



Annadata Canteen Store Department

"Viksit Bharat 2047: A national initiative dedicated to the Government of India"

eAnnadata Welfare & Development of India



eAnnadata Canteen Store Department Detailed Guidelines for Operations, Management, Allocation, and Farmer Services (Digital Quick Commerce & Physical Canteen Model) Operated by – eAnnadata Welfare and Development of India

Preface

India is an agriculture-based nation, and farmers are the fundamental foundation of the country's economy, food security, rural employment, and social stability. More than approximately 55% of the country's population is directly or indirectly dependent on agriculture and agriculture-based activities. A farmer is not merely a person engaged in food production but is one of the most important pillars of nation-building.

For years, farmers across the country have faced numerous challenges, including the availability of agricultural inputs, fair pricing, access to quality products, accessibility to government schemes, lack of digital services, delays in subsidies, and the intermediary system. The lack of a modern and organized distribution system in rural areas has been a major obstacle to the economic progress of farmers.

To address these challenges and provide farmers with respectful, modern, transparent, and technologically enabled facilities, eAnnadata Welfare and Development of India Limited has initiated the "eAnnadata Canteen Store Scheme", based on the Army Canteen model.

This scheme is India's first farmer-based canteen system, which is an integrated model combining the Army Canteen model, Digital Quick Commerce model, Warehouse system, Farmer Service Centre model, and a DBT-based transparent subsidy system. Under this scheme, farmers are provided with essential agricultural and household-use products, agricultural machinery, fertilizers, seeds, livestock-related materials, benefits of government and non-government schemes, digital services, and other facilities in their nearby areas.

This scheme is being operated with the objective of the economic and social upliftment of farmers and is being brought to the attention of the Ministry of Agriculture and Farmers' Welfare, NITI Aayog, Ministry of Fertilizers, Ministry of Food and Public Distribution, Ministry of Rural Development, Department of Cooperation, and other concerned departments of the Government of India.

The objective of this scheme is not merely to conduct business activities but to provide farmers **with respect, convenience, transparency, and self-reliance.**

PART-I

Section 1

Background, Need, and National Importance of the Scheme: India is one of the largest agricultural-producing countries in the world; however, despite this, farmers face numerous difficulties in accessing agricultural materials, obtaining fair prices, receiving technical information, and accessing government schemes. Due to the lack of an organized and modern distribution system in rural areas, farmers often have to purchase materials at prices higher than the prevailing market rates. The problem of counterfeit



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seeds, substandard fertilizers, and low-quality agricultural products has also persisted in rural areas for a long time. In addition, farmers have to visit various government offices to avail themselves of the benefits of government schemes, resulting in a loss of both time and money.

Modern e-commerce and quick commerce systems have developed rapidly in the country, but access to these facilities has remained limited in rural India and among farmers. There has been no dedicated national-level canteen-based distribution system specifically available for farmers. Keeping this need in mind, the concept of the **"eAnnadata Canteen Store Programme" (Upto 80% Subsidy)** has been developed on the lines of the Army Canteen model. This programme will provide farmers with an integrated digital and physical platform where they can receive coordinated benefits related to agriculture, household requirements, and government services.

This scheme is not merely a business model but also an important step towards rural development, farmer empowerment, employment generation, and the **Viksit Bharat 2047 Mission**.

Section-2

Core Concept and Operational Mechanism of the Scheme: The primary objective of the 'eAnnadata Canteen Store' program is to provide farmers with all the services and products they require on a single platform. This scheme operates at two levels:

1. **Digital eAnnadata Canteen Stores:** Digital canteens are established at the block level and operate on a modern 'quick commerce' model. Through this system, farmers can place orders online via a mobile app and website. Essential products are promptly made available to farmers from their local vicinity. A key feature of the digital canteen is that farmers can purchase agricultural inputs and household items directly from their mobile phones without having to visit the market.
2. **Physical eAnnadata Canteen Stores:** Physical canteens are established at the district level based on a large-scale showroom and warehouse model. Here, farmers can visit in person to view products, receive technical advice, and purchase items according to their needs. These physical canteens also function as large-scale stock management and distribution centers.

Section-3

Objectives and Visionary Goals of the Scheme: The objective of the eAnnadata Canteen Store program is not merely to sell products but to bring about a holistic improvement in the standard of living of farmers. The key objectives of this scheme are as follows:

- To provide quality and certified products to farmers at reasonable prices.
- To protect farmers from counterfeit and substandard products.
- To connect farmers with modern digital commerce systems.
- To develop transparency and an organized distribution system in the agricultural sector.



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- To increase employment and self-employment opportunities in rural areas.
- To make the benefits of government and non-government schemes available to farmers in their local vicinity.
- To provide farmers with transparent, DBT-based subsidy facilities.
- To enhance digital and technological empowerment in rural areas.
- To foster a sense of social respect and pride among farmers.
- To ensure the active participation of the agricultural sector in the 'Viksit Bharat 2047' (Developed India 2047) mission.
- The long-term objective of this program is to establish an organized service and distribution network for farmers at every district and block level.

Section-4

Definition of 'eAnnadata' and Farmer Identification System: Under this program, the farmer is addressed as "Annadata" (Provider of Food). An Annadata is defined as any individual directly or indirectly associated with agriculture or agriculture-based activities. Farmers are identified under the program through the "eAnnadata Card." This card serves as a unique digital identification system for farmers.

Features of the eAnnadata Card:

- Completely free of cost
- Online application facility only
- Free issuance at care centers
- Farmer verification system
- Usage for DBT (Direct Benefit Transfer) benefits
- Integrated benefits of schemes
- Digital record-based system

Benefits of the Card:

- Purchases from canteens at special rates
- DBT-based subsidies
- Information on government schemes
- Access to agricultural services
- Digital record facility
- Special offers and farmer welfare schemes



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Section-5

Care Center System and Farmer Service Network: Under the 'eAnnadata' scheme, every canteen operator is provided with an "eAnnadata Care Center." These Care Centers function as multi-purpose service and support hubs for farmers. Their primary objective is to make government and non-government, digital, and agricultural services accessible to farmers within their local vicinity.

Key Services of the Care Center:

- eAnnadata card generation
- Farmer registration
- Information on government and non-government schemes
- Online application facility
- Banking and insurance assistance
- Agricultural consultancy
- Information on employment and training
- Digital services
- Document-related assistance
- Subsidy status inquiry

Social Significance of the Care Center: In rural areas, farmers often have to make repeated trips to cities and government offices for minor services, resulting in a loss of time, money, and effort. The Care Center system provides all these services to farmers within their own villages or nearby areas. This also fosters digital awareness and self-reliance in rural regions.

Potential Income from the Care Center: Canteen operators earn additional income by providing various services through the Care Center. Depending on operational capacity and the scope of services, the potential annual income can reach up to ₹96 lakh.

Section-6

Detailed Framework of the Digital Canteen Model: Digital 'eAnnadata' canteens are based on the modern quick-commerce system. This model offers farmers fast, transparent, and digital services. Farmers can place orders via a mobile app or website.

Key features of the digital canteen:

- Mobile app-based ordering
- Website-based purchasing system
- Home delivery service
- Digital payments
- Live stock tracking
- Online billing
- Farmer profile management
- Digital subsidy records



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- Space requirements for the digital canteen:
- Minimum area 3,000 sq. ft. (covered ground floor area)
- Land located on a 35-foot-wide road
- Adequate storage facilities
- Delivery arrangements
- Computer and internet facilities

Investment: An investment of at least ₹35 lakh is estimated for the digital canteen.

Section-7

Detailed Setup of the Physical Canteen Model: The physical 'eAnnadata' canteen store is established at the district level based on a large showroom and warehouse model. These canteens function as major distribution centers and farmer facilitation centers.

Key Features:

- Spacious showroom
- Warehouse facility
- Agricultural machinery display
- Tractor implements
- Agricultural advisory center
- Parking facility
- Loading and unloading facility
- Availability of multi-brand products

Land Requirement:

- Minimum area: Small City- 1,00,000 square feet & Minimum area: Big City- 2,70,000 square feet (covered ground floor area)
- Additional parking area
- Warehouse area

Investment: An investment of at least 5 crore is estimated for the physical canteen.

Section-8

Application Process and Registration System: The application process for the eAnnadata canteen is entirely online. Applicants must apply via the designated portal and upload all necessary documents.

- Application Process
- Online registration
- Document upload
- Application fee payment
- Preliminary verification



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- Site inspection
- Technical evaluation
- Financial capacity assessment
- Final approval
- Issuance of allotment letter

Required Documents

- Aadhaar Card
- PAN Card
- GST Certificate
- Land documents
- Bank details
- Passport-sized photograph
- Proof of investment capacity

Section-9

Application Fee, File Charges, and Financial Policy: Payment of the prescribed fee is mandatory to apply for the eAnnadata Canteen.

Fee Structure:

- Digital Application Fee: ₹1,00,000/-
- Physical Application Fee: ₹5,00,000/-
- GST: 18% extra
- File Charges: As prescribed

Important Rules:

- The said fee is non-refundable under any circumstances.
- This fee is prescribed solely to ensure the selection of serious and capable applicants.

Section-10

Canteen Allotment Policy and Priority System: Only one digital canteen is allotted per block in the current phase. Allotment is made on a "First-to-Apply, First-to-Allot" basis. If the first applicant fails to start the canteen within the stipulated timeframe, the opportunity is offered to the next applicant in the order of priority.

Time Limit: It is mandatory to commence canteen operations within the prescribed period following registration. If operations do not begin within the stipulated timeframe, the allotment is cancelled, and another application/applicant is considered for that location.

Section-11



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Detailed Operational and Management System: The eAnnadata Canteen Store program operates on a fully integrated digital and physical framework, ensuring transparency and systematic management. The program's primary objective is to provide timely, safe, and high-quality services to farmers. To achieve this, the entire operational system is linked via an online web application, a mobile app, and a centralized monitoring system. Each canteen operator is provided with a unique login ID and a digital operations panel, enabling them to manage stock, sales, orders, payments, subsidy records, customer details, and other administrative activities.

Key Features of the Operational System:

- Fully digital record-based system
- Centralized monitoring system
- Live stock tracking
- Online sales management
- Digital payment system
- Farmer identity-based service
- Reporting and audit system
- Transparent supply chain management

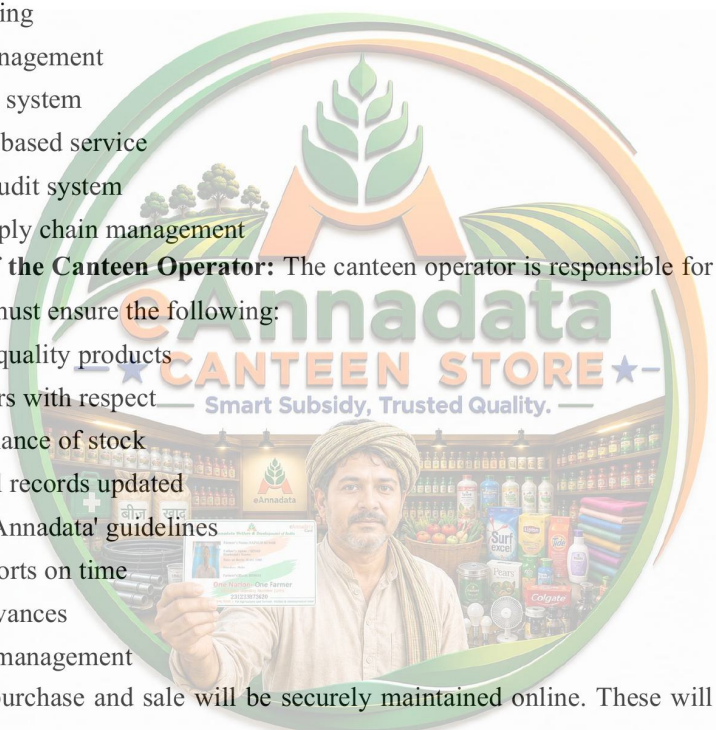
Responsibilities of the Canteen Operator: The canteen operator is responsible for the local execution of the scheme. They must ensure the following:

- Stocking high-quality products
- Treating farmers with respect
- Proper maintenance of stock
- Keeping digital records updated
- Adhering to 'eAnnadata' guidelines
- Submitting reports on time
- Resolving grievances
- Digital record management

Records of every purchase and sale will be securely maintained online. These will include the following details:

- Farmer's name and ID
- Product details
- Quantity and price
- Subsidy amount
- Payment status
- Delivery status

This system will minimize the possibility of any irregularities.





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Section-12

Supply Chain and Stock Management System: Under the 'eAnnadata Canteen' program, product supply is managed through a systematic and centralized framework. The objective of this scheme is to provide quality inputs to farmers in a timely manner and to prevent the distribution of counterfeit or substandard products.

- Supply system structure
- Manufacturer/Authorized Vendor
- Central Warehouse
- District-level Physical Canteen
- Block-level Digital Canteen
- Farmer Consumer

Stock Management System: The stock of all canteens is linked to a digital platform. Canteen operators can view the following information on their portal:

- Available stock
- Low stock alerts
- Order status
- Delivery status
- Sales reports
- Stock value

Objectives of stock control:

- Timely availability of products
- Prevention of unnecessary stock loss
- Maintaining transparency
- Ensuring timely supply to farmers

Warehouse Management: Warehouses are established at physical canteens and major distribution centers. The following facilities are mandatory in the warehouses:

- Secure storage
- Fire safety arrangements
- Temperature control (where required)
- CCTV surveillance
- Digital inventory management

Section-13

DBT (Direct Benefit Transfer) and Subsidy Management System: A key objective of the 'eAnnadata' program is to provide farmers with transparent and timely subsidy facilities. Under this scheme, subsidies due to eligible farmers under various programs are transferred directly to their bank accounts via the DBT system.

Key features of the DBT system:



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- Direct payment to the farmer's bank account
- Elimination of intermediaries
- Digital verification
- Transparent payment records
- Timely benefit distribution
- Subsidy distribution process
- Purchase by the farmer

eAnnadata card verification

- Eligibility check
- Digital record creation
- DBT approval
- Fund transfer within 7 to 15 working days

Benefits to farmers:

- Timely receipt of subsidies
- Reduction in corruption
- Transparent process
- Digital tracking facility
- Banking and verification system

It is mandatory for all farmers to have their bank account and Aadhaar details verified.

Section-14

Product Categories and Approved Goods System: Only high-quality, certified, and government-recognized products are made available at eAnnadata canteens. The objective of this scheme is to protect farmers from counterfeit and low-quality products.

Available product categories:

- Agricultural products
- Manure and fertilizers
- Seeds
- Organic manure
- Agrochemicals/Pesticides
- Micronutrients
- Agricultural machinery
- Power tillers
- Spraying machines
- Agricultural implements
- Drip systems
- Irrigation pipes



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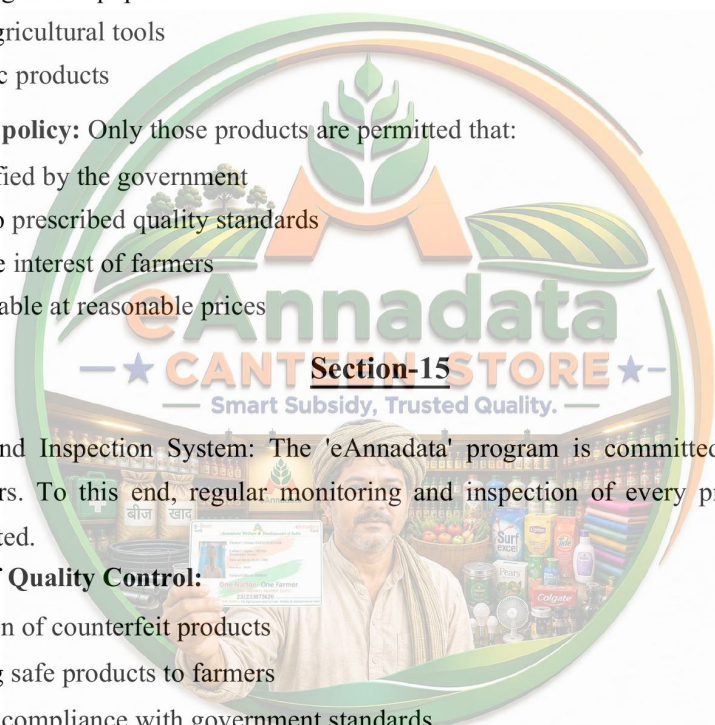
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- Animal feed
- Dairy equipment
- Household items
- Daily use products
- Food items
- Sanitation/Hygiene products
- Consumer products
- Modern agricultural technology
- Solar equipment
- Smart irrigation equipment
- Digital agricultural tools
- Electronic products

Product selection policy: Only those products are permitted that:

- Are certified by the government
- Adhere to prescribed quality standards
- Are in the interest of farmers
- Are available at reasonable prices



Quality Control and Inspection System: The 'eAnnadata' program is committed to providing quality products to farmers. To this end, regular monitoring and inspection of every product and the supply system are conducted.

Key Objectives of Quality Control:

- Prevention of counterfeit products
- Providing safe products to farmers
- Ensuring compliance with government standards
- Maintaining brand quality
- Required Certifications

The following certifications are required based on product category:

- FSSAI
- BIS
- ISI
- GMP
- ISO
- MSME Standards
- Lab Test Reports



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Inspection System: 'eAnnadata' may periodically conduct stock inspections, quality checks, document verification, and sales record inspections.

Action in Case of Rule Violations: If substandard or counterfeit products are found in a canteen, the following actions may be taken:

- A warning may be issued
- A fine may be imposed
- Stock may be confiscated
- Registration may be cancelled

Section-16

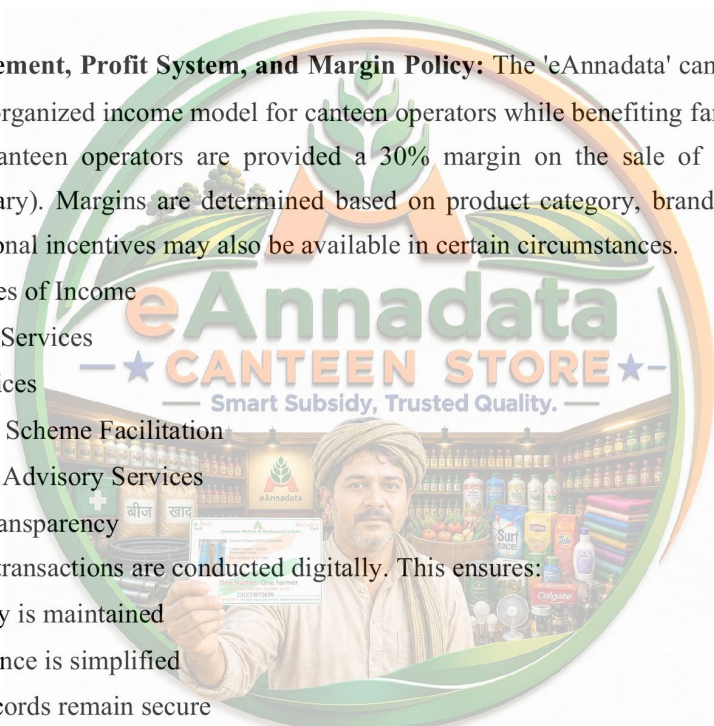
Financial Management, Profit System, and Margin Policy: The 'eAnnadata' canteen program provides a sustainable and organized income model for canteen operators while benefiting farmers.

Margin Policy: Canteen operators are provided a 30% margin on the sale of various products (this percentage may vary). Margins are determined based on product category, brand, quantity, and market conditions. Additional incentives may also be available in certain circumstances.

- Other Sources of Income
- Care Center Services
- Digital Services
- Government Scheme Facilitation
- Agricultural Advisory Services
- Financial Transparency

All payments and transactions are conducted digitally. This ensures:

- Transparency is maintained
- Tax compliance is simplified
- Financial records remain secure



Accounting System: Canteen operators are required to regularly prepare sales reports, profit reports, tax details, and stock reports.

Section-17

Digital Platform, Mobile Application, and Technical System: The eAnnadata Canteen Store program is based on modern digital technology and a centralized management system. The objective of the scheme is to provide simple, secure, fast, and transparent services to farmers. To this end, an integrated mobile application, web portal, and digital management system have been developed, enabling farmers, canteen operators, and care centers to operate on a single platform.

This digital platform is not limited merely to buying and selling; it has been developed as a comprehensive service system for farmers.



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Key features of the digital platform:

- Online ordering facility
- Live stock information
- Farmer identity verification
- DBT status tracking
- Digital payment system
- Farmer profile management
- Grievance redressal system
- Care center integration
- Reporting and analysis system
- Multilingual support

Mobile Application Features: The eAnnadata mobile application is useful for both farmers and operators.

Facilities for farmers:

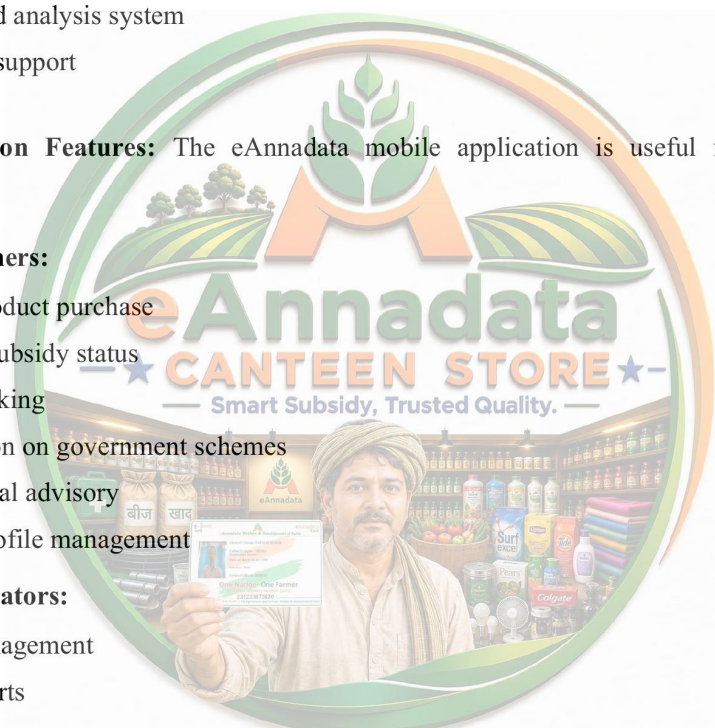
- Online product purchase
- Viewing subsidy status
- Order tracking
- Information on government schemes
- Agricultural advisory
- Farmer profile management

Facilities for operators:

- Stock management
- Sales reports
- Order management
- Payment status
- Customer records
- Digital billing
- Digital security measures

Modern cybersecurity systems are implemented to ensure the security of data belonging to farmers and operators. These include:

- OTP-based login
- Secure payment system
- Data encryption
- Server security





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- Backup systems

Technical Support: Technical support helplines and support systems are provided for operators and farmers.

Section-18

Farmer Service, Social Responsibility, and Public Welfare System: The 'eAnnadata Canteen' program is not merely a commercial arrangement but a comprehensive social initiative aimed at honoring farmers and fostering rural development. The objective of this scheme is to provide farmers with social security, dignity, and convenience, alongside economic benefits. Core Objectives of Farmer Services:

- Providing dignified services to farmers
- Connecting farmers with government schemes
- Digitally empowering farmers
- Bringing modern amenities to rural areas
- Improving farmers' standard of living
- Social responsibility

The eAnnadata program works towards the holistic development of rural society. Its initiatives include:

- Farmer awareness campaigns
- Agricultural training programs
- Viksit Bharat (Developed India) eAnnadata Smart Farming Campaign - 2047
- Digital education campaigns
- Women farmer empowerment
- Youth employment programs
- eAnnadata Card & Dignified Identity Campaign ("You are the pride, you are the farmer")
- Annadata Welfare Fund Scheme (Support, Security, Solutions – with every farmer)
- Annadata Mart (Online marketplace for farmers)
- eAnnadata Canteen (Up to 80% subsidy; quality and savings combined)
- eAnnadata Organic & Natural Farming and Millets Promotion Campaign (Lower costs, higher production, maximum income)
- Annadata Dependent Unemployment Eradication Campaign (Work for every hand, dignity for every farming family)
- eAnnadata Poverty Eradication Campaign (Good crops, good prices – a solution to poverty)
- eAnnadata Unique Medical Consultation Campaign (Farmers need no longer suffer illness; excellent treatment right at their doorstep)
- Annadata Pride & Honor Grant Fund Campaign - 2047 (Proud farmers – Developed India)
- Udyam Bharat Campaign (Entrepreneurship in every home)



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- Udyamini (Entrepreneurial women – Empowered women)
- eAnnadata Mandi (Crop Promotion) Campaign (Fair prices, maximum profit)
- eAnnadata Samman Mela (Honoring farmers' hard work – the core mission of eAnnadata)
- Banking Correspondent Service (Banking facilities at your doorstep)
- Integrated Call Center & Farmer Grievance Redressal (One call – complete solution)
- Weather Forecasting (Complete weather information from the comfort of home)
- Right to Home (New hope, new dream – the farmer will now own their home)
- Government Job Initiative (Jobs...) (Making access easy)
- National Rural Dialogue Campaign
- India Digital Identity Mission ('One India, One Web' Mission)

Women and Youth Participation Scheme: Special priority is given to women's self-help groups, rural youth, and agri-entrepreneurs. This will:

- Boost rural employment
- Foster women's empowerment
- Strengthen the local economy

Farmer Dignity Policy

- It is mandatory to treat farmers with respect and transparency at the canteens.
- Discrimination, mistreatment, or inappropriate behavior towards any farmer is unacceptable.

Section-19

Grievance Redressal, Monitoring, and Transparency System: A multi-level grievance redressal and monitoring system is implemented to maintain transparency and accountability within the eAnnadata Canteen Program. Objectives of the grievance redressal system:

- Prompt resolution of farmers' issues
- Maintaining transparency
- Preventing corruption and irregularities
- Ensuring service quality

Channels for lodging grievances: Farmers can lodge grievances through the following channels:

- Mobile application
- Website portal
- Helpline number
- Care center

Types of grievances:

- Product quality complaints
- Overcharging complaints



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- Subsidy-related complaints
- Delivery-related complaints
- Complaints regarding operator behavior
- Technical issue complaints

Grievance resolution process:

- Grievance registration
- Grievance verification
- Investigation process
- Necessary action
- Resolution report
- Monitoring system

Periodic inspections of canteens, stock checks, financial audits, service quality tests, and digital record reviews are conducted under the eAnnadata program.

Transparency Policy:

- The entire process is online and record-based.
- Digital records of all key activities are securely maintained.

Section-20

Training, Human Resource Development, and Capacity Building System: Trained and competent human resources are essential for the success of the eAnnadata Canteen Program. With this objective, training programs are organized periodically for canteen operators. Training Objectives:

- Providing information on modern operational systems
- Developing digital management capabilities
- Enhancing customer service quality
- Providing information on agricultural products
- Ensuring transparent operations

Key Training Topics:

- Technical training
- Mobile application usage
- Digital billing
- Stock management
- Online reporting

Administrative Training:

- Document management



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- Record keeping
- Grievance redressal
- Customer management

Agricultural Training:

- Information on fertilizers and seeds
- Use of agricultural machinery
- Information on organic farming
- Government schemes

Training Modes:

- Online webinars
- Offline workshops
- Video modules
- Training manuals
- Field training camps

Objective of Capacity Building: The long-term objective of the program is to develop a modern and trained farmer service network in rural areas.

Section-21

Employment, Self-Employment, and Rural Economic Development: The 'eAnnadata Canteen' has the potential to generate large-scale employment and self-employment opportunities in rural areas. This initiative is not limited merely to canteen operations but works towards developing a comprehensive rural economic network.

- Potential areas for employment:
- Canteen operations
- Delivery services
- Warehouse management
- Digital services
- Care center operations
- Agricultural advisory services
- Technical support services
- Opportunities for rural youth
- Educated rural youth will be able to find employment in digital operations, customer service, agricultural technology, and e-commerce management.

Self-employment model: Canteen operators will be able to establish their own organized businesses. This will lead to:



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- Increased local income
- Development of rural markets
- Growth in economic activities
- Women's empowerment
- Women's groups and women entrepreneurs can also be integrated into this scheme.

Section-22

Contribution to 'Viksit Bharat 2047', Digital India, and National Development: The Government of India has set the goal of 'Viksit Bharat 2047' (Developed India 2047), aiming to transform India into an economically, socially, and technologically developed nation. The development of the agricultural sector plays a crucial role in achieving this goal. The 'eAnnadata Canteen' program works towards empowering rural India by providing farmers with modern technology, digital services, quality inputs, and economic opportunities.

- National contribution of the scheme
- Modernization of the agricultural sector
- Rural digital development
- Farmer empowerment
- Employment generation
- Transparent distribution system
- Development of the local economy
- Contribution to Digital India

Through the scheme, the following will expand in rural areas:

- Digital payments
- Online services
- E-commerce/Quick commerce
- Digital identity

Contribution to 'Atmanirbhar Bharat' (Self-Reliant India): Providing farmers with access to organized markets and technical support fosters self-reliance in the agricultural sector.

Section-23

Rules, Terms, and Rights of eAnnadata: All necessary rights regarding the operation and management of the eAnnadata program shall remain reserved.

Key Rights of eAnnadata

- Amending rules
- Conducting inspections



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- Halting operations
- Canceling registration
- Conducting quality checks
- Terminating contracts
- Implementing new policies

Responsibilities of the Operator

- The canteen operator must comply with all rules
- Ensure transparent operations
- Maintain secure digital records
- Treat farmers with respect

Prohibited Activities

- Sale of counterfeit products
- Overcharging
- Misuse of the eAnnadata name
- Providing incorrect information
- Unauthorized use of the brand

Section-24

Disciplinary Action, Registration Cancellation, and Legal Provisions: Strict action may be taken in the event of rule violations to maintain the program's transparency and credibility.

Grounds for Action:

- Sale of counterfeit products
- Fraud against farmers
- Financial irregularities
- Tampering with digital records
- Damaging the image of eAnnadata

Potential Actions:

- Warning letter
- Financial penalty
- Seizure of stock
- Suspension of operations
- Cancellation of registration
- Legal action
- Legal Rights

eAnnadata may initiate proceedings in the relevant court or administrative department if necessary.



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Section-25

Conclusion, Future Vision, and National Message: The eAnnadata canteen store initiative is a historic and visionary step towards the economic, social, and technological upliftment of farmers. This program is not merely a canteen operation model but embodies a broader concept encompassing farmer dignity, rural development, Digital India, and Atmanirbhar Bharat (Self-Reliant India). Through this initiative, farmers are provided with quality products, access to government and non-government schemes, modern digital services, employment opportunities, and a transparent service delivery system in their local vicinity. The objective of 'eAnnadata' is to position farmers not merely as consumers, but as respected partners in nation-building. The dream of a 'Viksit Bharat 2047' (Developed India 2047) will be realized only when the nation's food providers become economically, socially, and technologically strong.

"Empowered Farmer – Prosperous India"

"Respect for the Farmer – Pride of the Nation"

"Developed Farmer – Developed India"

Part - II

Important Instructions

1. Land Selection Standards

1. The canteen shall be established on land that allows for safe access throughout the year.
2. The land must not be located in areas prone to floods, waterlogging, or riverbank erosion.
3. It is mandatory for the canteen to be connected to a main road or an access road.
4. The road width must be sufficient to accommodate the movement of heavy vehicles.
5. The land level should be higher than that of the adjacent road.
6. The land must be free from disputes and possess valid documentation.
7. A permanent drainage system must be available.
8. The canteen location shall be chosen to maximize benefits for farmers.
9. There must be adequate space on the land for a warehouse and parking.
10. It is necessary to maintain a reasonable distance from highly congested areas.
11. Accessibility for ambulances and emergency vehicles must be ensured.
12. Land usage must comply with local regulations.
13. It should be possible to maintain security surveillance in the canteen area.
14. Availability of electricity and water facilities in the vicinity is desirable.
15. The land shall be considered finally approved only after inspection and acceptance by the organization.
16. Clear visibility from the roadside is essential.
17. Permission for permanent construction on the land must be obtainable.



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18. Priority will be given to environmentally safe areas.
19. The canteen location should be easily identifiable for farmers.
20. 'eAnnadata' reserves the right to amend the land selection rules as required.

2. Flood Safety Standards:

1. The canteen shall not be established in any flood-prone area.
2. The building floor level shall be raised above the road level.
3. A drainage system for rainwater runoff is mandatory.
4. Protective barriers shall be constructed to prevent water ingress into the warehouse.
5. Water-resistant construction materials shall be used.
6. Operations may be temporarily suspended in the event of waterlogging.
7. An alternative access route must be available.
8. Electrical equipment shall be installed at an elevated level.
9. Stock shall be stored safely on high racks.
10. A disaster management team may be constituted.
11. Drainage pipelines shall be cleaned regularly.
12. Special inspections shall be conducted during the flood season.
13. Drainage pumps may be installed as required.
14. Immediate reporting of disaster information to headquarters shall be mandatory.
15. Employees shall be provided with disaster training.
16. An emergency contact list shall be displayed.
17. Flood-affected stock shall be segregated and secured.
18. Preventing waterlogging in the canteen premises shall be the management's responsibility.
19. Ensuring the safety of farmers during a disaster shall be a priority.
20. 'eAnnadata' may conduct periodic flood safety audits.

3. Warehouse Layout Standards

1. The warehouse structure shall be safe and robust.
2. Food and non-food items shall be stored separately.
3. The use of sturdy racks for stock storage shall be mandatory.
4. A separate area shall be designated for flammable materials.
5. Adequate ventilation shall be provided in the warehouse.
6. Measures shall be in place to prevent water leakage and dampness.
7. CCTV surveillance shall be implemented.
8. Fire extinguishers shall be made available.
9. Digital stock records shall be maintained.
10. Expired materials shall be segregated and stored safely.
11. Entry of unauthorized persons shall be prohibited.



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12. A separate area shall be designated for loading and unloading.
13. A security alarm system may be installed.
14. Temperature control systems shall be implemented as required.
15. Smoking shall be prohibited within the warehouse.
16. Regular inspections and audits shall be conducted.
17. Receipt of goods shall be recorded digitally.
18. Stock verification shall be carried out regularly.
19. Maintaining warehouse cleanliness shall be mandatory.
20. Action shall be taken in case of rule violations.

4. Bathroom & Sanitation Standards

1. Separate toilets for men and women shall be mandatory.
2. Separate arrangements may be made for employees and visitors.
3. Water will be available in the toilets round-the-clock.
4. Daily cleaning will be mandatory.
5. Bathrooms will be cleaned regularly.
6. Measures for odor control will be implemented.
7. Special facilities will be available for persons with disabilities.
8. Sanitation supplies will be provided.
9. Proper arrangements for waste disposal will be in place.
10. A pest control system will be implemented.
11. Slip-resistant flooring will be used.
12. Adequate lighting and ventilation will be provided.
13. Immediate repairs will be carried out in the event of water leakage.
14. Records of cleaning activities will be maintained.
15. Cleaning staff will be provided with safety equipment.
16. Sanitation inspections will be conducted.
17. Smoking will be prohibited in the toilets.
18. There should be no waterlogging in the toilet area.
19. Littering or creating a mess will be a punishable offense.
20. Adherence to sanitation rules will be mandatory.

5. Vehicle Entry/Exit Rules

1. All vehicles shall be permitted to enter the canteen premises only after a security check.
2. Separate entry routes may be designated for goods vehicles and private vehicles.
3. Adherence to the prescribed speed limit within the canteen premises is mandatory.
4. Entry of external vehicles without permission is prohibited.
5. Adequate turning space shall be provided for heavy vehicles.
6. Vehicles must be parked only in designated areas.



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7. Obstructing emergency routes is prohibited.
8. Vehicle entry and exit shall be subject to CCTV surveillance.
9. A digital record of night-time vehicle entry shall be maintained.
10. Verification of the vehicle driver's identity is mandatory.
11. Vehicles lacking valid documents shall not be granted entry.
12. Separate timings may be designated for delivery vehicles.
13. Special permission is required for vehicles carrying flammable materials.
14. Action may be taken against vehicles that obstruct the road.
15. Drivers must strictly adhere to safety regulations.
16. Vehicle movement may be temporarily suspended in the event of an emergency.
17. Security guards may be deployed at the entry gate.
18. Parking a vehicle without authorization is prohibited.
19. Digital records of delivery vehicles shall be securely maintained.
20. Vehicle entry permission may be revoked in case of rule violations.

6. Loading-Unloading Zone (Standards)

1. A separate area shall be designated for loading and unloading.
2. This area shall be kept separate from the main sales area.
3. Adequate space shall be provided for heavy vehicles.
4. The floor of the loading area shall be sturdy and level.
5. Shed facilities may be provided for protection against rain.
6. Trained personnel shall be deployed for loading and unloading goods.
7. Digital records of all stock shall be updated immediately.
8. A separate area shall be designated for flammable materials.
9. Fire extinguishers shall be available in the loading area.
10. The use of safety equipment during unloading shall be mandatory.
11. A report shall be prepared in the event of damage to goods.
12. CCTV surveillance shall be implemented.
13. Entry of unauthorized persons shall be prohibited.
14. Additional security measures may be implemented for night-time loading.
15. Smoking shall be strictly prohibited in the loading area.
16. Goods shall be accepted only after stock verification.
17. Roadways must not be obstructed during loading and unloading operations.
18. Damaged materials shall be kept separately in a secure manner.
19. Safety training shall be mandatory for workers.
20. Action shall be taken in case of any violation of safety rules.

7. Farmer Coverage Radius (Standards)

1. The canteen location shall be selected to ensure maximum benefit to farmers.



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2. The canteen shall be capable of covering a radius of at least 10 to 15 kilometers in both directions.
3. Priority shall be given to locations situated between rural and semi-urban areas.
4. The canteen shall be established keeping the farmer population density in mind.
5. Establishing the canteen near major agricultural zones is desirable.
6. Availability of public transport facilities shall be mandatory.
7. Efforts shall be made to minimize the average travel distance for farmers.
8. A preliminary survey regarding road connectivity and accessibility shall be conducted.
9. The canteen should be easily accessible to farmers.
10. Mini distribution centers may be established as required.
11. Large canteen models may be implemented in areas with a high farmer population.
12. The canteen coverage area will be evaluated periodically.
13. The coverage scope may be revised based on farmer feedback.
14. Priority will be given to areas with agricultural production.
15. Mobile delivery facilities may be implemented for remote areas.
16. Digital records of villages served by the canteen will be maintained.
17. Area-wise data of beneficiary farmers will be securely maintained.
18. Additional distribution vehicles may be deployed as needed.
19. Operating hours may be determined based on the convenience of farmers.
20. 'eAnnadata' will have the authority to modify the coverage area.

8. CCTV & Security Protocol

1. Installation of CCTV cameras within the canteen premises will be mandatory.
2. All entry and exit points will be under surveillance.
3. Separate security cameras will be installed in warehouses and stock rooms.
4. CCTV recordings will be preserved for a minimum of 90 days.
5. Night-vision cameras may be installed for night-time surveillance.
6. The appointment of security guards may be made mandatory as required.
7. Entry of unauthorized persons will be prohibited.
8. Digital records of visitors will be maintained.
9. Immediate reports regarding suspicious activities will be sent to headquarters.
10. A security alarm system may be implemented.
11. A security locking system will be mandatory for warehouses.
12. A digital monitoring room may be established.
13. Security equipment will undergo regular inspections.
14. Night-time security patrols may be implemented.
15. Displaying emergency helpline numbers will be mandatory.
16. Tampering with CCTV recordings will be a punishable offense.



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17. Staff will be provided with security training. 18. Special surveillance zones may be designated for women's safety.
19. Action will be taken if violations of safety regulations are found.
20. eAnnadata shall have the authority to conduct safety inspections at any time.

9. Digital Monitoring SOP (Standard Operating Procedure)

1. All canteens shall be connected via an online web portal and mobile application.
2. Digital records of stock, sales, and distribution shall be maintained securely.
3. An online tracking system for every order shall be implemented.
4. A digital billing system shall be mandatory.
5. An online portal shall be available for grievance redressal.
6. Digital attendance of all employees may be recorded.
7. Daily, weekly, and monthly reports shall be available online.
8. Digital alerts shall be issued in the event of record discrepancies.
9. Data backups shall be maintained securely on a regular basis.
10. A secure login and password system shall be implemented.
11. Unauthorized data access shall be prohibited.
12. All financial records shall be maintained securely in digital format.
13. Online monitoring may be conducted by the headquarters.
14. A backup procedure shall be implemented in the event of technical failure.
15. Employees shall be provided training on digital operations.
16. Automated notifications may be issued in the event of stock shortages.
17. Delivery status shall be updated online.
18. Cybersecurity measures shall be implemented.
19. System updates shall be carried out periodically.
20. eAnnadata shall have the authority to modify the digital system.

10. Fire Safety Norms

1. Fire extinguishers shall be mandatory in the canteen and warehouse.
2. Fire safety training shall be provided to every employee.
3. Emergency exit routes shall be clearly marked.
4. A separate, safe area shall be designated for flammable materials.
5. Electrical wiring shall be of standard quality.
6. Regular electrical safety inspections shall be conducted.
7. A fire alarm system may be implemented.
8. Gas cylinders shall be stored in a safe area.
9. No-smoking zones shall be clearly marked.
10. Contact numbers for the fire department shall be displayed.
11. Maintaining fire safety clearance distances in the warehouse shall be mandatory.



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12. Firefighting equipment shall be inspected periodically.
13. An evacuation plan for emergencies shall be available.
14. Night-time safety inspections may be conducted.
15. Safe disposal of flammable waste shall be mandatory.
16. Disaster drills shall be organized for employees.
17. Immediate notification to headquarters in the event of a fire shall be mandatory.
18. Violation of fire safety rules shall be punishable.
19. Installation of safety signage boards shall be mandatory.
20. eAnnadata may conduct fire safety audits periodically.

11. Water Drainage System Standards

1. A permanent drainage system shall be available in the canteen premises.
2. Adequate slope arrangements shall be made for rainwater drainage.
3. Preventing waterlogging shall be the responsibility of the management.
4. The warehouse area shall be protected against water seepage.
5. Regular cleaning of drains shall be mandatory.
6. Blocking drainage routes shall be prohibited.
7. Drainage pumps may be installed as required.
8. Special inspections shall be conducted during the rainy season.
9. Drainage pipelines shall be of robust quality.
10. Safe disposal of wastewater shall be ensured.
11. Mud accumulation shall not be permitted in the canteen premises.
12. Regular maintenance of the drainage system will be carried out.
13. Dumping waste in the drainage area will be prohibited.
14. Additional safety measures will be implemented during the flood season.
15. Immediate corrective action will be taken in the event of waterlogging.
16. Drains will be covered and secured.
17. Employees will be provided with instructions regarding drainage safety.
18. Water runoff onto public roads will be prohibited.
19. Drainage inspection reports will be prepared.
20. eAnnadata may conduct periodic drainage audits.

12. Parking Standards

1. A separate parking area will be provided for customers.
2. Separate parking arrangements will be made for goods vehicles.
3. The parking area will be level and secure.
4. Adequate lighting will be provided in the parking area.
5. A designated space will be reserved for emergency vehicles.
6. CCTV surveillance may be implemented in the parking area.



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7. Unauthorized encroachment on the parking area will be prohibited.
8. Parking lanes/routes will be clearly marked.
9. Special parking facilities may be provided for persons with disabilities.
10. Adequate turning space will be available for heavy vehicles.
11. There should be no waterlogging in the parking area.
12. Vehicles must be parked only in designated spots.
13. Smoking may be prohibited in the parking area.
14. Night-time security arrangements will be implemented.
15. The parking area will be cleaned regularly.
16. Parking vehicles without authorization will be prohibited.
17. Parking records may be maintained digitally.
18. Security guards may be deployed.
19. Action may be taken against haphazard parking.
20. eAnnadata may amend the parking rules.

13. Electricity Backup Rules

1. An alternative electricity backup system in the canteen shall be mandatory.
2. A generator shall be provided as required.
3. A solar energy system may be implemented.
4. Separate backup power shall be available for digital systems.
5. Essential services must not be disrupted during power outages.
6. Backup equipment shall be inspected regularly.
7. Electrical wiring shall be of standard quality.
8. Overloading shall be prohibited.
9. Backup fuel shall be stored in a safe location.
10. Electrical panels shall be installed in a secure area.
11. Nighttime lighting arrangements shall be mandatory.
12. Emergency lighting shall be available.
13. Electrical equipment shall undergo regular maintenance.
14. Employees shall be provided with electrical safety training.
15. The use of faulty electrical equipment shall be prohibited.
16. Safety devices shall be installed to prevent short circuits.
17. Electrical-related complaints shall be resolved immediately.
18. Electrical inspections shall be conducted periodically.
19. The backup system shall be tested regularly.
20. eAnnadata may implement additional backup arrangements as required.

14. Women Safety Guidelines

1. Providing separate toilets and rest rooms for female employees shall be mandatory.



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2. A safe working environment shall be ensured for female staff.
3. Special security arrangements shall be implemented during night shifts.
4. CCTV surveillance shall be available in the work areas of female employees.
5. Any form of misconduct, harassment, or inappropriate behavior shall be punishable.
6. A women's grievance redressal committee may be constituted.
7. The identity and privacy of female employees shall be protected.
8. Emergency helpline numbers for female employees shall be displayed.
9. Safe transportation arrangements may be provided for the night.
10. Training on women's safety shall be conducted periodically.
11. Unauthorized entry into areas designated for female staff shall be prohibited.
12. Strict action shall be taken in the event of any violation of women's safety rules.
13. Maintaining gender equality at the workplace shall be mandatory.
14. Female employees shall have the right to lodge complaints.
15. Records regarding women's safety shall be kept confidential.
16. A Women's Safety Officer may be appointed if required.
17. Records of female employees' presence during night shifts shall be maintained.
18. Inspections regarding women's safety shall be conducted regularly.
19. First-aid facilities shall be made available for female staff.
20. eAnnadata may amend the women's safety rules as required.

15. License Suspension Rules

1. The canteen license may be suspended in the event of a serious violation of rules.
2. Immediate action shall be taken if spurious or illegal materials are found.
3. Operations may be halted if financial irregularities are detected.
4. An inquiry shall be conducted if repeated complaints are received.
5. Violation of hygiene standards may constitute grounds for suspension.
6. Disregard for safety rules shall be punishable.
7. Expansion of operations without permission shall be prohibited.
8. Action shall be taken if record tampering is detected.
9. Tampering with digital data shall be prohibited.
10. A penalty may be imposed for failure to cooperate during eAnnadata inspections.
11. A show-cause notice may be issued prior to license suspension.
12. Immediate suspension may be enforced in emergency situations.
13. The license may be revoked if illegal stock storage is detected.
14. Mistreatment of employees shall be punishable.
15. Violation of women's safety rules shall be considered a serious offense.
16. Compliance with tax and statutory regulations shall be mandatory.
17. Operations shall remain suspended during the suspension period.



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18. Permission may be granted again following corrective action.
19. eAnnadata shall be authorized to take the final decision.
20. Legal action may also be initiated in accordance with the rules.

16. Disciplinary Action Rules

1. Adherence to organizational discipline is mandatory for all employees.
2. Indecent behavior at the workplace is prohibited.
3. Punctuality is mandatory.
4. Absence without permission will be considered an act of indiscipline.
5. Corruption or the acceptance of bribes is prohibited.
6. Causing damage to eAnnadata's property is a punishable offense.
7. Violation of safety rules will be considered a serious offense.
8. Compliance with instructions from senior officials is mandatory.
9. Tampering with records is prohibited.
10. Legal action will be taken in cases of stock theft or embezzlement.
11. An undisciplined employee may be issued a warning.
12. Financial penalties may be imposed in serious cases.
13. Employment may be terminated if deemed necessary.
14. An inquiry committee may be constituted.
15. Employees will be given an opportunity to present their side.
16. Immediate action will be taken regarding violations of women's safety.
17. Leaking confidential information is prohibited.
18. Misuse of digital systems is a punishable offense.
19. eAnnadata reserves the right to make disciplinary decisions.
20. Legal action may be initiated as required.

17. Inspection & Audit Rules

1. eAnnadata reserves the right to conduct inspections at any time.
2. Stock verification will be conducted regularly.
3. Auditing of financial records is mandatory.
4. Digital records will be examined.
5. Safety standards will be inspected.
6. Hygiene and health standards will be reviewed.
7. Employee attendance records will be checked.
8. CCTV footage may be verified.
9. The status of complaints will be reviewed.
10. An inspection report will be prepared.
11. Corrective instructions will be issued in case of deficiencies.
12. A re-inspection may be conducted.



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13. Making necessary records available to the audit team is mandatory.
14. Obstructing the inspection process is a punishable offense.
15. Confidential records will be kept secure.
16. Warehouse inspections will be conducted regularly.
17. Fire safety audits will be carried out periodically.
18. Digital security audits may be implemented.
19. Inspection reports will be sent to headquarters.
20. eAnnadata will be authorized to make the final audit decision.

18. Membership & Beneficiary Policy

1. Membership of the eAnnadata Canteen may be granted to farmers and eligible agricultural workers.
2. Submission of proof of identity and necessary documents is mandatory for membership.
3. Membership applications will be accepted in accordance with the procedure prescribed by the organization.
4. A digital record of every member will be securely maintained.
5. Membership cards may be issued to eligible beneficiaries.
6. Misuse of the membership card is prohibited.
7. Benefits will be provided only to authorized members or eligible beneficiaries.
8. Obtaining membership by providing false information will be punishable.
9. Membership renewal may be required periodically.
10. eAnnadata may determine membership fees as required.
11. Separate membership categories may be implemented for special schemes.
12. The organization reserves the right to cancel membership.
13. Updating the records of deceased or inactive members is mandatory.
14. Membership data will be kept confidential.
15. Information regarding government and non-government schemes will be made available to farmers.
16. Services may be provided to beneficiaries based on priority.
17. Membership verification may be conducted digitally.
18. Immediate action will be taken if fraudulent membership is detected.
19. Beneficiary grievances will be resolved on a priority basis.
20. eAnnadata may amend the membership rules.

19. Stock & Distribution SOP

1. Maintaining a digital record of all stock is mandatory.
2. Quality checks will be conducted upon receipt of stock.
3. Expired or damaged items will be stored separately and securely.
4. Food and non-food items will be stored separately.
5. Stock distribution will be carried out according to the prescribed procedure.



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6. A digital bill will be issued for every distribution.
7. Stock verification will be conducted regularly.
8. Issuing stock without recording it is prohibited.
9. Timings for the receipt and distribution of goods may be fixed.
10. The distribution process will be managed via an online tracking system.
11. Product safety will be ensured during delivery.
12. Action will be taken in cases of stock theft or misappropriation.
13. Reports regarding damaged materials will be sent to headquarters.
14. Records of supplies from the warehouse to the canteen will be maintained securely.
15. Additional stock may be made available for high-demand items.
16. Stock audits will be conducted regularly.
17. Distribution priorities may be determined based on the interests of farmers.
18. Updating stock in the digital system will be mandatory.
19. Trained personnel will be appointed for stock management.
20. eAnnadata may amend the SOP from time to time.

20. Delivery Personnel and Home Delivery Operational Standards (Delivery Boy & Home Delivery Rules)

1. Registration of all delivery personnel will be mandatory.
2. Police verification and identity verification will be required.
3. Delivery personnel must wear the authorized uniform.
4. Delivery operations will not be permitted without a valid driving license.
5. The delivery vehicle must have valid insurance and registration.
6. The use of helmets and safety equipment will be mandatory.
7. Ensuring timely delivery will be essential.
8. Respectful behavior towards customers will be mandatory.
9. Charging additional unauthorized fees will be prohibited.
10. Delivery status will be updated digitally.
11. Food items will be delivered in a safe and hygienic manner.
12. Special safety protocols regarding female customers must be observed.
13. Additional security measures may be implemented for night-time deliveries.
14. Delivery records will be maintained securely.
15. An investigation will be conducted in the event of an incorrect delivery.
16. Action will be taken in cases of indiscipline.
17. Delivery personnel will receive regular training.
18. Delivery routes may be monitored digitally.
19. Services may be terminated if fraud or theft is detected.
20. Legal action may be taken as required.



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21. Disaster Management Protocol

1. A disaster management plan shall be implemented in the canteen.
2. Separate preparedness measures shall be maintained for disasters such as floods, fires, and earthquakes.
3. Staff shall be provided with disaster management training.
4. Emergency exit routes shall be clearly marked.
5. Emergency contact numbers shall be displayed.
6. Fire extinguishers and first-aid kits shall be made available.
7. Stock safety shall be a priority in the event of a disaster.
8. Safe evacuation of staff shall be ensured.
9. Immediate reporting of the disaster to headquarters shall be mandatory.
10. Backup arrangements shall be in place in the event of a power outage.
11. Crowd control measures shall be implemented during a disaster.
12. Special security arrangements shall be in place for disasters occurring at night.
13. Regular safety drills shall be conducted.
14. Operations in the disaster-affected area may be temporarily suspended.
15. A record of damaged stock shall be prepared.
16. Safety inspections shall be conducted periodically.
17. Digital data backups shall be securely maintained.
18. Arrangements for the distribution of relief and aid may be implemented.
19. A disaster report shall be prepared and submitted to headquarters.
20. eAnnadata reserves the right to amend the protocol periodically.

22. Final Provisions

1. Adherence to these guidelines shall be mandatory for all authorized canteens.
2. eAnnadata reserves the right to amend the rules.
3. The interests of farmers shall be the top priority.
4. All operations shall be transparent and based on a digital system.
5. eAnnadata may conduct inspections at any time.
6. Action shall be taken in the event of any violation of rules.
7. Compliance with safety and hygiene standards shall be mandatory.
8. Secure maintenance of digital records shall be required.
9. All staff members shall adhere to organizational discipline.
10. Canteen operations shall be based on respect for farmers and a spirit of service.
11. Compliance with government regulations shall be mandatory.
12. Priority shall be given to environmental conservation.
13. Compliance with women's safety regulations shall be mandatory.
14. eAnnadata may implement new policies as required.



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15. Use of the canteen for illegal activities shall be prohibited.
16. All grievances shall be resolved in accordance with the prescribed procedure.
17. eAnnadata shall be authorized to make the final decision.
18. These rules shall apply to all associated units.
19. Additional SOPs may be issued as required.
20. The eAnnadata Canteen program is a national social initiative operated for the dignity, safety, and self-reliance of farmers.

23. Staff Recruitment & Training Rules

1. All staff appointments shall be made in accordance with the prescribed procedure.
2. Identity verification of staff shall be mandatory.
3. Police verification shall be conducted as required.
4. Document verification shall be conducted prior to appointment.
5. Preference shall be given to trained and qualified individuals.
6. Staff shall be provided training before commencing work.
7. Training on operating digital systems shall be mandatory.
8. Fire safety and disaster management training shall be provided.
9. Training on customer service etiquette shall be conducted.
10. Training on women's safety and workplace conduct shall be provided.
11. Refresher training shall be conducted periodically.
12. Records of training attendance shall be maintained securely.
13. Disciplinary action may be taken against staff members for indiscipline.
14. Staff shall be required to safeguard the organization's confidential information.
15. Compliance with the terms of the appointment contract shall be mandatory.
16. Trainee staff shall be supervised by senior officials.
17. Staff performance evaluations shall be conducted periodically.
18. Staff members performing exceptionally well may be provided incentives.
19. Penalties may be imposed on staff members who violate safety regulations.
20. eAnnadata may amend the recruitment and training rules.

24. Customer Service & Complaint Redressal Rules

1. Respectful behavior towards farmers and customers shall be mandatory.
2. A separate help desk may be provided for grievance redressal.
3. Arrangements for lodging complaints will be available both online and offline.
4. Timely resolution of complaints will be mandatory.
5. Complaint records will be maintained securely in digital format.
6. A committee may be constituted to investigate serious complaints.
7. Providing incorrect information to customers will be prohibited.
8. Charging customers additional, unauthorized fees will be a punishable offense.



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9. Customer service staff will receive specialized training.
10. Complaint resolution reports may be submitted to headquarters.
11. Special assistance facilities may be made available for female customers.
12. Priority may be given to senior citizens and customers with disabilities.
13. The grievance redressal process will be transparent.
14. Misbehavior with customers will be considered an act of indiscipline.
15. A timeframe for complaint resolution may be established.
16. A customer suggestion system may be implemented.
17. Grievance redressal records will be kept confidential.
18. Customer satisfaction surveys may be conducted.
19. Complaints will be reviewed regularly.
20. eAnnadata may amend the customer service rules.

25. Environment & Cleanliness Protection Rules

1. It shall be mandatory to keep the canteen premises clean and pollution-free.
2. Special efforts will be made to reduce the use of plastic.
3. A waste segregation system will be implemented.
4. Organic and inorganic waste will be disposed of separately.
5. A rainwater harvesting system may be implemented.
6. Tree plantation will be encouraged.
7. Littering within the premises will be prohibited.
8. Regular cleanliness drives may be organized.
9. Compliance with noise pollution control regulations will be mandatory.
10. Safe use of chemicals will be ensured.
11. Wastewater will be disposed of safely.
12. Environmental safety inspections will be conducted periodically.
13. Smoking within the premises may be prohibited.
14. Employees will be provided with training on environmental awareness.
15. Conservation of water and electricity will be encouraged.
16. Activities causing pollution will be prohibited.
17. Environmental grievances will be addressed.
18. Records of cleanliness standards will be maintained.
19. 'eAnnadata' may conduct environmental safety audits.
20. Environmental regulations may be amended as required.

26. Financial & Accounting Management Rules

1. It shall be mandatory to maintain records of all financial transactions.
2. Priority will be given to digital payment systems.
3. Cash transactions will be conducted within prescribed limits.



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4. Issuance of bills for all sales will be mandatory.
5. Regular audits of financial records will be conducted.
6. Unauthorized expenditure will be prohibited.
7. Banking records will be securely maintained.
8. Investigations will be conducted if financial irregularities are detected.
9. Compliance with tax and statutory regulations will be mandatory.
10. A digital accounting system may be implemented.
11. Daily income and expenditure reports will be prepared.
12. Financial data will be kept confidential.
13. Payments will be approved by an authorized signatory.
14. Fraudulent billing shall be punishable.
15. Training will be provided to accounts staff.
16. Financial documents shall be kept in a secure location.
17. Bank reconciliation processes will be carried out regularly.
18. Financial reports shall be submitted to headquarters periodically.
19. eAnnadata shall have the authority to conduct financial inspections.
20. Financial rules may be amended as required.

27. IT & Data Security Rules

1. All digital data shall be stored on secure servers.
2. Granting system access to unauthorized persons shall be prohibited.
3. Separate login IDs and passwords shall be mandatory for every user.
4. Periodic changing of passwords may be made mandatory.
5. Data backups shall be securely maintained on a regular basis.
6. Cybersecurity software shall be utilized.
7. Tampering with digital records shall be punishable.
8. Maintaining data confidentiality shall be mandatory.
9. Online payment systems shall operate through secure channels.
10. Immediate reporting of suspicious digital activities shall be mandatory.
11. Cybersecurity training will be provided to employees.
12. The use of external devices may be regulated.
13. Investigations shall be conducted in the event of a data leak.
14. System log records shall be securely maintained.
15. Regular maintenance of digital equipment shall be carried out.
16. Virus and malware protection measures shall be implemented.
17. A digital grievance redressal system shall be made available.
18. Online monitoring may be conducted by headquarters.
19. IT security audits shall be conducted periodically.



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20. eAnnadata may amend IT rules as required.

28. Branding & Promotion Rules

1. The use of the authorized logo and name within the canteen premises shall be mandatory.
2. Commercial use of the organization's name without permission shall be prohibited.
3. Promotional material shall adhere to the format approved by the organization.
4. False or misleading publicity shall be prohibited.
5. All boards and signage shall be installed in accordance with agency standards.
6. Farmer awareness campaigns may be organized.
7. Digital promotional media may be utilized.
8. Social media promotion shall be conducted with the organization's permission.
9. The interests of farmers shall be the top priority in promotional material.
10. Information regarding government schemes may be displayed.
11. Compliance with noise pollution regulations is mandatory during promotional activities.
12. Improper use of national symbols is prohibited.
13. Activities that tarnish the brand image shall be punishable.
14. Uniforms shall be worn in accordance with 'eAnnadata' guidelines.
15. Authorized promotional vehicles may be used.
16. Records of promotional material shall be maintained securely.
17. Action will be taken against the dissemination of incorrect information.
18. Farmer-centric programs and camps may be organized.
19. Reports on promotional activities may be submitted to the headquarters.
20. 'eAnnadata' reserves the right to amend branding regulations.

29. Health & First Aid Rules

1. It is mandatory to have a first aid kit available on the canteen premises.
2. Employees will be provided with first aid training.
3. Emergency medical contact numbers will be displayed.
4. The quality of food items will be checked.
5. Sick employees may be required to seek medical advice.
6. Clean drinking water facilities will be provided.
7. Health and safety equipment will be provided.
8. Special precautions will be taken in the event of infectious diseases.
9. Employee health records may be maintained securely.
10. Immediate assistance will be provided in case of medical emergencies.
11. Hygiene inspections will be conducted regularly.
12. Medicines will be stored safely.
13. Regular cleaning of the dining area is mandatory.
14. Employees will receive training on health awareness.



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15. Smoking and the use of intoxicants will be prohibited.
16. Medical waste will be disposed of safely.
17. Violation of health and safety rules will be punishable.
18. Health camps may be organized as needed.
19. Reports regarding serious health incidents will be sent to headquarters.
20. eAnnadata may amend the health rules.

30. Farmer Support & Service Center Rules

1. Information regarding government schemes will be made available to farmers.
2. Assistance with applications and registration will be provided.
3. A farmer grievance redressal counter may be provided.
4. Technical information related to agriculture will be provided.
5. A digital service support center may be established.
6. Farmers will be informed about training programs.
7. Beneficiary records will be maintained securely in digital format.
8. Verification of farmer identity is mandatory.
9. Special assistance facilities may be provided for women farmers.
10. Priority may be given to senior citizen farmers.
11. Information regarding agricultural equipment and schemes will be displayed.
12. A farmer helpline facility may be provided.
13. Trained staff will be appointed at the support center.
14. Respectful treatment of farmers is mandatory.
15. Records of grievance redressal shall be maintained securely.
16. Registration of fake beneficiaries shall be prohibited.
17. Farmer awareness camps may be organized.
18. Support services shall operate according to the prescribed schedule.
19. Service reports may be submitted to the headquarters.
20. eAnnadata may amend the service center rules.

31. Operating Hours & Work Management Rules

1. Canteen operating hours shall be determined by the organization.
2. Opening and closing the canteen at the scheduled times shall be mandatory.
3. Special permission may be required for night-time operations.
4. Employee duty shifts shall be determined.
5. Punctuality shall be mandatory for all employees.
6. Leaving the workplace without permission shall be prohibited.
7. Leave rules shall be determined by the organization.
8. Additional duty may be assigned in case of emergencies.
9. Daily work reports shall be prepared.



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10. Night-time security arrangements shall be implemented.
11. Records of overtime work shall be maintained.
12. Operating hours may be set according to the convenience of farmers.
13. Maintaining workplace discipline shall be mandatory.
14. Informing the headquarters in the event of operational disruption shall be mandatory.
15. Employees shall be provided with break times.
16. Smoking at the workplace shall be prohibited.
17. Adherence to safety rules during working hours shall be mandatory.
18. Operational records shall be maintained securely in digital format.
19. An inspection team may review the operating hours.
20. eAnnadata may amend the operational rules.

32. Canteen Building Construction Standards

1. The canteen building shall be constructed using strong and safe materials.
2. Building construction shall comply with local government standards.
3. Adequate ventilation arrangements shall be provided in the canteen building.
4. Priority shall be given to natural lighting.
5. Emergency exit routes shall be mandatory in the building.
6. The flooring shall be durable and non-slip.
7. Measures will be taken to prevent water leakage in the building.
8. The roof will be sturdy and weather-resistant.
9. Compliance with fire safety standards in the building will be mandatory.
10. Ramp facilities may be provided for persons with disabilities.
11. The warehouse and sales areas will be constructed separately.
12. Safe electrical wiring will be installed in the building.
13. Toilets and bathrooms will be constructed separately.
14. A separate facility area may be created for female employees.
15. Clean drinking water facilities will be available within the building premises.
16. There will be adequate access routes for vehicle movement.
17. Safety standards will be adhered to during the construction of the building.
18. Regular maintenance of the building will be mandatory.
19. Periodic inspections of the building may be conducted.
20. eAnnadata may amend the construction standards.

33. Food Safety & Quality Control Rules

1. All food items must meet quality standards.
2. The sale of expired food items is prohibited.
3. Regular quality checks of food stock will be conducted.
4. Food items must be stored in a clean and safe environment.



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5. Adherence to hygiene standards during food distribution is mandatory.
6. Employees will receive food safety training.
7. Temperature control measures may be implemented for food items.
8. Contaminated food items must be kept separate and secure.
9. A designated warehouse area will be allocated for food storage.
10. Food packaging must be safe and compliant with standards.
11. Product information will be made available to customers.
12. Regular food inspections will be conducted.
13. Violations of food safety rules will be subject to penalties.
14. Traceability records for food items must be maintained securely.
15. Health check-ups for employees may be required.
16. Smoking is prohibited in kitchen or food handling areas.
17. Spoiled food items must be disposed of safely.
18. Food-related complaints will be resolved promptly.
19. Quality reports may be submitted to headquarters.
20. The organization reserves the right to amend food safety rules.

34. Transport & Logistics Management Rules

1. All transport vehicles must be registered and possess valid documentation.
2. Safe vehicles will be used for the transportation of goods.
3. Transport routes may be pre-determined.
4. Adherence to delivery schedules is mandatory.
5. Regular inspections of transport vehicles will be conducted.
6. Special safety protocols will apply to flammable materials.
7. Transport records will be maintained digitally.
8. Drivers will receive safety training.
9. GPS tracking may be implemented in vehicles.
10. Special precautions will be taken during adverse weather conditions.
11. The safety of goods during transport must be ensured.
12. Vehicle overloading is prohibited.
13. Immediate reporting is mandatory in the event of an accident.
14. Additional safety measures may be implemented for night-time transport.
15. Fuel usage records shall be maintained securely.
16. Deviation from the route without permission shall be prohibited.
17. Adherence to transport discipline shall be mandatory.
18. Logistics operations shall be reviewed regularly.
19. Transport-related complaints shall be investigated.
20. eAnnadata may amend logistics rules.



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35. Uniform & Identity Card Rules

1. The authorized uniform shall be mandatory for all employees.
2. Displaying the identity card at the workplace shall be mandatory.
3. Working without an identity card shall be prohibited.
4. A separate uniform may be prescribed for delivery personnel.
5. Keeping the uniform clean and well-maintained shall be mandatory.
6. Misuse of the identity card shall be punishable.
7. Surrendering the identity card upon termination of service shall be mandatory.
8. Presenting the identity card during security checks shall be required.
9. Temporary identity cards may be issued to temporary employees.
10. The organization's logo may be displayed on the uniform.
11. Safe and suitable uniforms shall be provided for female employees.
12. Immediate notification shall be mandatory in the event of the loss of an identity card.
13. Violation of uniform rules shall be considered an act of indiscipline.
14. A special identification system may be implemented for security personnel.
15. Visitor passes may be issued to visitors.
16. Uniform inspections shall be conducted periodically.
17. Identity records shall be maintained securely in digital format.
18. Creating a fake identity card shall be a punishable offense.
19. eAnnadata shall have the right to amend identification rules.
20. All employees shall adhere to security protocols.

36. Confidentiality & Information Protection Rules

1. Safeguarding eAnnadata's confidential information shall be mandatory.
2. Sharing data without permission shall be prohibited.
3. Customer and farmer information shall be kept confidential.
4. Financial records shall be accessible only to authorized personnel.
5. Digital data encryption may be implemented.
6. Confidential documents shall be kept in a secure location.
7. Unauthorized alteration of records shall be punishable.
8. Employees shall be provided with confidentiality training.
9. Permission shall be required to release information to the media.
10. An investigation shall be conducted in the event of a data leak.
11. The number of copies of confidential documents may be restricted.
12. Sharing security passwords shall be prohibited.
13. Customer complaint data shall be kept secure.
14. Commercial use of confidential information shall be prohibited.
15. Confidentiality rules shall remain in effect even after the termination of service.



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16. Adherence to cybersecurity standards shall be mandatory.
17. Logs of record access shall be maintained securely.
18. Disciplinary action shall be taken for breaches of confidentiality.
19. The organization may conduct periodic confidentiality audits.
20. Information protection rules may be amended as required.

37. Procurement & Supply Management Rules

1. All procurement shall be made from authorized suppliers.
2. The procurement process shall be transparent and record-based.
3. Procurement of substandard quality material shall be prohibited.
4. All purchase orders may be issued via digital means.
5. Quality inspection upon receipt of material shall be mandatory.
6. A report shall be prepared in the event of a delay in supply.
7. Safe maintenance of procurement records shall be mandatory.
8. A standard procedure shall apply for supplier selection.
9. Counterfeit or illegal material shall not be accepted.
10. Supply contracts may be executed in writing.
11. Procurement plans shall be formulated based on warehouse stock levels.
12. Additional supplies may be procured in case of high demand.
13. Periodic audits of procurement and supply shall be conducted.
14. Security checks of supply vehicles shall be conducted.
15. Supply records shall be maintained securely in digital format.
16. Special safety protocols shall apply to flammable materials.
17. Instructions may be issued to suppliers from time to time.
18. Corruption or the practice of taking commissions shall be prohibited.
19. eAnnadata shall have the right to review the procurement process.
20. Procurement rules may be amended as required.

38. Social & Ethical Conduct Rules

1. All employees must conduct themselves respectfully.
2. Discrimination based on caste, religion, language, or gender shall be prohibited.
3. Courteous behavior towards farmers shall be mandatory.
4. Accepting or offering bribes shall be a punishable offense.
5. Use of abusive language at the workplace shall be prohibited.
6. Upholding the dignity of women shall be mandatory.
7. Activities that disrupt social harmony shall be prohibited.
8. Actions tarnishing the image of eAnnadata shall be punishable.
9. Consumption of alcohol and intoxicants shall be prohibited.
10. Violent behavior at the workplace shall be prohibited.



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11. Employees may be provided with training on ethical conduct.
12. Misuse of confidential information shall be prohibited.
13. Providing incorrect information to customers shall be considered improper conduct.
14. Causing damage to public property shall be punishable.
15. Disseminating false information on social media shall be prohibited.
16. Maintaining discipline at the workplace shall be mandatory.
17. Instigating religious or political disputes shall be prohibited.
18. Compliance with instructions from senior officials shall be mandatory.
19. Disciplinary action shall be taken for ethical violations.
20. eAnnadata may amend the code of conduct as required.

39. Emergency Response & Security Control Rules

1. An emergency response plan shall be available in all canteens.
2. Evacuation procedures shall be implemented in the event of a disaster.
3. An emergency alarm system may be installed.
4. A first-aid team may be constituted.
5. Security personnel shall be provided with emergency training.
6. Separate Standard Operating Procedures (SOPs) shall be implemented for fire, floods, and accidents.
7. An emergency contact list shall be displayed.
8. Night-time security patrols may be made mandatory.
9. All exit routes shall be kept free of obstructions.
10. Emergency lighting arrangements shall be provided.
11. Special measures for crowd control shall be implemented.
12. Security equipment shall be inspected regularly.
13. Disaster drills shall be conducted periodically.
14. Immediate reporting of serious incidents to headquarters shall be mandatory.
15. Digital record backups shall be securely maintained.
16. Operations may be temporarily suspended during emergencies.
17. Employees shall be required to adhere to safety instructions.
18. Coordination with external disaster management agencies may be established.
19. Action shall be taken in the event of security breaches.
20. eAnnadata may amend security rules periodically.

40. Farmer Welfare & Assistance Scheme Rules

1. Information regarding government schemes shall be made available to farmers.
2. Assistance with applications shall be provided to eligible farmers.
3. Farmer welfare camps may be organized.
4. Special assistance may be provided to women farmers.



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5. Priority may be given to senior farmer beneficiaries.
6. Records of farmers' issues will be maintained securely.
7. Farmer assistance services may be made available digitally.
8. Training and awareness programs will be organized.
9. Farmers will be provided with technical agricultural information.
10. The assistance distribution process will be transparent.
11. Beneficiary verification will be mandatory.
12. Action will be taken against fraudulent beneficiaries.
13. Farmers' grievances will be resolved within a stipulated timeframe.
14. Information regarding social security schemes will be provided.
15. Trained staff will be available at the assistance center.
16. Farmers' data will be kept confidential.
17. Farmers' interests will be the top priority.
18. Assistance services will be reviewed periodically.
19. Scheme reports will be submitted to the headquarters.
20. eAnnadata may amend assistance rules as required.

41. Legal & Compliance Rules

1. All canteens shall comply with government rules and laws.
2. Maintaining valid licenses and registrations is mandatory.
3. Compliance with tax regulations is mandatory.
4. Compliance with labor laws is mandatory.
5. Food safety and hygiene regulations shall apply.
6. Rules regarding digital transactions must be followed.
7. Violation of environmental regulations shall be punishable.
8. Records must be securely maintained for the prescribed period.
9. Timely responses to legal notices are mandatory.
10. Compliance with contract terms is mandatory.
11. Laws regarding women's safety must be followed.
12. Supply contracts shall be executed in writing.
13. Timely renewal of licenses is mandatory.
14. In the event of a legal dispute, the organization's decision shall be final.
15. Anti-corruption rules shall apply.
16. Data protection laws must be followed.
17. Sale of counterfeit products is prohibited.
18. Cooperation with inspection agencies is mandatory.
19. Legal action may be taken in cases of serious violations.
20. eAnnadata may amend compliance rules as required.



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42. Franchise & Authorized Operations Rules

1. eAnnadata canteen operations shall be conducted only by authorized entities.
2. Franchise approval is valid only after obtaining permission from eAnnadata.
3. All franchise entities must adhere to eAnnadata's guidelines.
4. Use of the name or logo without permission is prohibited.
5. Authorized operational areas may be designated.
6. Franchise records must be securely maintained in digital format.
7. Operational quality shall be reviewed regularly.
8. Franchisees are required to undergo prescribed training.
9. The interests of farmers shall remain the top priority.
10. Authorization may be suspended in the event of rule violations.
11. Financial and stock records must be made available to eAnnadata.
12. The franchise premises will be inspected periodically.
13. Maintaining service quality will be mandatory.
14. Misleading publicity or false claims will be prohibited.
15. It will be necessary to keep records of all digital transactions secure.
16. Verification of employees will be mandatory.
17. Adherence to safety and hygiene standards will be required.
18. Maintaining transparency in franchise operations will be mandatory.
19. Compliance with instructions issued by the headquarters will be required.
20. eAnnadata may amend the franchise rules as needed.

43. Media & Public Relations Rules

1. Official communication with the media will be conducted only by an authorized person.
2. Issuing press statements without eAnnadata's permission will be prohibited.
3. Disseminating incorrect or misleading information will be punishable.
4. Information regarding farmers' interests may be shared transparently.
5. Social media operations must comply with prescribed guidelines.
6. Activities that tarnish eAnnadata's image will be prohibited.
7. Promotional material must be based on truthful and verified information.
8. Records of media programs must be maintained securely.
9. Controversial political or religious statements will be prohibited.
10. Prior permission may be required for press conferences.
11. Cybersecurity rules must be followed during digital promotion.
12. Media-related grievances will be resolved according to the prescribed procedure.
13. Farmers' success stories may be publicized.
14. Priority will be given to national and social interests.
15. eAnnadata's authorized logo must be used in the prescribed format.



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16. Disclosing confidential information will be prohibited.
17. Records of media representatives may be maintained.
18. Indecent behavior on social media will be punishable.
19. Media activities may be reviewed by the headquarters.
20. eAnnadata may amend the media rules.

44. Energy Conservation & Green Operations Rules

1. Priority will be given to electricity conservation.
2. A solar energy system may be implemented.
3. LED lighting systems will be used.
4. Keeping unnecessary electrical appliances switched on will be prohibited.
5. A rainwater harvesting system may be implemented.
6. Priority will be given to eco-friendly construction materials.
7. Special efforts will be made to reduce plastic usage.
8. Tree plantation programs may be organized.
9. Water conservation measures will be implemented.
10. Records of fuel consumption will be maintained.
11. Compliance with pollution control regulations will be mandatory.
12. Organic waste will be disposed of safely.
13. Maintaining a green campus will be the responsibility of the management.
14. Employees will receive training on environmental awareness.
15. Energy consumption will be reviewed regularly.
16. Activities causing pollution will be prohibited.
17. Immediate repairs will be carried out in the event of water leakage.
18. Energy conservation reports may be submitted to headquarters.
19. Environmental safety audits will be conducted periodically.
20. eAnnadata may amend the green operation guidelines as required.

45. Digital Payment & Financial Security Rules

1. All digital payments shall be made through secure channels.
2. UPI, banking, and card payment systems may be implemented.
3. Maintaining records of cash transactions shall be mandatory.
4. Digital payment records shall be updated immediately.
5. Providing a payment receipt to the customer shall be mandatory.
6. Fraudulent payments or acts of fraud shall be punishable.
7. Financial data shall be kept confidential.
8. Only authorized persons shall be permitted to approve payments.
9. The digital payment system shall undergo regular audits.
10. Payment-related grievances shall be resolved in a time-bound manner.



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11. Adherence to cybersecurity standards shall be mandatory.
12. Backups of financial records shall be securely maintained.
13. An investigation shall be conducted in the event of payment irregularities.
14. Sharing of OTPs and passwords shall be prohibited.
15. Employees shall be provided training on digital payments.
16. Unauthorized modifications to the payment system shall be prohibited.
17. Compliance with banking regulations shall be mandatory.
18. Digital payment reports may be submitted to headquarters.
19. Immediate reporting of suspicious transactions shall be mandatory.
20. eAnnadata reserves the right to amend payment rules.

46. Record Preservation & Documentation Rules

1. All records shall be maintained securely and systematically.
2. Both digital and physical records may be preserved securely.
3. Unauthorized alterations to records shall be prohibited.
4. Financial documents shall be stored in a secure location.
5. Stock records shall be updated regularly.
6. Employee records shall be kept confidential.
7. Membership and beneficiary records shall be securely maintained in digital format.
8. Record backups shall be taken periodically.
9. Classification of documents shall be carried out according to prescribed procedures.
10. Making necessary records available to the inspection team shall be mandatory.
11. Prescribed procedures shall apply to the destruction of records.
12. Confidential documents shall be subject to restricted access.
13. Adherence to data security standards shall be mandatory.
14. Documents shall be verified regularly.
15. Tampering with records shall be punishable.
16. A digital scanning and storage system may be implemented.
17. The record retention period shall be determined by eAnnadata.
18. Legal documents shall be stored securely.
19. Necessary record reports may be sent to the headquarters.
20. eAnnadata may amend record management rules as required.

47. Visitor & Guest Management Rules

1. Entry of all visitors must be recorded in the visitor register.
2. A visitor identity verification process may be implemented.
3. Entry into restricted areas without permission shall not be permitted.
4. A visitor pass system may be implemented.
5. Unauthorized entry into the warehouse area shall be prohibited.



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6. Visitor activities may be subject to CCTV surveillance.
7. Special permission shall be required for the entry of visitors at night.
8. Security personnel shall be trained in visitor verification.
9. Immediate reporting of suspicious activities to the headquarters shall be mandatory.
10. Safe assistance arrangements may be provided for female visitors.
11. A visitor evacuation procedure shall be implemented in case of an emergency.
12. Visitors must adhere to safety instructions.
13. Entry without an identity card may be restricted.
14. Mobile photography may be prohibited in sensitive areas.
15. Visitor records shall be maintained securely in digital format.
16. Separate entry arrangements may be made for public events.
17. Entry may be denied in the event of a violation of security rules.
18. Additional security measures may be implemented for crowd control.
19. Visitor grievances shall be resolved in accordance with the prescribed procedure.
20. eAnnadata may amend visitor management rules.

48. Employee Welfare & Facility Rules

1. A safe and hygienic workplace shall be provided for employees.
2. Drinking water and toilet facilities shall be mandatory.
3. Designated rest areas may be provided for employees.
4. Separate facilities shall be provided for female employees.
5. Staff quarters may be provided as required.
6. Safety equipment shall be provided to employees.
7. First-aid facilities shall be available.
8. Employees shall be provided with periodic training.
9. Employees performing exceptionally well may be incentivized.
10. A mechanism for addressing employee grievances shall be available.
11. Discrimination at the workplace shall be prohibited.
12. Employee health check-up camps may be organized.
13. Emergency assistance facilities may be provided.
14. Adherence to employee working hours and break times shall be mandatory.
15. Confidential information regarding employees shall be kept secure.
16. Maintenance of discipline shall be mandatory.
17. Use of intoxicants at the workplace shall be prohibited.
18. Employee attendance records shall be maintained digitally.
19. Employee welfare schemes shall be reviewed periodically.
20. eAnnadata may amend employee welfare rules as required.



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49. Future Expansion & Development Policy

1. Canteen expansion will be carried out based on farmers' needs and demand.
2. A preliminary survey will be mandatory for expansion into new areas.
3. The expansion plan will be implemented following approval from eAnnadata.
4. Digital services may be expanded from time to time.
5. Warehouse capacity may be increased according to requirements.
6. The number of farmer support centers may be increased.
7. New technologies and digital systems may be implemented.
8. Priority will be given to environmentally friendly development.
9. Special schemes may be implemented for women and young farmers.
10. The transportation and delivery network may be expanded.
11. Training and skill development programs may be enhanced.
12. Collaboration may be established with government and non-government organizations.
13. Infrastructure may be expanded to meet future requirements.
14. Farmers' interests will remain the top priority.
15. The expansion process will be transparent and rule-based.
16. All new units will be required to adhere to the organization's guidelines.
17. The digital monitoring system may be expanded.
18. Social and economic development will be encouraged.
19. eAnnadata will periodically review the development policy.
20. The objective of the eAnnadata canteen program will be to provide dignity, convenience, and self-reliance to farmers.

