

DO's and DON'Ts for Master Bhandar/ Subsidiary Bhandar

DO's

- Check latest price sheet and acceptance letter before placing any order
- Demand only what customer desires, not what is prompted.
- Report failure in after-sales-service/ quality to HQR KPKB.
- Bhandar staff to ensure that consumer durables are sold duly checked by the customer.
- Guarantee card to be filled and handed over to the customer.
- Get defective items (within warranty period) replaced free of cost as entitled to the customer.
- Up-date the price list regularly, download latest price sheet by visiting kpkb.mha.gov.in.
- Indent should be raised according to customers need and not repetition of old demand.
- Feedback from customer to be taken regularly.
- Report discrepancies like shortages, wrong issues, etc., within 30 days to firm and provide copy HQR KPKB too.
- Check doubtful packing cases at the time of collection.
- Timely correspondence with firm to be maintained for unsold and expired items.
- Report to HQR KPKB if firm dishonors any order.
- Any sub-standard quality issues may be reported to HQR KPKB immediately.

DON'Ts

- Don't accept items substituted / forced by firm.
- Please avoid leakage of supply of stores to unauthorised sources through any MB/SB