOUR	V.GOOD	V.GOOD	V.GOOD	UNSATISFACTION
2	ACIDITY %	0.126 TO	0.126 TO	0.126 TO	More than
	a) at 9.0 % SNF	0.135	0.135	0.135	0.135
	b) C.O.B.	- VE	- VE	- VE	
3	A) ROSOLIC ACID TEST	- VE	- VE	- VE	+VE
	B) ALCHOL TEST ( 60 % )	- VE	- VE	- VE	+ VE
4	SODIUM IONS (PPM) ( AT 10% SNF )	476 TO 524	425 TO 475	Up to 424	More than 525
5	MBR TIME ( MTS. ) WINTER	20	30	40	10
6	MBR TIME ( MTS. ) SUMMER	10	15	20	5
7	ADULTRANTS & PRESERVATIVES	NIL	NIL	NIL	-VE
8	B.R. ( AT 40 DEGREE C )	40-42.0	40-42.0	40-42.0	40-42.0
9	SNF % (MIN.)	8.30	8.50	8.80	8.3
10	TOTAL SOLIDS % (MIN.)	14.7	14.9	15.2	14.5
Winter - Oct. to March Summer - April to Sept					
HOD (QA)    MGR (PROC)		GM		CEO	
Prepared by <b>HOD</b>				Approved by CEO	
Signature _____ Date 01,04.04				Signature _____ Date 01.04.04	
Issue No. 01      Date 01.04.04				Revision No. 0      Date 01,08,2003	

[QMMRP - 10]

MONTHLY QUOTA FOR AMYL ALCOHOL AND SULPHURIC ACID  
 ANNEXURE - " T1 "

S.NO	NAME OF MCC	NO OF VDC	NO OF SUPPLIERS PER VDC	NO OF ROUTES	NO OF VEHICLES TO PLANT	NO OF TESTS	MAY TO AUGUST		SEP. TO APRIL	
							SULPHURIC ACID (LTRS)	AMYL ALCOHOL (LTRS)	SULPHURIC ACID (LTRS)	AMYL ALCOHOL (LTRS)
1	A	52	1560	6	1	3134	1034	104	1293	129
2	B	52	1560	6	1	3134	1034	104	1293	129
3	C	43	1290	4	1	2590	855	86	1069	106
4	D	20	600	3	1	1208	399	40	499	50
5	E	29	870	4	1	1750	578	58	723	72
6	F	29	870	2	1	1746	576	58	720	72
7	G	38	1140	4	1	2290	756	76	945	95
	<b>TOTAL</b>	263	7890	29	7	15852	5232	526	6542	653

Prepared by **H O D**  
 Signature \_\_\_\_\_ Date 01.04.04  
 Signature \_\_\_\_\_ Date 01.04.04  
 Issue No. 01 \_\_\_\_\_ Date 01.04.04  
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 Revision No. 0 \_\_\_\_\_ Date 01.04.04

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INNOVATIVE BUSINESS IMPROVEMENTS (PVT.) LTD

TITLE : DEPARTMENTAL PROCEDURES PROCUREMENT

MAXIMUM MONTHLY MCC'S INCLUDING ROUTES VEHICLES

ANNEXURE - " 12 "

SR. NO	NAME OF MCC	TEEPOL (IN KG)	PIPETT	PETRY DISC	TEST TUBE	BEAKER	PIPE LINE CLEANING BRUSH (NOS)	BUTYRO-METER	THERMA-METER	LACTO-METER	LACTO-TER JAR HALF YEARLY BASIS	PIPETT 10.75 ML	CLEANING BRUSHES BUTHYROMETER/ SAMPLE BOTTLE/ PIPETTE	SAMPLE BOTTLE HALF YEARLY BASIS	TILT MEASER 10 ML/ 1 ML	BUTYRO-METER STAND PER YEAR ONLY	CONTRIFUGAL MACHINE ON REPLACEMENT	LOCK STOPPER (NOS)	MSL 1 & OTHER STATIONERY	OTHER CHEMICALS FOR QUALITY TEST
1	A	120	02 EACH TYPE	02	05	01	02 EACH TYPE	24	16	24	08	24	10 EACH TYPE	20	03 EACH TYPE	02	01	24	ON REQUIREMENT BASIS	ON REQUIREMENT BASIS
2	B	100	02 EACH TYPE	02	05	01	02 EACH TYPE	24	16	24	08	24	10 EACH TYPE	20	03 EACH TYPE	02	01	24	ON REQUIREMENT BASIS	ON REQUIREMENT BASIS
3	D	100	02 EACH TYPE	02	05	01	02 EACH TYPE	18	12	18	06	18	10 EACH TYPE	15	03 EACH TYPE	02	01	24	ON REQUIREMENT BASIS	ON REQUIREMENT BASIS
4	E	60	02 EACH TYPE	02	05	01	02 EACH TYPE	12	08	12	04	12	10 EACH TYPE	15	03 EACH TYPE	02	01	24	ON REQUIREMENT BASIS	ON REQUIREMENT BASIS
5	F	60	02 EACH TYPE	02	05	01	02 EACH TYPE	12	08	12	04	12	10 EACH TYPE	15	03 EACH TYPE	02	01	24	ON REQUIREMENT BASIS	ON REQUIREMENT BASIS
6	G	60	02 EACH TYPE	02	05	01	02 EACH TYPE	12	08	12	04	12	10 EACH TYPE	15	03 EACH TYPE	02	01	24	ON REQUIREMENT BASIS	ON REQUIREMENT BASIS
7	H	60	02 EACH TYPE	02	05	01	02 EACH TYPE	12	08	12	04	12	10 EACH TYPE	15	03 EACH TYPE	02	01	24	ON REQUIREMENT BASIS	ON REQUIREMENT BASIS
TOTAL		560	14 EACH TYPE	14	35	07	14 EACH TYPE	102	76	98	38	114	70 EACH TYPE	115	21	14	07	168		

(Milk Procurement Department)

CC TO: MD

ALL ZONE / CENTRE INCHARGE  
STORE DEPARTMENT  
ACCOUNTS DEPARTMENT

Prepared by H O D

Approved by CEO

Signature \_\_\_\_\_ Date 01.04.04

Issue No. 01 Date 01.04.04

Signature \_\_\_\_\_ Date 01.04.04

Revision No. 01 Date 01.04.04

[QM/IRP-10]

**DAIRY BUSINESS MANAGEMENT SYSTEMS**  
**Innovative Business Improvements (Pvt.) Ltd**  
**Milk Procurement Department**

Page 1 of 10  
Annexure – ‘P’

**Objectives:** Optimisation of Quantity of Milk

Sr No.	Implementation Task	Person Responsible For Implementation	Monitoring By	Target Date	Actual Completion Date
1.	Select potential villages.	Zone Incharge / Exe.Proc.	Controlling Officer	Always	Being done
2.	Prepare survey reports.	-- d o --	-- d o --	Always	-- d o --
3.	Organise mass meetings.	-- d o --	-- d o --	Always	-- d o --
4.	Enroll members.	-- d o --	-- d o --	Always	-- d o --
5.	Constitute adhoc management committees.	-- d o --	-- d o --	30 <sup>th</sup> Sep.	-- d o --
6.	Appoint VRMP's	-- d o --	-- d o --	Always	-- d o --
7.	Locate collection centre	-- d o --	-- d o --	Always	-- d o --
8.	Train VRMP's	-- d o --	-- d o --	Always	-- d o --
9.	Start milk collection.	-- d o --	-- d o --	Already Started	-- d o --
10.	Launch door to door campaign.	Exe. Proc / Sup.	Zone/ Incharge	Once in a month in each village	-- d o --
11.	Use publicity measures.	-- d o --	-- d o --	Thrice in week	-- d o --
12.	Train progressive farmers.	-- d o --	-- d o --	As per targets	-- d o --
13.	Convert 50 % VDC on Sanjhi Dairy pattern.	Exe. Proc / Zone Incharge	Controlling Officer	Upto 31 <sup>st</sup> March	-- d o --
14.	Ensure correct weighment and testing at VDC.	VRMP	Exe. Proc / Route Sup.	Daily Shift wise	-- d o --
15.	Timely supply of MSL-I for milk billing.	Incharge MCC	Exe. Proc. Zone Incharge	As per Schedule	-- d o --



**DAIRY BUSINESS MANAGEMENT SYSTEMS**  
**Innovative Business Improvements (Pvt.) Ltd**  
**Milk Procurement Department**

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Annexure – 'P'

**Objectives:** Optimisation of Quantity of Milk

<b>Sr No.</b>	<b>Implementation Task</b>	<b>Person Responsible For Implementation</b>	<b>Monitoring By</b>	<b>Target Date</b>	<b>Actual Completion Date</b>
16.	Effective problem solving and grievances handling.	Zone Incharge	Controlling Officer	On priority	Being done
17.	Ensure regular & timely billing.	Mgr. (Finance)	G.M Finance	On 10 day basis	-- d o --
18.	Ensure timely payments.	-- d o --	-- d o --	On 10 day basis	-- d o --
19.	Proper organisation of milk routes.	Zone Incharge	Controlling Officer	As per requirement	-- d o --
20.	Ensure timely opening of new VDC.	Zone Incharge / Exe. Proc.	-- d o --	As per scheduled target	-- d o --
21.	Ensure correct recording on MSL-I.	Tester	Zone I / Exec. Poc.	Daily shift wise	-- d o --
22.	Ensure signature of VRMP on every entry of MSL-I.	-- d o --	-- d o --	-- d o --	-- d o --
23.	Regular interaction with milk producers for motivation.	Zone Incharge / Exe. Proc.	Controlling Officer	As per visit schedule	-- d o --
24.	Provide technical guidance to milk producers.	Controlling Officer	President	As & when required	-- d o --
25.	Ensure timely change of milk price keeping in view the market trend.	President	M.D.	Regularly	-- d o --
26.	Ensure regular visits of field staff to VDC's to sort out their problems.	Controlling Officer	President	Alternate	-- d o --
27.	In every VDC there should be atleast 30 milk pourers.	Zone Incharge/ Exec. Proc.	Controlling Officer	Daily basis	-- d o --

**DAIRY BUSINESS MANAGEMENT SYSTEMS**  
**Innovative Business Improvements (Pvt.) Ltd**  
**Milk Procurement Department**

Page 3 of 10  
Annexure – ‘P’

**Objectives:** Optimisation of Quantity of Milk

Sr No.	Implementation Task	Person Responsible For Implementation	Monitoring By	Target Date	Actual Completion Date
28.	Ensure no local sale of milk at VDC.	Zone Incharge / Exec. Proc.	Controlling Officer	-- d o --	Being done
29.	Ensure maintenance of purchase register, payment register & pass books at VDC's.	VDC Incharge	Zone I / Exec. Proc	-- d o --	-- d o --
30.	Ensure direct purchase of milk from milk producers through our VDC.	Zone Incharge / Exec. Proc.	Controlling Officer	Continuous Process	-- d o --
31.	To allot specific duties & responsibilities to all officials for improving working results.	Controlling Officer	President	-- d o --	-- d o --
32.	Keep milch animals tidy & healthy.	Zone Incharge / Exec. Proc.	Controlling Officer	-- d o --	-- d o --
33.	Ensure timely lifting of milk from VDC.	Exe. Proc.	Zone Inch./	Daily shift wise	-- d o --
34.	Ensure immediate chilling at MCC.	Incharge MCC	-- d o --	-- d o --	-- d o --
35.	Ensure timely despatch of milk to plant.	-- d o --	-- d o --	As per Schedule	-- d o --
36.	Ensure proper cleaning at MCC.	-- d o --	-- d o --	Daily shiftwise	-- d o --
37.	Ensure proper cleaning at VDC.	VRMP	Exe. Proc. / Zone Inch.	-- d o --	-- d o --
38.	Ensure use of sanitary cans at VDC's.	Zone Incharge / Exe. Proc.	Controlling Officer	At all times	-- d o --

**DAIRY BUSINESS MANAGEMENT SYSTEMS**  
**Innovative Business Improvements (Pvt.) Ltd**  
**Milk Procurement Department**

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Annexure – ‘P’

**Objectives:** Optimisation of Quantity of Milk

Sr No.	Implementation Task	Person Responsible For Implementation	Monitoring By	Target Date	Actual Completion Date
39.	Ensure implementation of 33 points related to quality improvement.	Zone Incharge / Exec. Proc.	Controlling Officer	Continue Process	Being done
40.	Ensure proper filtration of milk at VDC as well as MCC.	Zone Incharge / Exec. Proc.	-- d o --	Daily shift wise	-- d o --
41.	Ensure collection of milk samples from every VDC.	Tester	Zone Inch/ Exe. Proc	-- d o --	-- d o --
42.	Ensure testing of route samples regularly at MCC	MCC Incharge	-- d o --	-- d o --	-- d o --
43.	Keep record of route samples tested at MCC.	-- d o --	-- d o --	-- d o --	-- d o --
44.	Reorganisation of route timings from time to time.	Zone Incharge	Controlling Officer	-- d o --	-- d o --
45.	Ensure timely arrival of vehicles at MCC.	-- d o --	-- d o --	-- d o --	-- d o --
46.	Induce and guide milk producers for clean milk production.	Zone Incharge / Exec. Proc.	-- d o --	Regularly	-- d o --
47.	Introduce system to bring doubtful milk samples separately to plant.	Zone Incharge / MCC Incharge	-- d o --	-- d o --	-- d o --
48.	VRMP should accept only good quality milk from producers.	VDC Incharge	Zone Inch. / Exec. Proc	-- d o --	-- d o --

**DAIRY BUSINESS MANAGEMENT SYSTEMS**  
**Innovative Business Improvements (Pvt.) Ltd**  
**Milk Procurement Department**

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Annexure – ‘P’

**Objectives:** Optimisation of Quantity of Milk

Sr No.	Implementation Task	Person Responsible For Implementation	Monitoring By	Target Date	Actual Completion Date
49.	VRMP should ensure that milk is free from flies, insects & fodder straw etc. at the time of reception.	VDC Incharge	Zone Inch/ Exec. Proc	Regularly	Being done
50.	Milk producers should be asked to offer only fresh milk both times. No left over milk offered by milk producers is to be accepted.	-- d o --	-- d o --	-- d o --	-- d o --
51.	Follow specified milk collection timings at VDC.	-- d o --	-- d o --	-- d o --	-- d o --
52.	Ensure that VDC incharge does not mix sample milk in good milk.	Zone Incharge / Exec. Proc.	Controlling Officer	As & Where required	-- d o --
53.	Ensure prompt reception, cooling & storage of milk at MCC.	MCC Incharge	Zone Inch/ Exec. Proc.	Regularly	-- d o --
54.	Ensure that temperature of chilled milk remains below 4 deg C.	-- d o --	-- d o --	-- d o --	Being implemente d
55.	Avoid direct addition of ice in milk.	MCC Incharge / Zone Incharge	Controlling Officer	-- d o --	-- d o --
56.	Ensure that chilling centre staff keeps equipment ready before arrival of the first vehicle.	Zone Incharge / Exec. Proc.	-- d o --	-- d o --	Being done
57.	Ensure minimum flushing is added in the milk.	MCC Incharge	Zone Inch / Exec. Proc	-- d o --	-- d o --

**DAIRY BUSINESS MANAGEMENT SYSTEMS**  
**Innovative Business Improvements (Pvt.) Ltd**  
**Milk Procurement Department**

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Annexure – 'P'

**Objectives:** Optimisation of Quantity of Milk

Sr No.	Implementation Task	Person Responsible For Implementation	Monitoring By	Target Date	Actual Completion Date
58.	Give specific timings to each VDC's for lifting milk without delay.	Zone Incharge/ Exec. Proc.	Controlling Officer	Daily Basis	Being done
59.	Ensure that average SNF of B.M. & C.M. is not less than 8.80 % and 8.50% respectively.	Zone Incharge / Exec. Proc.	-- d o --	-- d o --	Being controlled
60.	Clean udder & teats before milking the animals.	-- d o --	-- d o --	As & where required	-- d o --
61.	Wash hands with soap before milking.	-- d o --	-- d o --	Daily basis	-- d o --
62.	Milking pail must be cleaned and without joints.	-- d o --	-- d o --	Regularly	-- d o --
63.	Milk place should be airy, neat & clean.	-- d o --	-- d o --	Daily basis	-- d o --
64.	Milk should be filtered immediately after milking.	-- d o --	-- d o --	Daily basis	-- d o --
65.	Milk pail is to be kept covered during transportation to VDC.	-- d o --	-- d o --	Regularly	-- d o --
66.	Milking is to be carried out on time.	-- d o --	-- d o --	-- d o --	-- d o --
67.	Ensure delivery of milk of collection centre as per time schedule.	Zone Incharge / Exec. Proc.	-- d o --	-- d o --	-- d o --

**DAIRY BUSINESS MANAGEMENT SYSTEMS**  
**Innovative Business Improvements (Pvt.) Ltd**  
**Milk Procurement Department**

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**Objectives:** Optimisation of Quantity of Milk

Sr No.	Implementation Task	Person Responsible For Implementation	Monitoring By	Target Date	Actual Completion Date
68.	Milk collection room must be airy, neat & clean.	Zone Incharge / Exec. Proc.	Controlling Officer	Always	Being controlled
69.	Ensure proper cleaning of cans.	VDC Incharge	Exec. Proc / Zone Inch.	Regularly	Being done
70.	Person collecting milk must have clean working habits.	Exec. Proc. / Zone Incharge	Controlling Officer	-- d o --	-- d o --
71.	Ensure proper testing of milk before acceptance.	-- d o --	-- d o --	-- d o --	-- d o --
72.	Milk collection timings must be strictly followed.	VDC Incharge	Zone Inch. / Exec. Proc.	-- d o --	-- d o --
73.	After collection, milk cans must be kept at neat, clean and cool place.	-- d o --	-- d o --	-- d o --	-- d o --
74.	Keep the milk ready at VDC for despatch to MCC as per time schedule.	-- d o --	-- d o --	-- d o --	-- d o --
75.	Doubtful milk samples be got checked from MCC laboratory.	-- d o --	-- d o --	Daily basis	-- d o --
76.	Advise farmers not to mix colostrum.	Zone Incharge	Regional Manager	-- d o --	Being controlled
77.	Sample milk must not be mixed with good quality milk.	VDC Incharge	Zone Inch. / Exec. Proc.	-- d o --	Being done

**DAIRY BUSINESS MANAGEMENT SYSTEMS**  
**Innovative Business Improvements (Pvt.) Ltd**  
**Milk Procurement Department**

Page 8 of 10  
Annexure – 'P'

**Objectives:** Optimisation of Quantity of Milk

Sr No.	Implementation Task	Person Responsible For Implementation	Monitoring By	Target Date	Actual Completion Date
78.	MCC must be kept neat & clean at all times.	MCC Incharge	Zone Inch./ Exec. Proc	On daily basis	Being done
79.	Clean & sanitize pylone cloth filters before use.	-- d o --	-- d o --	-- d o --	-- d o --
80.	Prepare MSL-I on daily basis and signed by VRMP.	Tester	-- d o --	On daily shift wise	-- d o --
81.	Ensure accurate testing & measurement of milk and MCC.	Incharge MCC	Zone Inch.	-- d o --	-- d o --
82.	Surprise checking and periodic audit of VDC, MCC and route vehicles.	Controlling Officers	President	Random	-- d o --
83.	Ensure minimum required man power at MCC.	Zone Incharge	Head Pnl. Deptt.	As per requirement	-- d o --
84.	Ensure storage of cow milk separately at VDC.	Zone Incharge / Exec. Proc.	Controlling Officer	Regularly	-- d o --
85.	Ensure correct recording of weight, Fat & SNF without any manipulation.	Tester	Zone Inch. Exec. Proc	Daily siftwise	-- d o --
86.	Review and control of basic cost, ratio & transportation.	MCC Incharge / Zone Incharge	-- d o --	-- d o --	-- d o --
87.	Ensure proper accountability of fixed assets of MCC.	MCC Incharge	Zone Inch. Exec. Proc	-- d o --	-- d o --

**DAIRY BUSINESS MANAGEMENT SYSTEMS**  
**Innovative Business Improvements (Pvt.) Ltd**  
**Milk Procurement Department**

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Annexure – 'P'

**Objectives:** Optimisation of Quantity of Milk

Sr No.	Implementation Task	Person Responsible For Implementation	Monitoring By	Target Date	Actual Completion Date
88.	Collect MSL-I (complete in all respects) from testers before testing & measurement of milk at MCC.	MCC Incharge	Zone Inch. Exec. Proc.	Daily shiftwise	Being done
89.	Conduct monthly review meetings for milk procurement staff at plant.	Regional Mgr.(Proc)	President	As per schedule	-- d o --
90.	Ensure regular timely supply of milk testing equipment & milk products at reasonable cost to MCC / VDC.	-- d o --	Regional Mgr. (Proc)	On daily basis	-- d o --
91.	Provide effective animal health coverage at reasonable cost to milk producers.	-- d o --	President	As per company's policy	-- d o --
92.	Prepare gain / loss account of MCC on daily basis.	MCC Incharge	Zone Inch./ Controlling Officer	On daily basis	-- d o --
93.	Eliminate transit loss during milk procurement transactions (producers to plant.)	-- d o --	-- d o --	-- d o --	-- d o --
94.	Ensure proper sealing and locking of milk tankers.	-- d o --	Zone Inch.	Daily at the time of tanker despatch	-- d o --
95.	Monitor and provide live demonstration of milk procurement functions on milk routes (once in a week).	Zone Incharge / Exec. Proc.	Controlling Officer	Once in a week	-- d o --



**DAIRY BUSINESS MANAGEMENT SYSTEMS**  
**Innovative Business Improvements (Pvt.) Ltd**  
**Milk Procurement Department**

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Annexure – 'P'

**Objectives:** Optimisation of Quantity of Milk

<b>Sr No.</b>	<b>Implementation Task</b>	<b>Person Responsible For Implementation</b>	<b>Monitoring By</b>	<b>Target Date</b>	<b>Actual Completion Date</b>
96.	Ensure pilferage free delivery of milk at plant.	Zone Incharge / MCC Incharge	Controlling Officer	Daily basis	Being done
97.	Ensure correct weighment & testing at plant dock.	Rep. Of Proc / GM (W)	President	Regularly	-- d o --
98.	Plan shortest possible milk routes from VDC to MCC.	Zone Incharge / Exec. Proc.	Controlling Officer	-- d o --	-- d o --
99.	Provide lockable box on each route vehicle for samples / dak.	Zone Incharge / Exec. Proc.	-- d o --	-- d o --	-- d o --
100.	Introduce system for checks & controls to cut down avoidable expenditure.	Controlling Officer	President	-- d o --  -- d o --	-- d o --  -- d o --
101.	Ensure proper maintenance of chilling centre machinery and allied equipment.	MCC Incharge / Exec. Proc.	Zone Inch.	-- d o --	-- d o --



IBI  
 MILK PURCHASE RECORD

APNI DAIRY  
 VILLAGE: \_\_\_\_\_ DATE: \_\_\_\_\_ SHIFT: MORNING/EVENING

SR NO	NAME OF MILK PRODUCER	SAMPLE NO	QTY	FAT%	CLR	AMOUNT	SR NO	NAME OF MILK PRODUCER	SAMPLE NO	QTY	FAT%	CLR	AMOUNT				
1																	
2																	
3																	
4																	
5																	
6																	
7																	
8																	
9																	
10																	
CLOSING BALANCE ---->													TOTAL PURCHASE	WEIGHT	FAT	SNF	SIG.MILK PRODUCER AGENT
CLOSING BALANCE ---->													RECEIPT				Sign.of testor
Prepared By <b>H O D</b>													Approved by CEO				
Signature _____													Signature _____				
Date 01.04.04													Date 01.04.04				



INNOVATIVE BUSINESS IMPROVEMENTS (PVT.)LTD		Page No. 04
TITLE:- DEPARTMENTAL PROCEDURES MILK PROCUREMENT		Date 01.04.04
<b>IBI</b>  <b>PROCEEDING BOOK</b>		
	SL NO.	
Prepared By <b>H O D</b>		Approved by CEO
Signature _____	Date 01.04.04	Signature _____ Date 01.04.04
Issue No. 01	Date 01.04.04	Revision No. 0 Date 01.04.04



<b>INNOVATIVE BUSINESS IMPROVEMENTS (PVT.)LTD</b>							PAGE NO. 06			
<b>TITLE:- DEPARTMENTAL PROCEDURES MILK PROCUREMENT</b>							DATE :01.04.04			
IBI-I										
M.C.C. MILK PURCHASE RECORD										
No. _____					Vehicle No. ....					
Route No. _____					Vehicle Despatch No. ....					
NAME OF TESTOR : .....					Vehicle Arrival Time. ....					
					Vehicle Log Sheet Reading					
					(1) Opening Reading.....					
					(2) Closing Reading.....					
					Distance Covered (Kms).....					
Name of M.C.C.....			Code..		DATE.....		SHIFT.....		MOR/EVE	
VDC CODE NO.	NAME OF THE V.D.C	SIGN OF AGENT	BM/CM	QUANTITY KGS	FAT %	CLR	SNF %	FAT (KS)	SNF (KS)	
Total IBI-I Quantity										
Quantity received at M.C.C. Dock										
Milk (Kg)..... Fat (Kg)..... SNF (Kg).....										
DATE OF IBI-I SENT TO PLANT.....					(Signature of MCC incharge)			(Signature of Tester)		
Note :- Any tempering/manipulation in the figure shall be treated as criminal offence										
Prepared By <b>H O D</b>					Approved by CEO					
Signature _____ Date 01.04.04					Signature _____ Date 01.04.04					
Issue No. 01      Date 01.04.04					Revision No. 0      Date 01.04.04					

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INNOVATIVE BUSINESS IMPROVEMENTS (PVT.)LTD		PAGE NO. 07			
TITLE:- DEPARTMENTAL PROCEDURES MILK PROCUREMENT		DATE : 01.04.04			
IBI					
<b>TANKER MOVEMENT CARD</b>					
MILK PLANT TANKER NO.....		MCC (NAME)..... ARRIVAL TIME.....(HOURS)			
DRIVER NAME.....		DEPARTURE TIME.....(HOURS)			
DEPARTURE TIME.....(HOURS)		Name & Designation of person accompanying the tanker			
ARRIVAL TIME.....(HOURS)		Message from MCC plant			
Messages Documents from plant to MCC Details :					
		Qty of Milk	Fat %	SNF %	Temp
Acknowledgement by..... MCC I/C/ Executive/Zone I/C					
Signature of despatch officials Zonal Incharge/ Ex. (Tech)/ MCC I/C					
Any Special Remarks		Signature of plant Security Staff about seal/lock checking etc.			
Prepared By <b>H O D</b>				Approved by <b>CEO</b>	
Signature _____		Date 01.04.04		Signature _____	
Date 01.04.04		Date 01.04.04		Date 01.04.04	
Issue No. 01		Date 01.4.04		Revision No. 0	
Date 01.04.04		Date 01.04.04		Date 01.04.04	



<b>IBI</b>	<b>INNOVATIVE BUSINESS IMPROVEMENT</b>	PAGE NO. 08				
<b>TITLE:- DEPARTMENTAL PROCEDURES MILK PROCUREMENT</b>		DATE : 01.08.2003				
<b>IBI</b>						
STOCK RECONCILIATION STATEMENT OF MCC.....						
NO.....						
A) Balance milk quantity after despatch of previous tanker No.....						
on dated ..... at ..... Hours.						
MILK (kg.)	FAT (KG)	SNF (KG)				
B) Milk receipt at MCC (Route wise breakup given overleaf						
Milk Receipt Detail Quantity						
TOTAL AS PER MSL		PHYSICAL RECEIPT AT MCC				
MILK	FAT	SNF	TOTAL	MILK	FAT	SNF
(KG)	(KG)	(KG)		(KG )	(KG)	(KG)
C) Despatch quantity through tanker No..... on dated..... at ..... hours						
Total Qty. (KG)	FRONT	REAR				
	=====	=====				
MILK.....	.....	.....				
FAT .....	.....	.....				
SNF .....	.....	.....				
D) Closing balance left after despatch of tanker						
MILK (kg.)	FAT (KG)	SNF (KG)				
Signature of MCC Incharge			Signature of Tanker Chemist			
For Plant Dock Lab. Use						
MILK.....						
FAT .....						
SNF .....						
Prepared By <b>H O D</b>				Approved By <b>CEO</b>		
Signature _____		Date 01.04.04		Signature _____		Date 01.04.04
Issue No. 01		Date 01.04.04		Revision No. 0		Date 01.04.04

**ROUTEWISE BREAK UP  
MORNING**

ROUTE	TOTAL AS PER IBI			TOTAL	PHYSICAL RECEIPT AT MCC		
	MILK (KG)	FAT (KG)	SNF (KG)		MILK (KG)	FAT (KG)	SNF (KG)
(I)							
(II)							
(III)							
(IV)							
(V)							
(VI)							
(VII)							
(VIII)							

**EVENING**

ROUTE	TOTAL AS PER IBI			TOTAL	PHYSICAL RECEIPT AT MCC		
	MILK (KG)	FAT (KG)	SNF (KG)		MILK (KG)	FAT (KG)	SNF (KG)
(I)							
(II)							
(III)							
(IV)							
(V)							
(VI)							
(VII)							
(VIII)							

Prepared By <b>H O D</b>	Approved By <b>CEO</b>
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Signature	Date 01.04.04	Signature	Date 01.04.04
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Issue No. 01	Date 01.04.04	Revision No.0	Date 01.04.04
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INNOVATIVE BUSINESS IMPROVEMENTS (PVT.)LTD							PAGE NO. 10		
TITLE:- DEPARTMENTAL PROCEDURES MILK PROCUREMENT							DATE: 01.04.04		
IBI-I M.C.C. MILK PURCHASE RECORD							Vehicle No. ....		
ROUTE NO./MAC NAME .....							Vehicle Despatch No. ....		
							Vehicle Arrival Time.....		
NAME OF TESTOR .....							Vehicle Log Sheet Reading		
							( 1 ) Opening Reading. ....		
							( 2 ) Closing Reading.....		
							Distance Covered (Kms).....		
Name of M.C.C..... Code..... Da DATE.....			SHIFT.....			MOR/EVE			
VDC CODE NO.	NAME OF THE V.D.C	SIGN OF AGENT	BM/CM	QUANTITY KGS	FAT %	CLR	SNF %	FAT (KS)	SNF (KS)
Total IBI-I Quantity									
Quantity received at M.C.C. Dock									
Milk (Kg).....Fat (Kg)..... SNF (Kg).....									
DATE OF MSL-I SENT TO PLANT.....					(Signature of MCC incharge)			(Signature of Tester)	
Note :- Any tempering/manipulation in the figure shall be treated as criminal offence									
Prepared By <b>H O D</b>					Approved by CEO				
Signature _____ Date 01.04.04					Signature _____ Date 01.04.04				
Issue No. 01    Date 01.04.04					Revision No. 0    Date 01.04.04				

IBI  
**IBI**  
**STORE MATERIAL ISSUE SLIP**  
**(FOR VDC/MTV/MCC ONLY)**

NO.....

DATE : \_\_\_\_\_ PAYMENT TERMS.....

Kindly issue to me following material and I authorize Milk Specialities Limited to deduct the cost from milk bill for the period from ..... to.....

DEPTT.		NAME OF VDC/MTV	CODE NO.	ACCOUNT NO.	NAME OF VRMP				NAME OF MCC
MPD									
Sr.No.	DESCRIPTION	CODE NO.	U/M	QUANTITY DEMANDED	QUANTITY ISSUED	RATE Rs.	VALUE Rs.	REMAKRS	

SIG. OF VRMP	ZONE INCHARGE/MCC INCHARGE	AUTHORISED BY
ISSUED BY	RECEIVED BY	POSTED IN KARDEX/LEDGER
Prepared By <b>H O D</b>	Approved by <b>CEO</b>	
Signature _____ Date 01.04.04	Signature _____ Date 01.04.04	
Issue No. 01                      Date 01.04.04	Revision No. 0                      Date 01.04.04	

**INSPECTION REPORT**

NO ..... DATE..... TIME.....

NAME OF VLC ..... ROUTE NO..... ZONE.....

**I. STANDARDS OF CLEANINESS :**

Building :- V. Good / Good / Satisfactory / unsatisfactory

Equipments:- V. Good / Good / Satisfactory / unsatisfactory

Milk :- V. Good / Good / Satisfactory / unsatisfactory

**II. ACCURACY OF MILK MEASUREMENT /TESTING APPARATUS: O.K./ NOT O.K.**

**III. MILK COLLECTION TIME SCHEDULE : Followed/Not Followed**

**IV. MILK LIFTING TIME SCHEDULE : Followed/Not Followed**

**V. MAINTENANCE OF RECORDS :**

Pass books	Up to date/ Incomplete
Milk Purchase Record	Up to date/ Incomplete
Milk Bill Payment Record	Up to date/ Incomplete
Stock Register	Up to date/ Incomplete
Proceedings book	Up to date/ Incomplete

**VI. MILK PROCUREMENT PER DAY.....**

**VII. NUMBER OF MILK POURER MEMBERS.....**

**VIII. RETESTING OF MILK SAMPLES**

Number of sample retested  
 Variation in fat  
 Variation in S.N.F.  
 Variation in Quantity..... Fat..... S.N.F.....  
 (Gross sample as compared with tally)

**IX. AVAIBILITY OF ESSENTIAL STORES :-**

Testing materials

Other Store

**X. QUANTITY OF MILK BEING PROCURED BY COMPETITORS : L.P.D.....**

CONTD ON PAGE-2

Prepared By <b>HOD</b>	Approved By <b>CEO</b>
Signatn 01.04.04	Signature 01.04.04
Issue No 01 te 01.04.04	Revision No 01.04.04

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XI. QUANTITIES SOLD DURING THE PREVIOUS MONTH :

Ghee.....K.G.

Cattle Feed.....K.G.

Fodder Seed.....K.G.

A.H. Cases.....Nos.

XII. COMPLAINTS FROM MILK PRODUCERS IF ANY .....

\_\_\_\_\_

\_\_\_\_\_

XIII. NAME OF MILK PRODUCERS VISITED (HOUSE TO HOUSE CAMPAIGN) :

Names of milk producers who agreed to pour milk in ("Sanji Dairy")

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Names of milk producers who did not agreed to pour milk in ("Sanji Dairy")

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

XIV. PROBLEMS THAT NEED ATTENTION OF SENIOR MANAGEMENT :

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

XV. REMARKS :

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature of Reporting Officer

Signature of Controlling Officer

Prepared By <b>HOD</b>	Approved By <b>CEO</b>
Signature _____   01.04.04	Signature _____ Date 01.04.04
Issue No 01   te 01.04.04	Revision No Date 01.04.04

[ QMP-11 ]

TITLE :- DEPARTMENTAL PRECEDURES MILK PROCUREMENT

Date 01.04.04

PARTICULARS	A	B	C	D	E	TOTAL(X)	F	G	H	TOTAL(Y)	(X+Y)
MCC Maint. Charges											
Store Material Cons.											
Salary & Wages Proc.											
Travel Exps.(Proc. Staff)											
Prop. Interest On Capi.											
Dep. On Capital											
Sub Total of Overheads:-											
Overheads/Kg of Milk Procured											
Total Cost (Rs.)											
Standered Milk Cost Per kg.											
UN Standered Milk Actual Cost											
Net Contribution Per kg Milk											
UN Standered Milk Actual Cost											
Fat @ Rs 90 and SNF @ Rs 70											
Contribution Per kg Std. Milk											

Prepared by **H O D**

Approved by CEO

Signature \_\_\_\_\_ Date 01.04.04

Signature \_\_\_\_\_ Date 01.08.2003

Issue No. 01 Date 01.04.04

Revision No Date 01.04.04

INNOVATIVE BUSINESS IMPROVEMENTS (PVT.)LTD						PAGE NO 15			
TITLE:- DEPARTMENTAL PROCEDURES MILK PROCUREMENT						DATE :01.04.04			
<p><b>MILK PURCHASE RATE FOR CONTRACTORS</b></p> <p>PERIOD _____ TO _____</p>									
SL NO	NAME OF SUPPLIER	PERIOD	RATE PER QUNITAL MILK 6.5/8.5						REMARKS
			ZA	ZB	Z1	Z2	Z3	Z4	
Prepared By <b>H O D</b>					Approved by CEO				
Signature		Date 01.04.04			Signature		Date 01.04.04		
Issue No. 01		Date 01.04.04			Revision No. 0		Date 01.04.04		

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