

Process for Sampling at the time of taking physical delivery to be followed by Client and warehouseman.

Clients are entitled to make a request to the warehouseman for testing / assaying at the time of lifting of goods from the Warehouse and testing of these samples by the warehouseman and its assayer for the purpose of verification of quality of commodity.

The broad process for making such requests is given as under.

1. The client making the request should verify /ensure the following before submitting request for further processing;
 - a. The request is with respect to goods that are valid and are as per AGMARK / Exchange norms.
 - b. The relevant goods are stored in WDRA registered Warehouses at the time of submission of request and the electronic holdings of the said goods are reflected in corresponding prescribed electronic/repository account of the said participant.
 - c. Request is made before the expiry of the shelf life of such goods.
 - d. Request is made only after submission of all documents relating to physical withdrawal of such goods to the Warehouseman concerned.
2. As per the “Model SOP of WDRA” point 3.4, process to be followed for submitting requests for sampling at the time of taking physical delivery and testing of the samples:
 - a. Before delivery of goods to the client or its authorized representative the representative sample of stocks shall be drawn and all the parameters as per AGMARK / Exchange / eNAM norms are to be tested.
 - b. The procedure described in section 1.5 of “Model SOP of WDRA” (Assaying the quality of goods) for assaying of goods shall be followed. [Link - https://wdra.gov.in/documents/32110/553933/Final+Model+SOP+of+WDRA.pdf](https://wdra.gov.in/documents/32110/553933/Final+Model+SOP+of+WDRA.pdf)
3. Cost for sampling, testing and labor are to be borne by the client requesting Remat Sampling and Testing.
4. The Charges for Sampling and testing shall be paid to the Remat Assayer by the client who has raised the remat testing request.
5. On completion and sampling process, client can lift the commodity physically from the warehouse.
6. Test / assaying report to be submitted to the client by the Assayer.
7. As per point 5 of “Model SOP of WDRA”,
 - a. Any person aggrieved with the functioning of warehouse may register a grievance along with supporting evidence to the warehousemen or his authorized representative in the warehouse.
 - b. The grievance shall be redressed and the warehouseman shall communicate the same to the aggrieved party within 15 days of receipt of the grievance.
 - c. The communication of redressal issued by the warehouseman as above shall include the following:
 - d. action taken by the warehouseman to redress grievance;
 - e. if the grievance is rejected, detailed reasons for doing so.

- f. Where the aggrieved party is not satisfied with the redressal provided by the warehouseman as above, it shall communicate its response to the warehouseman within 10 days of receipt of communication from the respondent.
 - g. The aggrieved party's response made as above must clearly state the reasons for which the aggrieved party is not satisfied.
 - h. The warehouseman shall respond to the aggrieved party's response within 10 days of its receipt.
 - i. Where the aggrieved party is still not satisfied with the response provided by the warehouseman as above, it may escalate the grievance to the Authority for its resolution.
 - j. Aggrieved party can escalate the grievance to Authority through an online portal (WDRA Grievance Redressal System) available on WDRA website.
 - k. Any eNWR holder who wishes to file a delivery-related grievance against a warehouseman must do so before taking delivery or within 30 days of taking delivery under protest.
 - l. A grievance shall be considered as closed when,
 - i. The aggrieved party has accepted the response given by the warehouseman.
 - ii. the aggrieved party has not communicated a response to the warehouseman within eight weeks of the issuance of the warehouseman's response; or
 - iii. The aggrieved party withdraws its grievance through a written or electronic communication.
8. For more details on the Grievance Redressal policy of WDRA, client can refer "Guidelines on the Redress of Grievances and Resolution of Disputes, 2017" document available on WDRA website.
- Link** - <https://wdra.gov.in/documents/32110/35878/Guidelines+on+Redress+of+Grievances+and+Resolution+of+Disputes%281%29.pdf>

Note: - The above process is derived, compiled and is an indicative description based on WDRA rules, regulations & guidelines for eNWRs other than those which are bought on Exchange platform. Clients are advised to refer WDRA portal for exact information. NERL or its affiliates, employees, directors or agents shall not be liable or responsible for any losses, claims, damages on account of reliance on the given information and/or the use or inability to use the given information.