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PROCEDURE MANUAL

Standard Operating Procedure

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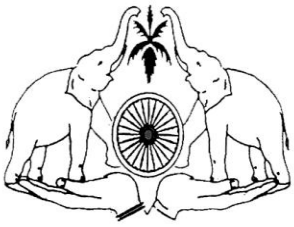

..... Gramapanchayath

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Distribution of Manual

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Prepared by	Approved by
Secretary	President

SOP for Management Review Meeting

(VGP/SOP/01)

1.0	**Objective**
	Procedure for conducting review of the quality management system
2.0	**Scope**
	All processes of ..... Gramapanchayath.
3.0	**Responsibility**
	Secretary/ President
4.0	**Procedure**
	i. Secretary in consultation with the president decides to conduct the management review meeting.
	ii. The notice of management review meeting consisting of meeting date, venue, and agenda need to be circulated by secretary to all panchayath committee members. Interval for conducting management review meeting will be six months.
	iii. Panchayath President presides the meeting.
	iv. Secretary holds the Responsibility of notice preparation and communication of management review; He is also responsible for preparing the minutes of the meeting.
4.1	**Inputs to be reiewed (Agenda)**
	• The status of actions from previous management reviews • Changes in external and internal issues that relevant to quality management system • Information on the performance and effectiveness of the quality management system, including trends in: o Customer Satisfaction o The extent to which quality objectives have been met o Process performance and conformity of products and services o Non-conformities and corrective actions o Monitoring and measurement results

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	○ Audit results ○ The performance of external providers • The adequacy of resources • The effectiveness of actions taken to address risks and opportunities • Opportunities for improvement
4.2	**Output of Review (Minutes)**
	i. Status of performance of the quality management system and the processes.
	ii. Measures to achieve quality objectives
	iii. Measures to enhance citizen satisfaction
	iv. Followup actions on internal audit Results
	v. Innovative ideas to enhance quality
5.0	**Related Documents**
	Management Review Minutes

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SOP for Front office management (Procedure for Handling Applications) (VGP/SOP/02)

1.0	**Purpose**
1.1	To prepare a description on related processes of Front office management
2.0	**Scope**
2.1	Includes all related processes of Front office management
3.0	**Responsibility**
3.1	LD Clerk/UD Clerk
4.0	**Procedure**
	i. Services to the public are provided through the front office counter, where the official in charge of the front office changes as per duty distribution register. ii. The checklist is kept in the front office so as to reduce the chances accepting the applications with incomplete supporting documents. iii. Help Desk is introduced to provide standarised application forms and help citizens to fill application forms without errors. iv. All applications received in the front office counter are entered in the Soochika Software, and the acknowledgement receipt with date of receiving service is provided to the citizen. v. The application is transferred to the corresponding section login where the section clerk retrieves the application. vi. As there is no integration between the software used by the sections namely Sevana, Sevana Pension,Sankhya, Sanchaya, Sulekha and the file tracking software Soochika, the concerned section need to enter the application details in their respective software, check and forward to the HC/JS login along with notes. HC/ JS on cross verifying the application and notes may forward to secretary login. Secretary may approve or sent back the queries to the HC login, which in turn returns to the concerned section clerk login.

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	vii. As there is no option for digital signing, the concerned section may take printout and submit the hard copy to the secretary for signing. viii. This is returned to front office for distributing to the citizen. The citizen signs in the front office diary after receiving their services. ***As Soochika is not integrated with the section wise softwares, employees need to separately close the files after completing the procedure in their respective section software. So often the pending files shown in Soochika doesnot indicate the actual file status.**
5.0	**Related Documents**
	1. Registration cum Distribution Register 2. Front Office Diary 3. Duty distribution Register

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SOP for Complaint Handling

(VGP/SOP/03)

1.0	**Purpose**
	Procedure for handling complaints
2.0	**Scope**
	Includes all related processes
3.0	**Responsibility**
	Concerned Section Clerk
4.0	**Procedure**
	i. The complaint of the citizen is received from the front office and the petitioner is provided with the receipt of accepting the complaint. Citizens may also drop their complaints in the complaint boxes provided in the front office.
	ii. The complaint file is provided to the concerned section that handles the complaints. The complaint is handovered to concerned officials to conduct enquiry and submit report.
	iii. Report is submitted to any of the three committees in panchayaths namely 'Parathi Parihara Subcommitte', Jagratha committee, and Legal Aid Clinic depending on the nature of complaint.
	iv. The committee issue notice to both parties to appear in person before the committee and the solutions are provided. v. If the problem remains unresolved, it is recommended to concerned official or court.
5.0	**Related Documents**
	1. Complaint Register 2. Complaint Redressal Minutes Book

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SOP for Maintenance & Cleaning
(VGP/SOP/04)

1.0	**Purpose**
1.1	Procedure for Maintenance & Cleaning
2.0	**Scope**
2.1	Includes all related processes
3.0	**Responsibility**
3.1	Head Clerk
1.0	**Procedure**
4.1	The Technical Assistant is entrusted with the maintenance of machinery, equipment, computers, etc.
4.2	The office and the premises are cleaned by the sweepers on daily basis. HC/JS is responsible for monitoring the same.
5.0	**Related Documents**
1.	Maintenance Register

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SOP for Procurement/ Purchasing
VGP/SOP/05

1.0	**Purpose**
1.1	Document the Procedure for Procurement/ Purchasing
2.0	**Scope**
2.1	Includes all processes related to procurement
3.0	**Responsibility**
3.1	Procurement Officer
	Procedure
4.1	Every LSGI shall constitute a LSGI level Procurement Plan Committee (PPC) for the preparation of Annual Procurement Plan. All procurements of LSGIs shall be based on the Procurement Plan recommended by the PPC; including petty purchase. i. The Secretary and Ex-officio Secretaries (EOSs) shall initiate the procurement need identification on the basis of office requirements and also the projects formulated for succeeding year. ii. After identifying the procurement needs, Procurement Officer (PO) shall decide the following on the basis of evaluation of previous year's performance and experience. a. The type of Goods, Assets, or Services required. b. Specifications of the items with regard to quality and quantity. c. Working details of Goods, Assets, or Services and responsibilities of its Supplier or Consultant. d. Technical and Financial Feasibility Report. e. The estimated unit cost and total cost of procurements iii. Procurement Officer, in consultation with the experts, Working Groups, and Standing Committees shall prepare the sources of availability of the Goods, Assets or Services. iv. The Procurement Officer of Institutions of LSGI shall ensure the budget

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	provision in consultation with the LSGI. The Procurement Officer shall ensure the availability of funds, source, and time of availability. On the basis of the availability of fund, the priority items shall be procured and the same shall be finalized during the approval of Procurement Plan. v. Depending on the complexity of the items, its value and availability of suitable market to source the same, the P.O decides on the Mode of Procurement namely Petty Purchase, Quotation, Limited Tender, Open Tender, Single Tender, Running Contract, Rate Contract, Direct Procurement only from firms specified by Government, Direct Procurement from firms specified by Government (Optional), Procurement through Beneficiaries andTwo Bid System (detailed in the procurement manual). vi. The Secretary of LSGI shall prepare draft Annual Procurement Plan, by consolidating the procurement proposals submitted by HoIs and Procurement Officers.The Secretary shall get the APP -prepared and finalised by the Procurement Plan Committee (PPC), and then submit it to the LSGI for approval. The LSGI, after detailed deliberations and satisfied with the APP, shall approve the APP and set apart funds. vii. Secretary of the LSGI shall upload the approved APP in the web site within 48 hours of approval, together with details of location where the documents can be inspected or from where copies can be obtained viii. Procedures related with receives quotes/ tenders vary according to mode of procurement. ix. After finding the right supplier based on cost and quality aspect, supply order may be issued to the supplier. x. Agreement shall be signed within 15 days of the Supply Order or Notice. If the bidder fails to sign the agreement within 15 days of receipt of Supply Order, it shall be automatically cancelled and the EMD forfeited. The agreement for procurement of assets that need annual maintenance, (viz. computer, street lights and equipments) shall invariably include the condition for AMC at least for three years after the warranty period. xi. Security Deposit at the rate of 5% of the total value of contract shall be

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	obtained from the successful Bidder which shall be refunded after 90 days of the expiry of service contract, if the LSGI is satisfied that the performance of the Consultant is satisfactory. xii. Purchasing Officer, while accepting goods, shall ensure that the conditions of product requirements are met. xiii. A Certificate shall be prepared by the PO or competent authority specified, after verifying the factors. xiv. Payment for Procurement shall be made only after satisfying the following conditions: the goods delivered satisfactorily, Certification obtained, Entry made in the Stock Register. (After entry in Stock Register, serial number of the item and the page number in the Stock Register shall be written on the bill of the item), Made the physical marking of the asset, Entry made in the Asset Register, if the goods fall under assets. xv. To ensure quality of procurement process in long run, the list of suppliers and evaluation sheet of each supplier is prepared by the plan clerk and approved by the secretary.
5.0	**Related Documents**
	i. Procurement Committee minutes book ii. Stock Register iii. Asset Register iv. List of suppliers v. Supplier Evaluation Sheet

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SOP for Gramasabhas/ WardSabhas
VGP/SOP/06

1.0	**Purpose**
1.1	Document the Procedure for conducting Gramasabha
2.0	**Scope**
2.1	Includes all processes related to Gramasabha
3.0	**Responsibility**
3.1	Gramasabha Convener
4.0	**Procedure**
	The Article 243(A) added by the 73rd amendment of the Constitution introduced conditions to establish Grama Sabhas in Grama Panchayats. As per the sections 3(1) & 3(2) of Kerala Panchayat Raj Act, Grama Sabha in each of the Panchayat electoral ward consists of the all the registered voters of that electoral ward (constituency).
	i. Meeting should be conducted once in every three months at the place decided in the discussion between the President and Ward Member of Panchayat. The responsibility of convening the meeting is vested with the ward member who is the Convener. ii. The decision of fixing the dates for convening the meetings of Grama Sabha/Ward Sabha should be taken by considering the time required for preparing and printing the documents on important agenda for discussing at each of the meetings. iii. Caution should be taken not to conduct more than one meeting at the same time. Holidays are preferable. Meeting must be conducted between 8 in the morning and 6 in the evening. iv. Agenda should be fixed on the basis of compulsory items to be included as per the Panchayat Raj Act, Government instructions, items which are found by local administrative institution as necessary, suggestions from the officials,

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	public requirements and recommendations from the Neighbourhood Committee. In addition to the common agenda, items required by the voters of the ward and ward members have to be included in each ward meetings v. Grama Sabha/Ward Sabha notice should be issued to all voters and the date is published in the panchayath meeting board. Separate notice should be prepared for each Grama Sabha/Ward Sabha. An item-wise agenda with date, time and venue must be included in the notice. vi. As per the agenda, required number of copies of all the necessary documents should be taken. Secretary and heads of institutions will have the responsibility. vii. The documents (if it is a plan formulation meeting, the income-expenditure statement of the previous year and project recommendations for the next plan prepared in the prescribed form) should be prepared and printed for distributing to all the participants of Grama Sabha/Ward Sabha/Ward Committee. viii. The President will preside the meeting of Grama Sabha. ix. Registration should be done in various counters based on various subjects. The officials/ responsible persons should be pre-arranged for the same. The name, house name, age, male/female, SC/ST, official/elected member and such other details should be entered in the register. Co-ordinator will have the full responsibility of registration. x. The quorum of Grama Sabha/Ward Sabha will be 10% of the total number of voters in that ward. But the quorum will be 50 when the meeting is again convened after the first one is adjourned for want of quorm xi. Topic presentation has to be done according to the agenda of each meeting. Topic presentation should be done by the pre-planned persons. xii. After the topic presentation, a general discussion related to the topics presented before the group discussion, general issues in the ward, personal matter, etc. should be allowed. xiii. Minutes of the meeting should be recorded in the register at the time of the meeting itself. Decisions should be read over to the members before the

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	meeting ends. xiv. After the meeting, the elected members who participated, officials and co-ordinator should sign the minutes. In addition to this, the signature of some of the members (voters) should be collected. xv. If any voter demands the copies of minutes of Grama Sabha/Ward Sabha, Secretary has to issue the same collecting fee in the rate of photocopying charge. xvi. The next day itself, co-ordinator should return the registration forms, group discussion notes, minutes book, photographs, etc., and get acknowledged by the Secretary.
5.0	**Related Documents**
1.	Gramasabha Minutes Book

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SOP for Formulation of Local Plan

VGP/SOP/07

1.0	**Purpose**
	Document the Procedure for formulation of Local Plan
2.0	**Scope**
	Includes all processes related to Plan Formulation
3.0	**Responsibility**
	Secretary
4.0	**Procedure**
	i. Formation of Working Groups ii. Preparation of Status Reports: In order to prepare Five Year Plan and Annual Plan, it is necessary to analyse the status of all sectors and prepare Status Reports. It is the responsibility of the working groups to prepare status reports. Along with the preparation of Status Reports, each working group shall determine the requirement of each sector and propose draft project proposals on the basis of scientific analysis and studies on the scope of development possibilities. Before presenting the draft project proposals and status reports in the Grama/Ward Sabha, efforts should be made to make it better through the discussion with Banks and Stakeholders. iii. Community Plan: As part of micro level planning, suggestions from Ayalsabhas shall be called for and the Ward Development Committee shall consolidate those suggestions and prepare ward level community plan. These type of ward level community plans have to be taken into account while preparing the needs of the community and draft project proposals. iv. Grama Sabha/Ward Sabha Meetings :Grama/Ward Sabha is the platform of the people to raise/suggest their needs, issues, defects of programmes already implemented and determining the priority of development activities. The

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	Grama/Ward Sabha convened for this purpose is called planning Grama Sabha/Ward Sabha. On the basis of discussion on status report in the Grama/Ward sabha, the priority of programmes to be taken up. The Grama Sabha shall decide upon the draft project proposals of the Working Group and prepare the plan in accordance with that. v. Development Report and Plan Document (Draft Preparation): The Status Reports presented in the Grama Sabha/WardSabha shall be finalized incorporating the suggestions of GramaSabha/Ward Sabha. The Status Reports so finalized shall be consolidated and a draft Development Report and Draft Plan Document shall be made. vi. Development Seminar: A one day Development Seminar is to be conducted at the local government level with a view to receive the suggestions and ideas from the discussions in the seminar. vii. Plan Finalization: The Finance Standing Committee, shall take a decision on the outlay to be earmarked for each sector mandatory provisions, compensatory outlay (if needed), expected sources of funds, total plan outlay etc . The Standing Committees shall take a decision on the projects in each sector that are likely to be included in the plan. Give final shape to the plan in the Steering Committee meeting. The Panchayat Committee shall take the final decision on the total plan outlay and the outlay earmarked to each sector. viii. Preparation of Projects: Each Standing Committee shall convene the meeting of all the Working Groups that come under their purview and direct them to prepare detailed projects. ix. Project Vetting and Approval: All the projects prepared shall get approval from the following authorities. Approval from the higher Officer of the Officer who prepared the project. Approval from the Standing Committee. Approval from the local government. x. Approval of Plan by the District Planning Committee: The plan approved by the local body shall be submitted to the District Planning Committee. It will be scrutinized in the DPC Secretariat (District Planning Office) and approved by the DPC.

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	xi. Project Implementation: The responsibility to implement the projects is vested with the Implementing Officers concerned. Projects that got financial sanction and in some cases technical sanction and those approved by DPC can be implemented. Copy of projects and DPC approval details shall be given to the Implementing Officer by the Local Body Secretary, putting his signature on the project.
5.0	**Related Documents**
	i. Working Group Minutes Book ii. Gramasabha Minutes Book iii. Aurukootam Minutes Book iv. Disabled Citizen Gramasabha Minutes Book v. Fishermen Gramasabha Minutes Book vi. Development Seminar Minutes Book vii. Standing Committee Minutes Book viii. Panchayath Committee Minutes Book

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SOP for conducting Panchayath Committee Meetings
VGP/SOP/08

1.0	**Purpose**
1.1	Document the Procedure for conducting Panchayath Committee Meetings
2.0	**Scope**
2.1	Includes all processes related to Panchayath Committee Meetings
3.0	**Responsibility**
3.1	Secretary
4.0	**Procedure**
	All resolutions regarding the administration and development matters of the PanchayatsMunicipalities are taken in their meetings. Meetings shall be held at least once in a month in the office of the Panchayat on the date and time fixed in the notice. Meetings are of different types namely Ordinary, Urgent, Special, meeting convened to State election Commission. i. When letters, applications, complaints etc. that requires the resolution of the Panchayat/ Municipal Council are received in the office, the Secretary initiates action for the meeting by making relevant entries in the Agenda Register. The President decide the date of the meeting and Secretary prepares the agenda in consultation with the President. The agenda notes are entered in Sakarma software. ii. The Secretary sends notice of meeting duly signed by the President to all members so as to reach them three clear days (except for urgent meetings) before the meeting . iii. Members present at the appointed time of the meeting mark their attendance in the Attendance Register. If there is no sufficient quorum meeting should be postponed.

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	iv. Resolution is announced at the end of the discussion of each item (the decisions shall be recorded in the Sakarma Software v. At the close of the meeting the Secretary shall read out the decisions in the meeting. vi. The Secretary shall, within forty-eight hours after the meeting, give all the members a copy of the decisions and resolutions. vii. The Secretary shall within three days after the meeting, prepare the draft notes on the proceedings of the meeting and submit the same for the approval of the president through Sakarma software. The president shall within twenty four hours approve the minutes in his login. The Secretary shall publish and give the Copy of the Minutes to the concerned all members, sections of the office and concerned officials.
5.0	**Related Documents**
	i. Agenda Register ii. Panchayath Committee Attendence book iii. Panchayath Committee Minutes book

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SOP for HR – Training
VGP/SOP/09

1.0	**Purpose**
	Procedure for organizing and conducting training for employees
2.0	**Scope**
	Includes all related processes of training conducted within the panchayath office
3.0	**Responsibility**
	Quality Circle Convener
4.0	**Procedure**
	i. The quality circle is entrusted with the identification of training needs of employees, both soft skills and functional competencies. In addition, file named 'competency mapping' that consists of training needs of all employees regarding e-governance and public administration is officially collected and sent to KILA every three months. ii. The quality circle prepares training plan for atleast next three months. iii. The training conducted is recorded in the training register and signed by all the employees who attended the training
5.0	**Related Documents**
	i. Quality Circle Minutes Book ii. Training Plan iii. Employee training register

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SOP for Citizen Satisfaction Analysis
VGP/SOP/10

1.0	**Purpose**
	To collect citizen feedback and take necessary actions to increase the satisfaction
2.0	**Scope**
	Includes all related processes of citizen satisfaction
3.0	**Responsibility**
	Head clerk
4.0	**Procedure**
	There are mainly two modes of assessing the citizen satisfaction in the panchayath namely citizen survey questionnaire and citizen feedback form. i. Citizen survey questionnaire is prepared by the panchayath which includes questions related to front office facilities, services and overall functioning of panchayath. This is collected once a year before publishing the citizen charter. Sample size of atleast 1 percent of total population (approx.130) is considered for data collection. Questionnaires are distributed to the public through fornt office, allied institutions or through elected representatives. Collected questionnaires are tabulated, analysed and prepared as citizen survey report consisting of major suggestions inferred from the data. ii. Citizen feedback form which consists of feedback on front office services received by citizen is collected on daily basis with the help of small questionnaire and deposit box. This box is examined once in month to assess the customer satisfaction level. iii. HC is held responsible to communicate the status of customer satisfaction to the secretary, so that appropriate actions can be taken to enhance the same.
5.0	**Related Documents**

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	i. Citizen survey questionnaire ii. Citizen survey report iii. Citizen feedback form

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SOP for Control of documents
VGP/SOP/11

1.0	**Purpose**
	To provide guideline on the preparation, approval and control ofdocuments regarding the quality management system in panchayath
2.0	**Scope**
	Includes all documents related to quality management system
3.0	**Responsibility**
	Secretary
4.0	**Procedure**
	i. The documents related to quality management system is drafted systematically and coded as 'ISO/Documentname/serialnumber' for identification purpose. ii. The major documents related to quality management system namely quality manual, procedure manual and citizen survey report are prepared by the secretary and approved by the president. iii. The master copy of the quality manual and procedure manual is issued to the president, controlled copy and a reference copy is issued to the secretary through issue control register. iv. The master list of all documents is kept with the secretary.
	v. The ISO files are prepared by concerned section in charge and approved by the secretary. vi. Quality circle minutes book and training register is maintained and updated by quality circle convener. As period of quality circle convener is two months, these registers are handovered to next quality circle convener every two months. vii. Supplier List and Supplier Assessment form is prepared by the plan clerk and approved by the Secretary.

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	viii. All documents and manuals available in the panchayath such as Panchayath Raj Act and Rules, KILA publications are identified and recorded in 'the documents of external orgin'. ix. Record room index which consists of all records in the record room is prepared by the concerned section and handed over to the record room keeper. The index is kept in the record room along with the record room register which notes the movement of records.
	x. The modifications in the documents are made and approved by the same officials who initially prepared and approved the documents. xi. During recertification or revision of ISO standards, the quality manual may issue as 1 added to current issue number. xii. All formats related to quality management system is saved as soft copy.
5.0	**Related Documents**
	i. Quality manual ii. Issue control Register iii. Documents of external Orgin iv. Record room Index v. Record room register vi. Quality Circle Minutes Book vii. Employee training register viii. Supplier List ix. Supplier Assessment form

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SOP for Control of Records
VGP/SOP/12

1.0	**Purpose**
1.1	To provide guideline on the control of records and ensuring proper record management in panchayath
2.0	**Scope**
2.1	Includes all process related to **Retention and Disposal of closed files/records**
3.0	**Responsibility**
3.1	Secretary
4.0	**Procedure**
	i. Through Office Order, the Secretary shall entrust an officer as record keeper for upkeeping of the record room. ii. As per the orders of the Secretary, the files shall be closed and they shall be handed over to the Record Keeper by the concerned Section Clerk. iii. The Record Keeper shall enter the receipt of files/records in the Record room Register. iv. The list of records are maintained and updated as record room index both in hard and soft copies. v. The records are accessed by the section clerk through record keeper, by entering the details in the record room register. vi. Records are to be retained for different periods as given in Record Retention and Disposal Schedule in OM vii. On expiry of the period prescribed for its preservation, closed files shall be destroyed. viii. A list of records under each category to be destroyed shall be prepared and put up for the approval of the Secretary. The Secretary, with the approval of the President shall take steps for destruction. ix. All records are well arranged in different colour coded section-wise, year wise

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	and then file number wise, to ensure efficient and fast retrieval of records.
5.0	**Related Documents**
	i. Record room Index ii. Record room register

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SOP for Internal Audit
VGP/SOP/13

1.0	**Purpose**
	To provide guideline for conducting internal audit process
2.0	**Scope**
	Includes all process in the panchayath
3.0	**Responsibility**
	Secretary
4.0	**Procedure**
	i. The internal audit is conducted every six months under the supervision of secretary. ii. The list of internal auditors is prepared which includes the employees in the panchayath with competency and experience to audit sections. These employees are provided training on how to conduct internal audit. iii. An annual audit calendar is prepared by secretary for the next three years in six month intervals. iv. The audit schedule is prepared which details the auditor, scope of audit and the auditee.Caution is taken to ensure that the auditor does not audit his own section. v. The audit observation sheets are prepared for 21 sections including record room, technical section, infrastructure, and front office. vi. The non conformity report along with mutually agreed corrective actions by auditor and auditee is also prepared. The auditor is responsible to re audit the effectiveness of corrective actions taken within the time period given. vii. The analysis of quality objectives is also carried out based on the level of target achieved.

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	viii. These reports are submitted as agenda for management review meeting.
5.0	**Related Documents**
	i. List of Internal Auditors ii. Internal Audit Calender (2018-20) iii. Internal Audit Schedule iv. Audit Observation Sheet v. Non Confirmity Report vi. Analysis of Quality Objectives

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SOP for Service Nonconfirmity
VGP/SOP/14

1.0	**Purpose**
	To provide guideline for dealing with service non confirmity
2.0	**Scope**
	Includes all sevice related process in the panchayath
3.0	**Responsibility**
	Secretary/Head Clerk
4.0	**Procedure**
	i. Every sections ensure that the services are provided based on the citizen charter and right to services act, 2012. ii. Secretary and Head clerk continuously monitors the Soochika software dash board to identify the pending file and if delays are identified, appropriate sections are instructed to take immediate actions. iii. Complaint book is available at the front office where citizens can raise their complaints regairding the service non-conformities. This is monitored by head clerk on daily basis, and the complaints are forwarded to the secretary for actions.
5.0	**Related Documents**
	i. Complaint Book

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SOP for Corrective Action
VGP/SOP/15

1.0	**Purpose**
	To provide guideline for dealing with corrective action
2.0	**Scope**
	Includes all process in the panchayath
3.0	**Responsibility**
	Secretary/Head Clerk
4.0	**Procedure**
	i. Based on the internal audit results, the corrective actions on non conformities are identified through the mutual discussion between internal auditor and the auditee. ii. The approved time and responsibility are fixed and signed by both auditor and auditee. iii. For non conformities in section, the section clerk will be the responsible person to take the actions where as general administration related non conformity may be addressed by the head clerk/JS or secretary. iv. The auditor reaudits the effectiveness of correction action after the approved time and provides comments.
5.0	**Related Documents**
	ii. Non Confirmity Report (ISO/IA/05)

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