



STORE KEEPER PLAYBOOK

SOPs, Policies, Registers & Formats

JD | SOPs | Policies | Registers | Formats

Use: This document is the operating manual for the Store Keeper (STORE). Follow the Swara Authority & Escalation Matrix strictly. No material issue without an authorised issue slip. No GRN, no payment. If an approval is not in writing (ERP/email/WhatsApp screenshot attached), it is treated as NOT approved. Keep evidence for every store action (photos, challans, GRNs, issue slips, audit reports).

STORE Job Description (JD) + KPI Scorecard	00_Admin & Governance / HR / JDs
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STORE Policies (POL-01 to POL-12) - one-by-one	00_Admin & Governance / Policies / Stores
STORE Registers (REG-01 to REG-20) - printable templates	08_Site Execution / Stores / Registers
STORE Formats/Templates (FMT-01 to FMT-15) - printable templates	08_Site Execution / Stores / Formats
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How to use: Print registers & formats for the site file. Keep scans in the project folder. If a record is missing, treat it as a risk and escalate. This playbook is designed to be auditable - keep evidence.

1. Role Overview & Job Description (STORE)

Role purpose: Maintain accurate, secure and audit-ready control of all site materials, tools and scrap. Ensure timely availability of materials, prevent shortages, prevent leakage/theft, and support clean billing and payment controls through GRN and documentation discipline.

Grade: L2 (Executive) as per Swara Salary Grade Structure (refer HR pack).

Reports to: PM-S (Site). **Functional coordination:** PUR-M (HO) for procurement and delivery follow-ups. **Works closely with:** SSE, SE, SUP, ACC-O, SAFE, Subcontractors and Security.

1.1 Key responsibilities (Must)

- Receive materials and generate GRN with PO/WO matching; record shortages/damages on challan with vendor acknowledgement.
- Maintain store registers (inward, issue, returns, reconciliation, scrap) with same-day updates.
- Issue materials only with authorised issue slips; maintain traceability to workfront/contractor.
- Control critical materials (cement/steel/finishing items) with FIFO, batch tracking and reconciliations.
- Maintain minimum stock levels and raise timely reorder/indent requests based on work plan and lead times.
- Maintain store housekeeping, safe stacking, and access control (locks/keys/authorised entry).
- Support audits: monthly stock audits, surprise audits, and variance closure with root cause actions.
- Control scrap segregation and disposal with approvals and receipts (zero unauthorised movement).
- Support billing and payment controls: no GRN = no payment; maintain evidence for ACC-O/ACC-H.

1.2 Daily / Weekly / Monthly routine

Daily:

- Morning: check store locks, housekeeping, critical stock (cement/steel), deliveries expected.
- Receive deliveries; complete PO-challan matching; generate GRN; take photos for issues.
- Issue materials against authorised slips; update issue register and stock balances.
- Update cement/steel registers and check reorder triggers.
- End-of-day: store closing log, lock check, critical stock check, pending issues list.

Weekly:

- Submit weekly reconciliation summary to PM-S/PUR-M (cement/steel variances, shortages, decisions needed).

- Audit tools and PPE issuance with supervisor/safety officer; identify missing/damaged items.
- Review minimum stock list with next-week plan; raise early indents for long-lead items.

Monthly:

- Conduct monthly stock audit and variance closure (with PM-S/ACC-O sign-off).
- Review scrap register and disposal trail; ensure receipts and approvals are filed.
- Review store layout and housekeeping score; implement improvements (5S).

1.3 KPI Scorecard (sample)

GRN completion TAT	100% deliveries GRN same day	Daily	STORE-REG-01 + GRN files
Issue slip discipline	0 issues without slip	Daily	STORE-REG-04 + slips
Stock-out incidents	0 work stoppage due to store delay	Weekly	Material shortage log + escalation proofs
Critical material variance	<= agreed tolerance; investigate all variances	Monthly	STORE-REG-15/16 + actions
Housekeeping & safety	>= 90% checklist compliance	Weekly	STORE-REG-13 + photos
Scrap control	100% disposal with approvals/receipts	Monthly	STORE-REG-17/18 + receipts

2. Phase Map (Phase 0-11) - STORE responsibilities & evidence

Use this as a quick reference to understand what STORE must deliver across project phases. Most STORE workload is in Phase 8-11, but the setup and control system should start in Phase 0.

Phase 0 to Phase 5 (Setup to Design Finalisation)

Phase 0 - Governance & Setup	Set up store layout, access control, registers and formats; align min-max stock list with PM-S/PUR-M; ensure ERP/register discipline training.	Store layout photos, authorised access list, min stock sheet, register set printed/started.
Phase 1 - Due Diligence	Support salvage/inventory assessment if redevelopment; identify items for reuse/scrap; prepare safe storage plan for demolition stage.	Salvage list, scrap plan note, storage readiness checklist.
Phase 2 - Feasibility & Offer Structuring	Share consumption benchmarks and storage constraints; support preliminary procurement strategy inputs (lead times, critical items).	Material lead time note, critical items list.
Phase 3 - Consensus & Documentation	Prepare documentation filing structure for store records; confirm who will maintain custody of originals (GRNs, challans).	Store file index, evidence folder structure.
Phase 4 - Agreement & Legal Closure	Ensure store policies are aligned to contract obligations (approved makes, warranty spares tracking).	Approved make list version control note.
Phase 5 - Design Finalisation	Update store categories and tagging as per approved specifications (tiles, sanitary, electrical brands).	Approved makes list posted in store; tagging plan.

Phase 6 to Phase 11 (Approvals to Post-handover)

Phase 6 - Approvals & RERA	Support safe storage of hazardous/flammable items; maintain compliance evidence if inspected.	Hazardous storage photos, MSDS file if available.
Phase 7 - Vacate & Transit	Assist with inventory/salvage control of removed items; coordinate shifting and secure storage.	Inventory register, handover receipts.
Phase 8 - Demolition & Enabling Works	Control tools/PPE issue; scrap segregation; store enabling materials; support debris disposal documentation (if assigned).	Tools register, scrap register, disposal receipts.
Phase 9 - Construction Execution Controls	Full store operations: GRN, issue slips, reconciliations, audits, shortage escalations, and documentation discipline.	All STORE registers + weekly/monthly reports.
Phase 10 - Completion & Close-out	Control finishing/warranty spares; maintain handover material list; reconcile final stock and close scrap disposal trail.	Spare parts register, final stock audit report.
Phase 11 - DLP & Post-handover	Maintain spare parts inventory and issue for defect rectification; track warranty claims and returns.	DLP spare issue log, warranty claim notes.

STORE Gate Readiness (quick checks)

Gate to Phase 9 (Construction start):

- Store area finalised with racks/pallets and lockable access control in place.
- All registers printed/started (REG-01, 04, 06, 07, 12, 13, 14 minimum).
- Min-max list approved for cement/steel/sand/aggregate and key finishing items.
- Issue Slip discipline started (no slip, no issue).
- Photo evidence folder structure created and shared with PM-S/ACC-O.

Gate to Phase 10 (Finishing & handover):

- Finishing/MEP inventory tagged floor-wise/flat-wise; high-value items secured.
- Warranty cards/manuals/spares list maintained and ready for handover kit.
- Stock audit done; variances closed; scrap disposal trail complete.

3. SOPs (In-depth, One-by-One) - SOP-01 to SOP-15

Each SOP is a step-by-step operating procedure. Follow the sequence and file evidence (GRN, issue slips, photos). If approvals are not in writing, treat as NOT approved.

- STORE SOP-01: Store Setup, Layout and Access Control
- STORE SOP-02: Material Inward and GRN (Goods Receipt Note) Process
- STORE SOP-03: Material Hold, Rejection and NCR Support
- STORE SOP-04: Material Issue to Site (Issue Slip Discipline)
- STORE SOP-05: Material Return, Re-use and Restocking
- STORE SOP-06: Cement Storage, Issue and Reconciliation (FIFO)
- STORE SOP-07: Steel (TMT/Structural) Storage and Reconciliation
- STORE SOP-08: Bulk Materials Control (Sand/Aggregate/Bricks/Blocks)
- STORE SOP-09: Finishing/MEP Material Control (Tiles, Sanitary, Electrical, Plumbing)
- STORE SOP-10: Tools & Tackles + PPE Issue and Return Control
- STORE SOP-11: Minimum Stock, Reorder Levels and Indent Preparation
- STORE SOP-12: Store Housekeeping, 5S and Safety in Store Area
- STORE SOP-13: Monthly Stock Audit and Variance Closure
- STORE SOP-14: Scrap Segregation, Storage and Disposal Control
- STORE SOP-15: Material Transfer Between Sites / Return to Vendor

STORE SOP-01: Store Setup, Layout and Access Control

Objective: Create an organised, auditable store before first material arrives (zones, racks, locks, signage, bin cards).

Trigger / Frequency: Before first delivery; and whenever store location changes.

Inputs:

- Site layout plan + storage area demarcation
- Approved makes list + material categories (civil/MEP/finishing/tools)
- Locking system (keys/locks) and authorised access list

Step-by-step:

- Demarcate store zones: Cement / Steel yard / Finishing / Electrical / Plumbing / Tools / Hazardous / Scrap.
- Install racks/pallets; keep cement on pallets, away from walls; cover from moisture.
- Create bin cards / location codes (Rack-No / Zone) for fast retrieval and audit.
- Create access control: key holder list; visitor entry only with PM-S approval.
- Install basic safety: fire extinguisher, no smoking signs, emergency contact board.
- Start STORE-REG-13 (Housekeeping checklist) and daily closing discipline.

Outputs / Evidence:

- Store layout map + zone labels (photo evidence)
- Access control list + key register
- Bin card system started

Registers / Formats used: STORE-REG-13, STORE-REG-14

Escalations:

- If store space is insufficient / water leakage risk -> escalate to PM-S same day (risk of material damage).

STORE SOP-02: Material Inward and GRN (Goods Receipt Note) Process

Objective: Ensure every delivery is received, checked, documented and entered in ERP/records on the same day.

Trigger / Frequency: Every delivery (cement/steel/bulk/finishing/MEP/tools).

Inputs:

- Purchase Order (PO) / Work Order reference
- Vendor challan + delivery note + test certificates (if applicable)
- Weighment slip (for steel/bulk, where applicable)

Step-by-step:

- Verify PO vs challan: item name, brand, quantity, unit, rate (rate optional on challan).
- Check physical quantity: count/measure/weigh; record shortages/excess on challan with vendor signature.
- Check visible quality: damage, rust, wet cement bags, broken tiles, missing accessories.
- Take geo-tagged photos (truck, challan, material stack, damages).
- Generate GRN (STORE-FMT-01) with unique GRN no. and enter in register (STORE-REG-01).
- If mismatch/quality issue -> put material on HOLD (STORE SOP-03) and inform SSE/SE + PM-S.

Outputs / Evidence:

- Signed challan copy + GRN
- Photo evidence folder (date-wise)
- Inward register updated

Registers / Formats used: STORE-REG-01, STORE-REG-02, STORE-FMT-01

Escalations:

- Shortage/damage above tolerance or repeated vendor issue -> raise STORE-FMT-06 and inform PUR-M within 24 hrs.

STORE SOP-03: Material Hold, Rejection and NCR Support

Objective: Prevent unapproved/damaged material from being used and protect the company from payment disputes.

Trigger / Frequency: Whenever material is damaged, unapproved make, wrong specification, or quantity mismatch.

Inputs:

- GRN/challan and photos
- Approved makes/specs list (from PM-S/Architect/MEP)
- Engineer instruction (accept/reject/replace)

Step-by-step:

- Segregate the material in 'HOLD' zone with visible HOLD tag (STORE-FMT-03).
- Inform SSE/SE for inspection and written decision (accept with discount / replace / return).
- Update HOLD register (STORE-REG-03) with reason and target action date.
- For return: prepare vendor return note (STORE-FMT-09) and get PUR-M approval.
- Do not issue HOLD material to site until written clearance is received.

Outputs / Evidence:

- HOLD/REJECT tag + register entry
- Written acceptance/rejection decision filed
- Return challan/receipt where applicable

Registers / Formats used: STORE-REG-03, STORE-REG-20, STORE-FMT-03

Escalations:

- If site is pressuring to use rejected material -> escalate to PM-S immediately (quality risk).

STORE SOP-04: Material Issue to Site (Issue Slip Discipline)

Objective: Ensure no material leaves store without authorised issue slip and traceability.

Trigger / Frequency: Whenever any material is issued to contractor/team.

Inputs:

- Material request from SE/SSE (as per daily plan)
- Approved issue slip format (STORE-FMT-04)
- Stock availability check

Step-by-step:

- Verify request aligns with work front and daily plan; check stock availability.
- Prepare Issue Slip (STORE-FMT-04): item, qty, unit, purpose/location, receiver name & signature.
- Issue material and record in Issue Register (STORE-REG-04) immediately.
- For controlled items (tiles, sanitary, wires, valves): issue only against area/flat/floor tagging.
- For cement/steel: update reconciliation registers same day (STORE-REG-06/07).

Outputs / Evidence:

- Signed Issue Slip
- Issue Register updated
- Stock ledger updated

Registers / Formats used: STORE-REG-04, STORE-REG-06, STORE-REG-07, STORE-FMT-04

Escalations:

- If someone demands material without slip -> refuse and inform PM-S (discipline).

STORE SOP-05: Material Return, Re-use and Restocking

Objective: Control unused material returns to reduce wastage and prevent theft/leakage.

Trigger / Frequency: End of task/shift; whenever excess material is returned.

Inputs:

- Return material + original Issue Slip reference
- Return Note format (STORE-FMT-05)

Step-by-step:

- [] Check quantity and condition of returned material; segregate reusable vs scrap.
- [] Prepare Return Note (STORE-FMT-05) and update Return Register (STORE-REG-05).
- [] Restock reusable items into correct location code; update stock ledger/ERP.
- [] If damaged/waste -> record in Scrap Register (STORE-REG-17) and inform SSE for wastage review.

Outputs / Evidence:

- Return Note + updated registers
- Updated stock balance

Registers / Formats used: STORE-REG-05, STORE-REG-17, STORE-FMT-05

Escalations:

- If repeated high returns/damages from same contractor -> inform PM-S for action (performance control).

STORE SOP-06: Cement Storage, Issue and Reconciliation (FIFO)

Objective: Prevent cement damage and control bag-level consumption with FIFO and reconciliation.

Trigger / Frequency: Daily (cement is critical material).

Inputs:

- Cement inward GRNs
- Daily pour/usage plan from SSE/SE
- Cement register (STORE-REG-06)

Step-by-step:

- Store cement on pallets, covered; maintain stack height as per safety; keep ventilation.
- Issue cement strictly FIFO (old batch first); record batch/GRN reference.
- Update Cement Register daily: opening, inward, issued, closing.
- Weekly reconciliation with SSE: compare issued bags vs consumption estimate; investigate variances.
- If cement bags become wet/hard -> quarantine and inform PM-S (loss prevention).

Outputs / Evidence:

- Daily cement balance
- Weekly reconciliation note

Registers / Formats used: STORE-REG-06, STORE-REG-16, STORE-FMT-14

Escalations:

- If cement stock will stop work within 48-72 hrs -> escalate to PUR-M and PM-S same day (as per escalation matrix).

STORE SOP-07: Steel (TMT/Structural) Storage and Reconciliation

Objective: Control steel by heat number/size, prevent shortages, and track cutting waste and scrap.

Trigger / Frequency: Every steel delivery and every issue to bar bending/cutting.

Inputs:

- Steel PO + challan + test certificate
- Weighment slip / counting method
- BBS or usage request from SSE

Step-by-step:

- Receive steel with heat no/size; record bundle count and weighment.
- Store steel by size/grade; keep identification tags.
- Issue steel against BBS/requirement; record diameter, length, qty/weight.
- Track cutting waste and scrap separately; update Scrap Register for offcuts.
- Monthly reconciliation: inward vs issued vs closing vs scrap; get SSE sign-off.

Outputs / Evidence:

- Steel register updated with heat/size traceability
- Scrap/offcut record

Registers / Formats used: STORE-REG-07, STORE-REG-17, STORE-REG-16

Escalations:

- Any major steel variance -> inform PM-S and ACC-O (payment and loss risk) within 24 hrs.

STORE SOP-08: Bulk Materials Control (Sand/Aggregate/Bricks/Blocks)

Objective: Maintain basic control on bulk materials using measurement discipline and consumption logs.

Trigger / Frequency: Whenever bulk material is delivered or issued.

Inputs:

- Delivery challan / truck count
- Bulk yard demarcation
- Consumption log (STORE-REG-08)

Step-by-step:

- Demarcate separate heaps with signage; prevent mixing of grades.
- Record truck deliveries daily; verify approximate quantity (length x width x height / density method where used).
- Issue bulk material to work fronts as per daily plan and record consumption log.
- Weekly review with SSE: check abnormal consumption and reasons (rework, leakage, theft).

Outputs / Evidence:

- Bulk delivery & consumption log
- Weekly variance note (if required)

Registers / Formats used: STORE-REG-08, STORE-REG-16

Escalations:

- If bulk material shortage will stop work -> escalate to PUR-M/PM-S same day.

STORE SOP-09: Finishing/MEP Material Control (Tiles, Sanitary, Electrical, Plumbing)

Objective: Prevent breakage, mixing, and pilferage for high-value finishing/MEP materials.

Trigger / Frequency: Whenever finishing/MEP items are received or issued.

Inputs:

- Approved sample / make list
- Flat/floor-wise issue plan (from SE/PM-S)
- Lockable store area

Step-by-step:

- Receive items and check model/colour/size; record batch/lot where applicable.
- Store in lockable racks; segregate by tower/floor/flat if project requires.
- Issue in small lots with tagging to location; record receiver signature.
- Record breakages immediately with photo evidence; report to SSE for wastage control.
- Keep warranty cards/manuals in a separate file for handover stage.

Outputs / Evidence:

- Finishing material stock register updated
- Tagged issuance record (traceability)

Registers / Formats used: STORE-REG-09, STORE-REG-04, STORE-REG-16

Escalations:

- If wrong item delivered or sample mismatch -> HOLD and inform PUR-M within 24 hrs.

STORE SOP-10: Tools & Tackles + PPE Issue and Return Control

Objective: Control tools, shuttering accessories, and PPE issuance with accountability.

Trigger / Frequency: Daily / whenever tools/PPE are issued or returned.

Inputs:

- Tool list + serial nos
- PPE list from Safety Officer
- Issue registers

Step-by-step:

- Issue tools only against signature with expected return date/time.
- For expensive tools: take ID/security deposit as per site rule (PM-S).
- Maintain Tools Register (STORE-REG-10) and PPE Issue Register (STORE-REG-11).
- Weekly tool audit with supervisor; report missing tools immediately.

Outputs / Evidence:

- Tools/PPE issuance traceability
- Weekly missing tool report (if any)

Registers / Formats used: STORE-REG-10, STORE-REG-11

Escalations:

- Missing tool / suspected theft -> inform PM-S same day; document evidence.

STORE SOP-11: Minimum Stock, Reorder Levels and Indent Preparation

Objective: Avoid work stoppage by maintaining min-max levels and timely indents.

Trigger / Frequency: Daily review; and when stock reaches reorder point.

Inputs:

- Min-max list approved by PM-S/PUR-M
- Lead times from vendors
- Daily consumption and next-week plan

Step-by-step:

- Update Minimum Stock Register (STORE-REG-12) with current balances for critical items.
- When stock hits reorder level, raise indent request (STORE-FMT-08) with required delivery date.
- Coordinate with SE/SSE to confirm quantities and workforce priority.
- Follow up with PUR-M on PO and delivery schedule; update material tracker.

Outputs / Evidence:

- Indent/reorder requests with dates
- Material availability forecast

Registers / Formats used: STORE-REG-12, STORE-FMT-08

Escalations:

- If material will stop work within 48-72 hrs -> escalate as per escalation matrix (SUP/SE->STORE/PUR-M same day).

STORE SOP-12: Store Housekeeping, 5S and Safety in Store Area

Objective: Maintain clean, safe and audit-ready store (no trip hazards, no mix-ups, safe stacking).

Trigger / Frequency: Daily end-of-day + weekly deep clean.

Inputs:

- Housekeeping checklist
- Safety guidelines (fire/no smoking/stack height)

Step-by-step:

- Daily: clean aisles, remove debris, stack materials properly, cover sensitive items.
- Weekly: deep clean racks, check moisture/leakage, check extinguisher, check locks.
- Maintain STORE-REG-13 (Housekeeping) and STORE-REG-14 (Daily closing).
- No smoking; keep hazardous items separate with signage.

Outputs / Evidence:

- Housekeeping evidence (register + photos if required)
- Reduced damage/loss incidents

Registers / Formats used: STORE-REG-13, STORE-REG-14

Escalations:

- Water leakage / store unsafe condition -> inform PM-S immediately.

STORE SOP-13: Monthly Stock Audit and Variance Closure

Objective: Identify stock variances early and close actions with root cause.

Trigger / Frequency: Monthly (fixed date) and surprise audits.

Inputs:

- Stock ledger and registers
- Audit sheet template
- Access to store locations

Step-by-step:

- Freeze issues during audit window (or record separately).
- Count physical stock item-wise; compare to ledger/ERP.
- Record variance in STORE-REG-16; get PM-S sign-off for action plan.
- Investigate variance causes: unrecorded issues, theft, wrong GRN, measurement errors.
- Close actions: recover, adjust ledger with approval, improve controls.

Outputs / Evidence:

- Monthly stock audit report
- Variance closure evidence

Registers / Formats used: STORE-REG-15, STORE-REG-16, STORE-FMT-15

Escalations:

- High variance in critical items -> inform PM-S and ACC-O within 24 hrs; escalate to PM-HO if repeated.

STORE SOP-14: Scrap Segregation, Storage and Disposal Control

Objective: Prevent scrap leakage and ensure disposal only with approvals and receipts.

Trigger / Frequency: Whenever scrap is generated or disposed.

Inputs:

- Scrap categories list (steel offcuts, packaging, broken tiles, wood, etc.)
- Scrap register and disposal approval format

Step-by-step:

- Segregate scrap into labelled bins/zones; keep steel scrap secured.
- Record scrap generation in STORE-REG-17 with source/workfront.
- Raise Scrap Disposal Request (STORE-FMT-10) and get PM-S approval (and OWN if policy requires).
- Dispose scrap only with gate pass/receipt; record buyer details and amounts if applicable.

Outputs / Evidence:

- Scrap register and disposal receipts
- Approved disposal trail

Registers / Formats used: STORE-REG-17, STORE-REG-18, STORE-FMT-10

Escalations:

- Any unauthorised scrap movement -> stop and inform PM-S immediately.

STORE SOP-15: Material Transfer Between Sites / Return to Vendor

Objective: Transfer/return material with full traceability and approvals to avoid disputes.

Trigger / Frequency: Whenever material is transferred to another site or returned to vendor.

Inputs:

- Transfer/return request approved by PM-S and PUR-M
- Transfer challan format
- Vehicle details and receiver confirmation

Step-by-step:

- Prepare Material Transfer Challan (STORE-FMT-12) with item, qty, value reference, source & destination.
- Get dispatch and receiver signatures; attach photos at loading/unloading.
- Update Material Transfer Register (STORE-REG-19) and stock ledger.
- For vendor return: use STORE-FMT-09 and get vendor acknowledgement.

Outputs / Evidence:

- Signed transfer/return documents
- Updated stock balances

Registers / Formats used: STORE-REG-19, STORE-FMT-12, STORE-FMT-09

Escalations:

- If transfer is urgent to avoid work stoppage -> inform PUR-M and PM-HO same day.

4. Policies (In-depth, One-by-One) - POL-01 to POL-12

Policies define non-negotiable rules and controls. Violations must be documented and escalated as required.

- STORE POL-01: No Issue Without Approved Issue Slip
- STORE POL-02: GRN Discipline - No GRN, No Payment
- STORE POL-03: Store Access Control and Key Management
- STORE POL-04: Stock Variance Threshold and Investigation
- STORE POL-05: Approved Makes Only - No Unapproved Substitutions
- STORE POL-06: FIFO and Expiry Management (Cement, Paint, Chemicals)
- STORE POL-07: Hazardous Material Handling (Thinners, Gas, Diesel, Adhesives)
- STORE POL-08: Tools/PPE Accountability Policy
- STORE POL-09: Scrap Control - Zero Unauthorised Disposal
- STORE POL-10: Documentation and Photo Evidence Policy
- STORE POL-11: Material Transfer Policy (Between Sites/Return to Vendor)
- STORE POL-12: Store Closing and Night Security Policy

STORE POL-01: No Issue Without Approved Issue Slip

Policy statement: No material (including cement, steel, finishing items, tools) can be issued without a signed issue slip.

Key rules:

- Issue Slip must mention item, quantity, purpose/location and receiver signature.
- Verbal requests are not valid; emergency issues still require slip before end of shift.
- Any violation is treated as stock leakage risk.

Enforcement (step-by-step):

- STORE refuses issue without slip.
- If pressure continues -> escalate to PM-S immediately.

Evidence to file:

- STORE-REG-04 (Issue Register) + signed slips (STORE-FMT-04).

STORE POL-02: GRN Discipline - No GRN, No Payment

Policy statement: All deliveries must have GRN and inward entry the same day; without GRN, accounts must not process payment.

Key rules:

- Challan must be matched to PO/WO before GRN.
- Shortage/damage must be recorded on challan with vendor signature.
- Photos are mandatory for damage/mismatch.

Enforcement (step-by-step):

- [] ACC-O should reject bills without GRN reference.
- [] Repeated vendor issues -> PUR-M to review vendor performance.

Evidence to file:

- STORE-REG-01 (Inward/GRN) + challan copies + photo folder.

STORE POL-03: Store Access Control and Key Management

Policy statement: Store is a controlled area. Only authorised persons can access or hold keys.

Key rules:

- Key holders: STORE + PM-S (backup). No duplicate keys without approval.
- Visitors/contractors enter only with STORE present.
- Lock store during breaks and after closing.

Enforcement (step-by-step):

- [] Maintain Key Register; report lost key immediately to PM-S.

Evidence to file:

- Key register (part of STORE-REG-14 or separate site file) + CCTV/security log if available.

STORE POL-04: Stock Variance Threshold and Investigation

Policy statement: Stock variance beyond tolerance requires investigation and written closure.

Key rules:

- Critical items (cement/steel/tiles/wires): any unexplained variance is treated as HIGH risk.
- Variance note must include root cause and corrective action.

Enforcement (step-by-step):

- Monthly stock audit is mandatory.
- PM-S approves ledger adjustments with evidence.

Evidence to file:

- STORE-REG-15/16 + signed variance closure note.

STORE POL-05: Approved Makes Only - No Unapproved Substitutions

Policy statement: Store must not accept or issue unapproved brands/specifications.

Key rules:

- Approved makes list must be available in store file.
- Any substitution must have written approval from PM-S/SSE/consultant.

Enforcement (step-by-step):

- [] Unapproved material goes to HOLD zone immediately.

Evidence to file:

- STORE-REG-03 + approval email/WhatsApp screenshot attached.

STORE POL-06: FIFO and Expiry Management (Cement, Paint, Chemicals)

Policy statement: FIFO is mandatory. Expired/near-expiry material must be quarantined.

Key rules:

- Use oldest batch first; record batch/GRN reference for controlled items.
- Near-expiry list to be reviewed weekly with PM-S.

Enforcement (step-by-step):

- [] Quarantine expired items and stop issue.

Evidence to file:

- STORE-REG-06 (cement) + stock cards + quarantine photos.

STORE POL-07: Hazardous Material Handling (Thinners, Gas, Diesel, Adhesives)

Policy statement: Hazardous materials must be stored separately with safety controls.

Key rules:

- No smoking; keep away from sparks; provide extinguisher nearby.
- Store in ventilated area; keep MSDS if available.

Enforcement (step-by-step):

- Safety Officer can stop work/usage if unsafe storage.

Evidence to file:

- Store housekeeping checklist + photos.

STORE POL-08: Tools/PPE Accountability Policy

Policy statement: Tools and PPE are company assets and must be issued and returned with accountability.

Key rules:

- Issue with signature; record expected return time/date.
- Missing/damaged tools require incident note and recovery action.

Enforcement (step-by-step):

- [] Supervisor/contractor responsible for their issued tools.

Evidence to file:

- STORE-REG-10/11 updated + missing tool report if any.

STORE POL-09: Scrap Control - Zero Unauthorised Disposal

Policy statement: Scrap disposal is allowed only with approvals and receipts.

Key rules:

- Scrap must be segregated and recorded.
- No scrap leaves site without gate pass/approval note.

Enforcement (step-by-step):

- [] Security informed for scrap gate control.

Evidence to file:

- STORE-REG-17/18 + receipts + approval notes.

STORE POL-10: Documentation and Photo Evidence Policy

Policy statement: Every critical store action must be auditable with documents and photos.

Key rules:

- Damage/mismatch photos mandatory.
- Registers must be updated same day.

Enforcement (step-by-step):

- [] Missing evidence = treated as risk; escalate if repeated.

Evidence to file:

- Date-wise photo folder + registers + signed slips.

STORE POL-11: Material Transfer Policy (Between Sites/Return to Vendor)

Policy statement: No transfer/return without written approval and signed challan trail.

Key rules:

- Use standard challan format; get receiver signature.
- Update ledger immediately to avoid double counting.

Enforcement (step-by-step):

- [] Transfers without paperwork are treated as theft risk.

Evidence to file:

- STORE-REG-19 + signed challans + photos.

STORE POL-12: Store Closing and Night Security Policy

Policy statement: Daily store closing is mandatory to protect inventory.

Key rules:

- End-of-day closing report with key check, lock check, and stock check for critical items.
- Any break-in or suspicious activity must be reported immediately.

Enforcement (step-by-step):

[] PM-S to ensure security support; STORE maintains closing register.

Evidence to file:

- STORE-REG-14 daily closing log.

5. Registers (One-by-One) - REG-01 to REG-20

Registers are audit evidence. Update them same day. Keep originals in site file and scanned copies in project folder.

- STORE REG-01: Inward / GRN Register
- STORE REG-02: PO vs Challan Matching Log
- STORE REG-03: Hold / Rejection Register
- STORE REG-04: Issue Register (Issue Slips)
- STORE REG-05: Return Register (Unused Material)
- STORE REG-06: Cement Stock & Reconciliation Register
- STORE REG-07: Steel Stock & Reconciliation Register
- STORE REG-08: Bulk Material Delivery & Consumption Log
- STORE REG-09: Finishing/MEP Material Stock Register
- STORE REG-10: Tools & Tackles Register
- STORE REG-11: PPE Issue Register (with Safety)
- STORE REG-12: Minimum Stock & Reorder Register
- STORE REG-13: Store Housekeeping & Safety Checklist
- STORE REG-14: Daily Store Closing Log
- STORE REG-15: Monthly Stock Audit Sheet
- STORE REG-16: Stock Variance & Action Register
- STORE REG-17: Scrap Register
- STORE REG-18: Scrap Disposal Register
- STORE REG-19: Material Transfer Register (Between Sites)
- STORE REG-20: Vendor Delivery Dispute Register

STORE REG-01: Inward / GRN Register

Purpose: Record all inward deliveries and GRNs.

Update frequency: Daily

Template (print-ready):

Date	Vendor	PO/WO Ref	Challan No	Item	Qty	UOM	GRN No	Checked by	Remarks

STORE REG-02: PO vs Challan Matching Log

Purpose: Quick matching of deliveries against PO items and quantities.

Update frequency: Daily/As needed

Template (print-ready):

PO Ref	Item	PO Qty	Delivered Qty	Balance Qty	Delivery Date	Mismatch (Y/N)	Action

STORE REG-03: Hold / Rejection Register

Purpose: Track materials kept on HOLD or rejected, with closure actions.

Update frequency: As needed

Template (print-ready):

Date	GRN/Challan Ref	Item	Qty	Reason (damage/unapproved/spec)	Decision (accept/return)	Target Date	Closed on	Sign

STORE REG-04: Issue Register (Issue Slips)

Purpose: Record all material issues to contractors/teams.

Update frequency: Daily

Template (print-ready):

Date	Issue Slip No	Item	Qty	UOM	Purpose/Location	Issued to (Name)	Receiver Sign	Issued by	Remarks

STORE REG-05: Return Register (Unused Material)

Purpose: Record all material returned to store and restocked.

Update frequency: Daily/As needed

Template (print-ready):

Date	Return Note No	Original Issue Slip Ref	Item	Qty Returned	Condition (OK/Dmg)	Restocked Location	Checked by	Remarks

STORE REG-06: Cement Stock & Reconciliation Register

Purpose: Daily cement opening/inward/issue/closing with FIFO.

Update frequency: Daily

Template (print-ready):

Date	Opening (bags)	Inward (bags)	Issued (bags)	Closing (bags)	Batch/GRN Ref	Issued to/Workfront	Sign

STORE REG-07: Steel Stock & Reconciliation Register

Purpose: Track steel by size/grade/heat and reconcile with scrap.

Update frequency: Daily/Weekly reconciliation

Template (print-ready):

Date	Item/Size/Grade	Heat No	Opening (kg)	Inward (kg)	Issued (kg)	Closing (kg)	Scrap (kg)	Sign

STORE REG-08: Bulk Material Delivery & Consumption Log

Purpose: Control bulk materials (sand/aggregate/bricks/blocks).

Update frequency: Daily/Weekly review

Template (print-ready):

Date	Material	Truck/Challan	Qty Received	Issued to Workfront	Estimated Qty Issued	Balance	Remarks

STORE REG-09: Finishing/MEP Material Stock Register

Purpose: Control high-value items with batch/lot and location tagging.

Update frequency: Daily

Template (print-ready):

Date	Item	Brand/Model	Batch/Lot	Inward Qty	Issued Qty	Closing Qty	Tagged Location (tower/floor/flat)	Remarks

STORE REG-10: Tools & Tackles Register

Purpose: Issue/return tools with accountability.

Update frequency: Daily

Template (print-ready):

Date	Tool/Asset	Serial No	Issued to	Purpose/Location	Issued Time	Return Time	Condition	Sign

STORE REG-11: PPE Issue Register (with Safety)

Purpose: Track PPE issuance and replacement.

Update frequency: Weekly/As needed

Template (print-ready):

Date	Name	Role/Contractor	PPE Item	Qty	Issue Ref	Next Replacement Due	Sign

STORE REG-12: Minimum Stock & Reorder Register

Purpose: Maintain min-max levels and reorder triggers.

Update frequency: Daily review

Template (print-ready):

Item	Min Level	Reorder Level	Current Stock	Lead Time (days)	Indent Raised (Y/N)	Target Delivery Date	Remarks

STORE REG-13: Store Housekeeping & Safety Checklist

Purpose: Daily 5S and safety checks in store.

Update frequency: Daily

Template (print-ready):

Date	Clean aisles	Proper stacking	Locks/keys	Hazardous storage	Extinguisher check	Remarks	Sign

STORE REG-14: Daily Store Closing Log

Purpose: End-of-day store closing and key/security checks.

Update frequency: Daily

Template (print-ready):

Date	Key check	Lock check	Critical stock check (cement/steel)	Issues pending	Photo uploaded (Y/N)	Closed by	PM-S sign

STORE REG-15: Monthly Stock Audit Sheet

Purpose: Physical count vs ledger for monthly audit.

Update frequency: Monthly

Template (print-ready):

Item	Ledger Qty	Physical Qty	Variance	Value impact	Reason	Action	PM-S sign

STORE REG-16: Stock Variance & Action Register

Purpose: Track variances and closure actions.

Update frequency: Monthly/As needed

Template (print-ready):

Date	Item	Variance Qty	Reason	Corrective Action	Owner	Target Date	Closed on	Sign

STORE REG-17: Scrap Register

Purpose: Record scrap generation and storage.

Update frequency: Weekly/As needed

Template (print-ready):

Date	Scrap Type	Source/Workfront	Approx Qty	Stored at	Remarks	Sign

STORE REG-18: Scrap Disposal Register

Purpose: Record scrap disposal approvals and receipts.

Update frequency: As needed

Template (print-ready):

Date	Approval Ref	Scrap Type	Qty	Buyer/Transport	Rate/Amount (if applicable)	Receipt No	Sign

STORE REG-19: Material Transfer Register (Between Sites)

Purpose: Track transfers with challan and receiver confirmation.

Update frequency: As needed

Template (print-ready):

Date	From Site	To Site	Challan No	Item	Qty	Vehicle	Sender Sign	Receiver Sign

STORE REG-20: Vendor Delivery Dispute Register

Purpose: Track shortages, damages, replacements and claims with vendors.

Update frequency: As needed

Template (print-ready):

Date	Vendor	Challan/G RN	Issue Type	Qty/Value	Action (replace/credit)	Target Date	Closed on	Sign

6. Formats & Templates (One-by-One) - FMT-01 to FMT-15

Formats standardise evidence and reduce disputes. Print and use on site. Keep signed originals in the site file.

- STORE FMT-01: Goods Receipt Note (GRN)
- STORE FMT-02: Material Inward Inspection Note (IIR)
- STORE FMT-03: HOLD / REJECT Tag
- STORE FMT-04: Material Issue Slip
- STORE FMT-05: Material Return Note
- STORE FMT-06: Shortage / Damage Report
- STORE FMT-07: Stock Adjustment / Variation Note
- STORE FMT-08: Indent / Reorder Request Sheet
- STORE FMT-09: Vendor Return Note
- STORE FMT-10: Scrap Disposal Request Note
- STORE FMT-11: Scrap Disposal Gate Pass
- STORE FMT-12: Material Transfer Challan (Between Sites)
- STORE FMT-13: Daily Store Closing Report
- STORE FMT-14: Weekly Reconciliation Summary to PM-S / PUR-M
- STORE FMT-15: Monthly Stock Audit Report

STORE FMT-01: Goods Receipt Note (GRN)

Use: Document inward receipt against PO/WO.

Template fields / structure:

Field	Fill
GRN No	
Date	
Project/Site	
Vendor Name	
PO/WO Ref	
Challan No/Date	
Item description	
Qty & UOM	
Received by (STORE)	
Checked by (SSE/SE)	
Remarks/Shortage/Damage	
Attachments (photos/test certs)	

STORE FMT-02: Material Inward Inspection Note (IIR)

Use: Record inward inspection observations and acceptance status.

Template fields / structure:

Field	Fill
Date	
GRN/Challan Ref	
Item	
Qty	
Inspection checks	
Accepted/On Hold/Rejected	
Reason	
Inspector (SSE/SE) sign	
STORE sign	

STORE FMT-03: HOLD / REJECT Tag

Use: Tag material that cannot be issued until clearance.

Template fields / structure:

Field	Fill
Tag No	
Date	
Item	
Qty	
Reason	
Decision required	
Target action date	
Issued by (STORE)	
Approved by (SSE/PM-S)	

STORE FMT-04: Material Issue Slip

Use: Authorised material issue to workfront/contractor.

Template fields / structure:

Field	Fill
Issue Slip No	
Date	
Item	
Qty & UOM	
Purpose/Location	
Issued to (Name/Contractor)	
Receiver signature	
Issued by (STORE)	
Approved by (SSE/SE/PM-S)	

STORE FMT-05: Material Return Note

Use: Record unused material return to store.

Template fields / structure:

Field	Fill
Return Note No	
Date	
Original Issue Slip Ref	
Item	
Qty Returned	
Condition	
Restocked location	
Checked by (STORE)	
Receiver (STORE) sign	
Witness (SUP/SE) sign	

STORE FMT-06: Shortage / Damage Report

Use: Document shortages/damages for vendor claim and internal record.

Template fields / structure:

Field	Fill
Date	
Vendor	
Challan/GRN Ref	
Item	
Qty Short/Damaged	
Description of issue	
Photos attached (Y/N)	
Vendor acknowledgement (Y/N)	
Action required (replace/credit)	
Reported by (STORE)	
Approved by (PM-S/PUR-M)	

STORE FMT-07: Stock Adjustment / Variation Note

Use: Request ledger adjustment with reasons and approvals.

Template fields / structure:

Field	Fill
Date	
Item	
Ledger Qty	
Physical Qty	
Variance	
Reason	
Corrective action	
Requested by (STORE)	
Reviewed by (PM-S/ACC-O)	
Approved by (PM-S/PM-HO as per policy)	

STORE FMT-08: Indent / Reorder Request Sheet

Use: Raise material reorder request with required delivery date.

Template fields / structure:

Field	Fill
Date	
Item	
Required Qty	
Current Stock	
Reorder Level	
Required by date	
Purpose/Workfront	
Requested by (STORE/SE)	
Approved by (PM-S/SSE)	

STORE FMT-09: Vendor Return Note

Use: Return rejected material to vendor with acknowledgement.

Template fields / structure:

Field	Fill
Return Ref No	
Date	
Vendor	
PO Ref	
Challan/GRN Ref	
Item	
Qty Returned	
Reason	
Transport details	
Dispatched by (STORE)	
Vendor received sign	

STORE FMT-10: Scrap Disposal Request Note

Use: Seek approval before scrap disposal.

Template fields / structure:

Field	Fill
Request No	
Date	
Scrap type	
Approx qty	
Reason for disposal	
Expected buyer/transport	
Requested by (STORE)	
Approved by (PM-S)	
Approved by (OWN if required)	

STORE FMT-11: Scrap Disposal Gate Pass

Use: Gate pass for scrap movement with security control.

Template fields / structure:

Field	Fill
Gate Pass No	
Date/Time	
Vehicle No	
Driver name	
Scrap description	
Qty	
Approved by (PM-S)	
Security check	
Exit time	
Receiver sign	

STORE FMT-12: Material Transfer Challan (Between Sites)

Use: Transfer materials between sites with traceability.

Template fields / structure:

Field	Fill
Challan No	
Date	
From Site	
To Site	
Item	
Qty	
Vehicle No	
Dispatched by (STORE)	
Sender sign	
Receiver sign	
Photos attached (Y/N)	

STORE FMT-13: Daily Store Closing Report

Use: Daily closing status to PM-S (critical stock, issues, pending actions).

Template fields / structure:

Field	Fill
Date	
Cement closing	
Steel closing	
Critical shortages	
Deliveries pending	
Issues pending	
Housekeeping done (Y/N)	
STORE sign	
PM-S sign	

STORE FMT-14: Weekly Reconciliation Summary to PM-S / PUR-M

Use: Weekly summary of critical material reconciliation and risks.

Template fields / structure:

Field	Fill
Week ending	
Cement inward/issue/closing	
Steel inward/issue/closing/scrap	
Top 5 shortages	
Variances & actions	
Decisions needed	
Prepared by (STORE)	
Reviewed by (SSE/PM-S)	

STORE FMT-15: Monthly Stock Audit Report

Use: Formal monthly stock audit report with variances and closure plan.

Template fields / structure:

Field	Fill
Month	
Audit date	
Auditors	
Top variances	
Value impact	
Root causes	
Corrective actions	
PM-S sign	
ACC-O sign	

Appendix A: Quick Reference - authority limits & escalation triggers

Authority highlights (STORE):

- Purchase indent initiation: SE/SUP/Dept. STORE supports with stock check and required delivery date.
- Indent review: SSE/PM-S. Indent approval: PM-S (site) / PM-HO (HO) as per authority matrix.
- Execution: PUR-M releases PO; STORE supports receipt/GRN and updates records.
- Vendor bills/payment: ACC-O/ACC-H should not process payment without GRN + supporting docs (PO/WO, challan, IR).
- Safety stop-work in store area: SAFE/SUP/SE can stop unsafe activity; resume only after clearance.

Material shortage escalation (as per escalation matrix):

- Trigger: Material will stop work within 48-72 hrs.
- Level 1: SUP/SE -> STORE/PUR-M same day.
- Level 2: PUR-M -> PM-HO within 24 hrs.
- Level 3: PM-HO -> OWN within 48 hrs.

Mandatory escalation message format:

Subject: Escalation - [Category] - [Tower/Floor/Zone] - [Date]

- Issue summary (one line)
- Impact: Time/Cost/Quality/Safety (quantify if possible)
- Evidence: Photo/Indent/IR/PTW/Tracker ref
- Action taken so far (micro-actions)
- Support/Decision required + deadline

Appendix B: 30-60-90 day onboarding plan (STORE)

Use this plan for onboarding a new Store Keeper or improving an existing site store system.

Day 0-30 (Stabilise & set discipline):

- Understand site layout, work plan, critical material list and vendor lead times.
- Set up store zones, racks, locks, bin cards and authorised access list.
- Start all STORE registers (REG series) and ensure daily update discipline.
- Implement Issue Slip rule (no slip, no issue) and GRN discipline (same day).
- Create min-max levels for critical items with PM-S/PUR-M and start reorder tracking.
- Create photo evidence folder structure (date-wise) for inward/damage/returns.

Day 31-60 (Control & improve accuracy):

- Run weekly reconciliation (cement/steel) and submit summary to PM-S/PUR-M.
- Implement tool/PPE accountability system; start weekly tool audit.
- Start variance action register (REG-16) and close actions with PM-S.
- Improve finishing material tagging by tower/floor/flat to reduce mix-ups.
- Conduct first monthly stock audit and document closure actions.

Day 61-90 (Optimise & audit-ready):

- Achieve stable min stock system with predictable ordering cycle and zero work stoppage.
- Reduce variances through root cause actions (process gaps, training, security).
- Make store fully audit-ready: all registers updated, slips filed, scans uploaded.
- Implement scrap disposal process with approvals and receipt trail; close old pendencies.
- Create store handover checklist for smooth transitions (if STORE changes).