

Directors' Report

Dear Members,

1. INTRODUCTION

The Directors of Kendriya Bhandar are pleased to present the Annual Report alongwith the audited accounts for the cooperative year ending 31st March 2022.

2. PERFORMANCE FOR THE COOPERATIVE YEAR 2021-22

The performance of the Society in terms of sales, profits and overheads during the year 2021-22 is as under:-

Indicators	2021-22	2020-21
Sales (Rs. Lakhs)	404305.66	291141.21
Gross Profit (Rs. Lakhs)	3978.07	3935.29
Overheads (Rs. Lakhs)	4568.18	4439.30
Net Profit (Rs. Lakhs)	495.08	472.99
Increase in Sales (%)	38.87	69.55
Increase in overheads (%)	2.90	(-) 6.66
Gross profit to sales (%)	0.98	1.35
Net profit to sales (%)	0.12	0.16
Overheads to sales (%)	1.13	1.52
Share Capital (Rs. Lakhs)	100.99	101.34
Govt.'s share therein (Rs. Lakhs)	68.18	68.18
Capital employed (Rs. Lakhs)	8414.67	8103.89
Stock (Rs. Lakhs)	2261.34	2577.84
Sales inventory ratio (times)	178.79	112.94
Individual share holders (Nos.)	93466*	93485*
Shares held by Individual shareholders (Nos.)	328131	331666
Dividend proposed/declared (%)	10	10
Income Tax (Rs. Lakhs)	219.67	216.68
Dividend to Government (Rs. Lakhs)	6.82	6.82
Employees strength (Nos.)	362	365
Bonus paid (%)	20	20
Stores/office network (Nos.) All India	149	150
Net worth (Rs./Crore)	84.15	81.03

* includes the members who have retired from service.

3. BUSINESS EFFICIENCY

Your Society has achieved sales of Rs.4043.06 crores during the Financial Year 2021-22 against the sales of Rs. 2911.41 crores in Financial Year 2020-21. The Society continued its endeavours of generating incidental income and accordingly its other income is Rs.925.59 lakhs and Rs.159.59 lacs towards claim from Insurance in 2021-22 as against Rs. 977.00 lakhs in 2020-21.

Kendriya Bhandar has achieved a net profit of Rs.495.08 lakhs in the F.Y. 2021-22 (after making provision for pay arrears on account of wage revision of Rs.75 lakhs) against Rs. 472.99 lakhs during the F.Y. 2020-21.

Opening of new Kendriya Bhandar Retail Stores:

Kendriya Bhandar has opened new retail stores at NSG Sahkari Avs Samiti Limited, Greater Noida, Niharika Community Centre, Sector-31, Noida and AIIMS Deoghar, Ranchi.

Sale of Grocery and Consumer Items in Delhi:

Kendriya Bhandar has 101 nos. self-service grocery consumer retail stores in Delhi beside the Institutional Sales Unit (ISU) and five pharmacy shops. Through its Institutional sales unit, Kendriya Bhandar continues to provide goods to institutions like Tihar Jail, JNU/IIT Hostels, Janpath/Samrat Hotels, Hyderabad House, President House, Vigyan Bhawan, Homes of Social Welfare Deptt. of Govt. of Delhi, Govt. Hospitals etc.

4. QUALITY, SERVICES & BENEFITS TO CUSTOMERS

The Society has established rigid quality standards to ensure that goods with assured standards of quality are sold through its outlets. A Quality Control Officer has been appointed in Kendriya Bhandar for monitoring the product quality and for making improvements on an ongoing basis. Packed grocery items are sold after pre-testing in laboratory. On the shelf post-testing is done periodically. The goods sold in the manufacturers packing carry the warranty of the manufacturer. Complaint Books are provided in all the stores for customers to enter their complaints/suggestions, which are acted upon from time to time. CCTV cameras have been provided in a large number of stores/establishments as preventive measure against shop lifting, theft etc. Further, Credit Card Machines have also been provided in the stores of Kendriya Bhandar.