



Tea Board India
Under Ministry of Commerce & Industry, Govt. of India
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www.teaboard.gov.in

Dated: 28-04-2026

Office Memorandum No. 57/2026

Subject: Standard Operating Procedure (SOP) for Monitoring and Review of Scheme Implementation

All the Officers who are entrusted with implementation of Scheme will mandatorily make a field visit/ inspection to any of the Zonal/Regional offices on a quarterly basis or as and when need arises, whichever is earlier.


Inspection/review report of each Officer will be submitted to the Deputy Chairperson and the same will be recorded in the following SCMC meeting. Action taken/to be taken shall also be discussed in the SCMC meeting.

During the visit, physical verification of the Scheme implementation, interaction with the stakeholders/beneficiaries should also be carried out.

Finalization of quarterly inspection calendar has to be prepared by the respective Executive Directors and other field supervisory officers for the field level officers working under their jurisdiction.

Similarly, finalization of quarterly inspection calendar at HO level will be done by the Director of Tea Development.

The detailed SOP is attached as Annexure A for ready reference.


(Dr. Amrita Chakraborty)
Secretary(I/c)

Distribution:

1	DTD	
2	FA & CAO	
3	Executive Director, Coonoor & Guwahati	
4	Director (Research)	
5	DDTD	
6	DDTP (ND) and DDTP (JB)	
7	DDTD, Siliguri & FAO, Palampur	
8	Controller of Licensing & FAO(s)	
9	Accounts Officer	
10	System Analyst/Programmer	With the request to upload in Board's website.
11	All Zonal/ Regional Offices	
12	P.A. to Deputy Chairperson	For kind information of Deputy Chairperson

Ref. File No. DEV-SCHM0TDPS(EFC)/2/2025-O/o

Annexure A

Standard Operating Procedure (SOP) for Monitoring and Review of Tea Board's Scheme Implementation

1. Purpose

In order to ascertain the quality of the financial disbursement and the field activities, there will be a mandatory requirement of inspections/cross verification by the Supervisory Officers or designated officers. This SOP outlines the standardized procedure for periodic monitoring, field verification, and review of the implementation of the Scheme to ensure transparency, efficiency, accountability, and outcome-oriented execution.

2. Frequency of Monitoring and Field Visits

1. All Officers entrusted with implementation of the Scheme shall mandatorily undertake field visits/inspections on a quarterly basis, or more frequently, if required based on operational exigencies or directions from the Competent Authority.
2. Visits shall cover Zonal Offices, Regional Offices, Sub Regional Offices of the Board and also selected beneficiary sites, ensuring representative geographical and functional coverage.

3. Submission and Review of Inspection Reports

1. A detailed Inspection/Review Report shall be submitted by each Officer to the Deputy Chairperson within 7 working days of the visit.
2. The report shall be placed before the Scheme Coordination and Monitoring Committee (SCMC) in its subsequent meeting.
3. Action Taken Reports (ATR) and Actionable Points shall be recorded and tracked in each SCMC meeting for compliance and closure.

4. Scope of Field Verification

During the visit, the following aspects shall be mandatorily verified:

4.1 Physical and Financial Progress

- Verification of physical targets vs. achievements
- Assessment of fund utilization and adherence to approved allocations
- Cross-checking of records, registers, and financial statements

4.2 Compliance and Documentation

- Verification of compliance with scheme guidelines, eligibility criteria, and approval conditions
- Scrutiny of sanction orders, beneficiary records, and supporting documentation
- Ensuring adherence to procurement norms and financial rules

4.3 Beneficiary Validation

- Random physical verification of beneficiaries
- Confirmation of receipt of benefits and utilization
- Identification of duplicate/ineligible beneficiaries, if any

4.4 Quality and Outcome Assessment

- Assessment of quality of implementation and equipments delivered
- Evaluation of intended outcomes vs. actual impact on stakeholders
- Identification of implementation gaps and bottlenecks

4.5 Stakeholder Interaction

- Structured interaction with:
 - Beneficiaries
 - Field-level scheme implementing officers
 - Local stakeholders
- Documentation of feedback, grievances, and suggestions

5. Additional Review Parameters (Mandatory Checklist)

Officers shall specifically examine and report on:

1. Timeliness of implementation against approved timelines
2. Risk indicators, including:
 - Delays in fund release/utilization
 - Repeated deviations or non-compliance
 - Regional disparities in implementation
3. Best practices and replicable models, if observed

6. Reporting Format and Documentation

1. All reports shall follow a standardized reporting format, including:
 - Executive Summary
 - Key Findings
 - Deviations/Irregularities
 - Actionable Recommendations
 - Photographic evidence (geo-tagged where feasible)
2. Reports shall be maintained in digital and physical records for audit and review purposes.

7. Accountability and Follow-up Mechanism

1. Identified issues shall be assigned to concerned divisions/officers with defined timelines.
2. Persistent non-compliance or serious irregularities shall be escalated to higher authority for necessary action.
3. Follow-up visits or special inspections may be conducted in high-risk or underperforming areas.

8. Role of SCMC

1. The SCMC shall:
 - Review all inspection reports and ATRs
 - Provide policy-level guidance
 - Recommend corrective and systemic measures
2. Decisions of the SCMC shall be binding for implementation units, subject to approval of Competent Authority where required.

9. General Instructions

- Finalization of quarterly inspection calendar has to be prepared by the respective Executive Directors and other field supervisory officers for the field level officers working under their jurisdiction.
- Similarly, finalization of quarterly inspection calendar at HO level will be done by the Director of Tee Development.
- Officers shall ensure objectivity, transparency, and integrity during inspections
- Any conflict of interest shall be disclosed in advance
- All findings shall be evidence-based and properly documented

List of Officers who will undertake such inspections are

1. Deputy Chairperson
2. DTD/DDTD
3. ED Coonor & ED Guwahati in the ZO Office
4. FA & CAO/AO
5. DDTP
6. Controller of Licensing /FAO(s)
7. Director (Research)
8. System Analyst/Programmer or any other officer /Team assigned by the CA.
