<div align="center">**Terms of Reference (ToR)**
for
Research Project</div>

Title	Study of the warehouse operations and services parameters to frame guidelines and requirements for Non-Agri warehousing service providers
Sectional Committee	Supply Chain Management Sectional Committee, SSD 18
Duration	04 months

1 BACKGROUND

The warehouse industry plays a crucial role in facilitating smooth transitions of goods and articles for individuals and businesses, ensuring the secure handling and storage of goods. However, in the absence of any Indian Standard, majority of the stakeholders are following their own standard operating procedures/guidelines which is leading to inconsistent and non-uniform service quality, potential risks, and challenges for both service providers and consumers. So, it is essential to study the current warehouse operations practices to establish a comprehensive and cohesive set of standards that promote professionalism, reliability, and transparency throughout the Warehouse Service Operations.

To maintain uniformity/consistency in warehouse operations services, it is important to undertake a study of the current warehouse operations and services parameters for Non-Agri warehouses for framing guidelines and requirements for the warehouse service providers. As the demand for warehouse services continues to grow globally, it becomes imperative to establish a robust framework that sets the benchmark for service excellence and customer satisfaction.

2 OBJECTIVE

To collect and analyse the data from primary and secondary sources in regard to the warehousing operations and services in the country with respect to the non-agri products.

3 SCOPE

3.1 Undertake study of existing literature which includes published research papers, study conducted by any other organization, Standard Operating Procedures (SoPs), best practices, international standards/standards of NSBs of foreign country, if any.

3.2 Comparative analysis of data collected as per **3.1**.

3.3 Identification of the warehouse service providers w.r.t large, medium and small scale as per the sampling plan given in **3.4** to study the following:

a) Classification of Services
b) Statutory and Regulatory Requirements
c) Warehouse Requirements (Equipment, Infrastructure and Resources)
d) Requirements for Deposit of Goods
e) Requirements for Storage of Goods
f) Requirements for Delivery of Goods
g) Requirements for Safety and Security of Goods/Stock
h) Grievance redressal Mechanism
i) Roles and Responsibilities of Employees
j) Safety and security protocols
k) Training, Competence and qualification of Personnel
l) Maintenance requirements (covering maintenance plan, checklist for critical requirements for maintenance, equipment required for maintenance)
m) Traceability of Goods
n) Documentation Requirements
o) Use of IT tools for data processing and modeling
p) Sustainable practices adopted by the service provider

3.4 Conduct visits as per the sampling plan given below:

Type	Number of Non-Agri products Warehouses to be visited	Data to be Collected
Large Scale Service Providers	2	As per para **3.3**
Medium Scale Service Providers	2	As per para **3.3**
Small Scale Service Providers	2	As per para **3.3**
Bulk Consumers/ Users	2	Feedback through structured questionnaire.

3.5 Prepare an analytical report covering the details mentioned in para from **3.1** to **3.4**.

4 METHODOLOGY

The study should follow a structured methodology that includes, but not limited to, the following:

a) Review of the literature as mentioned in para **3.1**.
b) Collection of feedback through circulation of structured questionnaire.

c) Conduct visits as given in para **3.4**. After identification of warehouses to be visited, take consent of BIS before proceeding further.

d) Witness and observe the requirements as given in para **3.3** during the visits.

e) Focused group discussions after the visits to analyze and comparative analysis of the collected data.

f) Prepare a report based on the findings and data collected as per para **3**.

5 DELIVERABLES

An analytical report containing information/data as mentioned in **3** along with the evidence containing statements, questionnaire, details of interviews, outcome of consultation with experts and data collected during literature review and visits. Hard as well as soft copy of the report shall be submitted within the timeframe.

6 TIMELINE AND METHOD OF PROGRESS REVIEW

The time frame of completing the study and submitting the final report is 4 months from the date of the award of the project.

Stagewise timelines:

a) Interim Report covering the review of the literatures, existing stipulations and visits plan for approval of BIS – within 1 months from the date of award of project by BIS.

b) Report of site visits by end of 2 months from the date of assignment received by BIS.

c) Draft project report covering all the aspects of the ToR – By end of 3 months from the date of assignment received from BIS.

d) The researcher taking up the project shall clear all doubts on provisions of research including ToR and BIS guidelines before acceptance.

7   BIS SUPPORT

    7.1 BIS will provide access to latest editions of Indian and International Standards identified by the researcher.

    7.2 BIS will facilitate assistance to introduce the research project to research organizations, government departments, and Industries/Service Providers.

8. NODAL PERSON

Shri Shivam Soni
Sc-B/AD & Member Secretary, SSD 18
Email id : ssd@bis.gov.in
Services Sector Department
Bureau of Indian Standards