

# U. P. HOUSING & DEVELOPMENT BOARD



## SERVICE QUALITY MANAGEMENT MANUAL

As Per IS 15700:2005 Standard



## UTTAR PRADESH HOUSING & DEVELOPMENT BOARD


104, MAHATAMA GANDHI MARG, LUCKNOW

PH: 0522-2236803, Toll Free No.- 1800-180-5333


web-site: [www.upavp.com](http://www.upavp.com)

Issued by:  
Management Representative (M.R.)


Approved by:  
Housing Commissioner (H.C.)

|   |  |                                    |              |                   |
|---|--|------------------------------------|--------------|-------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Shobhi</i>  |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Shobhi</i> |
| Section-<br>01  | INTRODUCTION   | Rev. No: 00<br>Dated: 08.01.2013   | Approved By: | HC <i>Rudra</i>   |
|   |  | Page: 1                            | Issued by:   | MR <i>Rudra</i>   |

| Section | Sub-Section | Description                                  | Clause | Page  |
|---------|-------------|--|--------|-------|
| 1.0     | -           | <b>Content Sheet</b>                         | -      | 1-2   |
|         | 1.1         | Disclaimer Certificate                       |        | 3     |
|         | 1.2         | Issue  |        | 3     |
|         | 1.3         | Distribution Control                         | -      | 3     |
|         | 1.4         | Amendment Record                             | -      | 4     |
|         | 1.5         | Abbreviations                                |        | 5-6   |
| 2.0     |             | <b>Organization Profile</b>                  | -      | 7-8   |
| 3.0     | -           | <b>Scope</b>                                 | -      | 9-10  |
|         | 3.0         | Purpose & Scope                              | 3      | 9     |
|         | 3.1         | Scope of Service Quality Management system   | 3.1    | 9     |
|         | -           | Site under the scope of SQMS following       | -      | 9-10  |
| 4.0     | -           | <b>Documentation Requirements</b>            | 4      | 11-12 |
|         | 4.1         | General Requirements                         | 4.1    | 11    |
|         | 4.2         | Service Quality Manual                       | 4.2    | 11    |
|         | 4.3         | Control of Documents                         | 4.2.3  | 11    |
|         | 4.4         | Control of Records                           | 4.2.4  | 12    |
| 5.0     | -           | <b>Management Responsibility</b>             | 5      | 13-16 |
|         | 5.1         | Management Commitment                        | 5.1    | 13    |
|         | 5.2         | Customer Focus                               | 5.2    | 13    |
|         | 5.3         | Service Quality Policy and Citizen's Charter | 5.3    | 13    |
|         | 5.4         | Objectives                                   | 5.4    | 14    |
|         | 5.5         | Factors for establishing policy & objectives | 5.5    | 14    |
|         | 5.6         | Responsibility, Authority & Communication    | 5.6    | 14    |
|         | 5.6.1       | General                                      | 5.6.1  | 14    |
|         | 5.6.2       | Working Group for Citizen's Charter          | 5.6.2  | 14    |
|         | 5.6.3       | Nodal Officer                                | 5.6.3  | 15    |
|         | 5.6.4       | Internal Communication                       | 5.6.4  | 15    |
|         | 5.7         | Management Review                            | 5.7    | 16    |
|         | 5.7.1       | General                                      | 5.7.1  | 16    |
|         | 5.7.2       | Review Input                                 | 5.7.2  | 16    |
|         | 5.7.3       | Review Output                                | 5.7.3  | 16    |
| 6.0     | -           | <b>Resource Management</b>                   | 6      | 17    |
|         | 6.1         | Provision of Resources                       | 6.1    | 17    |

|   |  |                                    |              |                    |
|---|--|------------------------------------|--------------|--------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Sandhi</i>   |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Abhinav</i> |
| Section-<br>01  | <b>INTRODUCTION</b>  | Rev. No: 00<br>Dated: 08.01.2013   | Approved By: | HC <i>Rudra</i>    |
|   |  | Page: 2                            | Issued by:   | MR <i>Rudra</i>    |

| Section | Sub-Section | Description  | Clause | Page  |
|---------|-------------|--|--------|-------|
|         | 6.2         | Human Resources  | 6.2    | 17    |
|         | 6.3         | Infrastructure and Work Environment                                    | 6.3    | 18    |
| 7.0     | -           | <b>Citizen's Charter , Service Provision &amp; Complaints Handling</b> | 7      | 19-21 |
|         | 7.1         | Citizen's Charter  | 7.1    | 19    |
|         | 7.2         | Service Provision  | 7.2    | 19    |
|         | 7.3         | Complaints Handling  | 7.3    | 20-21 |
| 8.0     |             | <b>Implementation, Monitoring, Measurement &amp; Improvement</b>       | 8      | 22-23 |
|         | 8.1         | Implementation   | 8.1    | 22    |
|         | 8.2         | Monitoring and Measurement   | 8.2    | 22    |
|         | 8.3         | Internal Audit   | 8.3    | 23    |
|         | 8.4         | Analysis of Data   | 8.4    | 23    |
|         | 8.5         | Improvement  | 8.5    | 23    |
|         | 8.5.1       | Corrective Action & Preventive Action                                  | 8.5.1  | 23    |
|         | Annex- I    | Organization Chart   |        |       |
|         | Annex- II   | Listing of Process Manuals   |        |       |
|         | Annex- III  | Quality Procedures (Listing & Description )                            |        |       |
|         | Annex-IV    | Roles & Responsibilities of Key persons                                |        |       |
|         | Annex-V     | Citizen Charter  |        |       |

|   |  |                                    |              |                    |
|---|--|------------------------------------|--------------|--------------------|
|  | <b>SERVICE QUALITY<br/>MANAGEMENT MANUAL</b><br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Shakti</i>   |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Abhinav</i> |
| Section-01  | <b>INTRODUCTION</b>  | Rev. No: 00<br>Dated: 08.01.2013   | Approved By: | HC <i>Rudra</i>    |
|   |  | Page: 3                            | Issued by:   | MR <i>Rudra</i>    |

### 1.1

### DISCLAIMER CERTIFICATE

This is to certify that Service Quality Management Manual of UPHDB contains even page information that is confidential or attorney-client privileged and may constitute inside information. The contents of this section Manual are intended only for authorized use for the members of the UPHDB only. If you are not the intended user, you are directed not to read, disclose, distribute or otherwise use this document, copying and replication of any manner is prohibited.

This document should not be copied in whole or parts by any means, without the written authorization from Management representative UPHDB

*Rudra*  
(Management Representative)

### 1.2 ISSUE

This Service Quality Management Manual has been prepared in accordance with the Service Quality Management system requirements of IS 15700:2005 Standard.

The Management Representative issues this Manual. It has been controlled as per Clause 4.3 and QP-01 of this Manual. All authorized holders as per the distribution list are responsible for the effective implementation of the Service Quality Management system in their respective area.

### 1.3 DISTRIBUTION

This Manual shall be distributed as per the following distribution list.

| COPY NO. | HOLDER                    | STATUS          |
|----------|---------------------------|-----------------|
| 1.       | Management Representative | Master Copy     |
| 2.       | Bureau of Indian Standard | Controlled Copy |



SERVICE QUALITY  
MANAGEMENT MANUAL  
As per IS 15700:2005

Doc. No: SQMM

Prepared By:

TA

*Sudhi*

Issue No.:01  
Dated : 08.01.2013

Reviewed By:

AMR

*Sharma*

Section-  
01

INTRODUCTION

Rev. No: 00  
Dated: 08.01.2013

Approved By:

HC

*Rudra*

Page: 4

Issued by:

MR


*Rudra*

#### 1.4 AMENDMENT RECORD


| Section/<br>Annex<br>No. | Current<br>Rev.<br>No. | Page<br>No. | Amendment Details | Revised<br>No. | Date of<br>Rev. | Approved<br>By<br>M. R.<br>( Sign.) |
|--------------------------|------------------------|-------------|-------------------|----------------|-----------------|-------------------------------------|
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |
|                          |                        |             |                   |                |                 |                                     |

#### 1.5 ABBREVIATIONS


| S.No. | Abbreviation | Expansion                       |
|-------|--------------|---------------------------------|
| 1.    | Addl. H.C.   | Additional Housing Commissioner |
| 2.    | A.A.O.       | Assistant Account Officer       |
| 3.    | A.A.P.       | Assistant Architect Planner     |
| 4.    | A.D.         | Assistant Director              |
| 5.    | A.E.         | Assistant Engineer              |
| 6.    | A.H.C.       | Assistant Housing Commissioner  |
| 7.    | A.G.-I       | Assistant Grade -I              |
| 8.    | A.G.II       | Assistant Grade -II             |
| 9.    | A.G.III      | Assistant Grade-III             |
| 10.   | A.L.O.       | Assistant Law Officer           |

|   |  |                                    |              |                    |
|---|--|------------------------------------|--------------|--------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Indi</i>     |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Prakash</i> |
| Section-<br>01  | <b>INTRODUCTION</b>  | Rev. No: 00<br>Dated: 08.01.2013   | Approved By: | HIC <i>Rudra</i>   |
|   |  | Page: 5                            | Issued by:   | MR <i>Rudra</i>    |

|     |            |  |
|-----|------------|--|
| 11. | A.M.R.     | Additional Management Representative             |
| 12. | A.O.       | Accounts Officer                                 |
| 13. | A.P.       | Architect Planner                                |
| 14. | A.P.M.     | Assistant Project manager                        |
| 15. | B.I.S.     | Bureau of Indian Standard                        |
| 16. | B.O.Q.     | Bill of Quantity                                 |
| 17. | C.A.O.     | Chief Accounts Office                            |
| 18. | C.A.P.     | Chief Architect Planner                          |
| 19. | C.B.       | Contract Bond                                    |
| 20. | C.D.       | Construction Division                            |
| 21. | C.D.R.     | Concept Design Review                            |
| 22. | C.E.       | Chief Engineer                                   |
| 23. | C.L.A.     | Chief Legal Advisor                              |
| 24. | C.P.W.D.   | Central Public Works Department                  |
| 25. | C.R.D.R.   | Critical Design Review                           |
| 26. | C.U.       | Construction Unit                                |
| 27. | D.(G.C.C.) | Director(Global Construction & Consultancy Cell) |
| 28. | D.(QC&D)   | Director(Quality Control & Design)               |
| 29. | D.D.       | Deputy Director                                  |
| 30. | D.G.M.     | Deputy General Manager                           |
| 31. | D.H.C.     | Deputy Housing Commissioner                      |
| 32. | D.P.R.     | Detailed Project Report                          |
| 33. | E.E.       | Executive Engineer                               |
| 34. | E.M.       | Estate Manager                                   |
| 35. | F.C        | Finance Controller                               |
| 36. | GCCC       | Global Construction & Consultancy Cell           |
| 37. | G.M.       | General Manager                                  |
| 38. | H.A.       | Head Assistant                                   |
| 39. | H.C.       | Housing Commissioner                             |
| 40. | I.F.C.     | Information & Facilitation Counter               |
| 41. | I.T.       | Information Technology                           |
| 42. | J.E.       | Junior Engineer                                  |
| 43. | J.E. (T)   | Junior Engineer Technical                        |
| 44. | J.H.C.     | Joint Housing Commissioner                       |
| 45. | M.B.       | Measurement Book                                 |
| 46. | M.R.       | Management Representative                        |

|   |  |                                    |              |                        |
|---|--|------------------------------------|--------------|------------------------|
|  | <b>SERVICE QUALITY<br/>MANAGEMENT MANUAL</b><br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>[Signature]</i>  |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>[Signature]</i> |
| Section-01  | <b>INTRODUCTION</b>  | Rev. No: 00<br>Dated: 08.01.2013   | Approved By: | HC <i>[Signature]</i>  |
|   |  | Page: 6                            | Issued by:   | MR <i>[Signature]</i>  |

|     |            |   |
|-----|------------|---|
| 47. | M.R.M.     | Management Review Meeting                                 |
| 48. | N.A.       | Not Applicable  |
| 49. | N.B.C.     | National Building Code                                    |
| 50. | N.B.O.     | National Building Organization                            |
| 51. | O.I.(Lab)  | Officer In charge(Lab)                                    |
| 52. | P.A.R.     | Plinth Area Rate  |
| 53. | P.D.C.A.   | Plan- Do-Check-Act.                                       |
| 54. | P.D.R.     | Preliminary Design Review                                 |
| 55. | P.G.O.     | Public Grievance Officer                                  |
| 56. | P.I.O.     | Public Information Officer                                |
| 57. | P.M.       | Project Manager   |
| 58. | P.R.W.     | Piece Rate Works  |
| 59. | P.U.       | Project Unit  |
| 60. | P.W.D.     | Public Works Department (Uttar Pradesh Lok Nirman Vibhag) |
| 61. | Q.C.C.     | Quality Control Cell                                      |
| 62. | Q.M.       | Quality Manual  |
| 63. | Q.M.S.     | Quality Management System                                 |
| 64. | R.O.       | Reception Officer   |
| 65. | S.A.O.     | Senior Accounts Officer                                   |
| 66. | S.A.P.     | Senior Architect Planner                                  |
| 67. | S.E.       | Superintending Engineer                                   |
| 68. | S.O.R.     | Schedule of Rates   |
| 69. | S.Q.M.M.   | Service Quality Management Manual                         |
| 70. | S.T.A.     | Senior Technical Assistant                                |
| 71. | T.A.       | Technical Assistant                                       |
| 72. | U.P.H.D.B  | Uttar Pradesh Housing & Development Board                 |
| 73. | U.P.R.N.N. | Uttar Pradesh Rajkiya Nirman Nigam                        |
| 74. | W.B.       | World Bank  |
| 75. | W.C.E.     | Work Charge Employee                                      |
| 76. | W.O.       | Work Order  |

|   |  |                                    |              |                   |
|---|--|------------------------------------|--------------|-------------------|
|  | <b>SERVICE QUALITY<br/>MANAGEMENT MANUAL</b><br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>S.Moti</i>  |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Rachna</i> |
| Section<br>03   | <b>ORGANIZATION<br/>PROFILE</b>                                      | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>Rachna</i>  |
|   |  | Page: 7                            | Issued by:   | MR <i>Rachna</i>  |

## 2.0

### ORGANISATION PROFILE


U.P. Housing & Development Board is an autonomous organization founded under "The Uttar Pradesh Avas Evam Vikas Parishad Adhiniyam 1965", is involved in Housing & Development activities in the state since 1966. It has a vision and mission to uplift the living standards of the people by providing them well-developed townships having all basic amenities and healthy environment to ensure the over-all development & prosperity of the society.

UPHDB is capable of managing all its construction & development activities with its own resources, with budgetary turnover of about Rs. 1480 Crore in the year 2012-2013, and has expanded its jurisdiction and notified over 66 cities for its activities with 174 projects for development of new townships in the state of Uttar Pradesh since 1966. It has acquired 9119.86 hectares of land till Dec 2012 and developed 6003.79 hectares of land including houses and plots of different sizes suitable to the requirement of every section of the society.

UPHDB has homogeneous mix of Architects & Engineers, at Junior, Middle & Senior levels. Total executive control of the organization rests with The Housing Commissioner. Whole organization is divided in Nine departments, controlled by respective HOD's. The departments are:

- Administration
- Finance & Accounts
- Land Acquisition
- Architecture & Planning
- Engineering
- Properties
- Public Relation Office
- Legal
- Global Construction and Consultancy Cell
- ❖ For proper implementation of projects, whole state of Uttar Pradesh is divided into seven zones. At zonal level engineering projects are controlled by Superintending Engineers, and registration, property disposal is controlled by Joint Housing Commissioner, while Architecture & Planning is controlled by respective Architect Planner
- ❖ At project level works are handled by Construction Divisions, which are under control of Executive Engineer.



|   |  |                                    |              |                        |
|---|--|------------------------------------|--------------|------------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>[Signature]</i>  |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>[Signature]</i> |
| Section<br>03   | ORGANIZATION<br>PROFILE                                      | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>[Signature]</i>  |
|   |  | Page: 8                            | Issued by:   | MR <i>[Signature]</i>  |

- ❖ Apart from regular works UPHDB takes up deposit construction & consultancy works through Global Construction & Consultancy Cell, a wing of UPHDB, under control of Director G.C.C.
- ❖ UPHDB has in-house Architectural Wing comprising of well-qualified Architects at juniors, middle and senior levels.
- ❖ UPHDB is well equipped with latest Tools and Plants and Construction Machinery.
- ❖ UPHDB has the services of three Quality Control Units having Laboratory fully equipped with latest testing instruments and machines, and Divisional Laboratories at every Division/Unit for ensuring better quality control.

UPHDB has the services of a Structural and Services Design Wing equipped with latest computers and software's.

#### **Vision Statement of UPHDB is.....**


“UPHDB will strive to be a globally respected, world class organization, renowned as a Total Builder and Real Estate Developer including Integrated Living Communities, Environmentally invigorating Habitats and mini-commercial townships and educational parks”.

UPHDB in this quest shall be a total quality organization that shall keep the interests of its customers and all stakeholders uppermost in mind.

#### **UPHDB has set its Mission:**

To become total solution provider and:

- To plan and develop the state-of-art townships at affordable prices with modern amenities and community services.
- To increase our turnover at least by 10% every year.
- To sustain the land bank to meet out the requirement of next five year.
- Capacity building to opt latest technology in our working system.
- To facilitate the Public Private Partnership (PPP) & joint ventures for catering the housing needs .
- To improve the consumer's Grievance Redress Mechanism .

|   |  |                                    |              |                    |
|---|--|------------------------------------|--------------|--------------------|
|  | <b>SERVICE QUALITY<br/>MANAGEMENT MANUAL</b><br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Shadi</i>    |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Rishwan</i> |
| Section<br>03   | <b>SCOPE</b>   | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>Rishwan</i>  |
|   |  | Page: 9                            | Issued by:   | MR <i>Rishwan</i>  |

### 3.0 PURPOSE & SCOPE

The purpose of this Service Quality Manual is to describe the service quality system adopted by the organization. It has been prepared to outline how the organization conducts its own affairs with respect to the achievement and assurance of quality. It is also intended to serve as a document for the organization's own staff and workforce for understanding the organization's policy and procedures.


#### 3.1 SCOPE OF SERVICE QUALITY MANAGEMENT SYSTEM

The Service Quality Management System is applicable to all the 22-offices located at sites listed under, with H.Q located at 104, Mahatma Gandhi Marg, Lucknow - 226001, Uttar Pradesh, INDIA.


- LAND ACQUISITION,
- ARCHITECTURE,
- URBAN PLANNING,
- CONSULTANCY,
- QUALITY CONTROL.
- DESIGN & DEVELOPMENT,
- CONSTRUCTION
- MARKETING OF RESIDENTIAL COLONIES & INSTITUTIONAL /COMMERCIAL COMPLEXES,
- MANAGEMENT OF COOPERATIVE HOUSING SOCIETIES.

Our offices under the scope of SQMS are in following cities: -

| Sl no. | Name of office                       | Location |
|--------|--------------------------------------|----------|
| 1.     | Head Office, 104- M.G. Marg, Lucknow | Lucknow  |
| 2.     | Chief Architect Planner              | Lucknow  |

|   |  |                                    |              |                       |
|---|--|------------------------------------|--------------|-----------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Smiti</i>       |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>R. Chandra</i> |
| Section<br>03   | SCOPE  | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>R. Chandra</i>  |
|   |  | Page: 10                           | Issued by:   | MR <i>R. Chandra</i>  |

|     |  |           |
|-----|--|-----------|
| 3.  | Circle I                                 | Varanasi  |
| 4.  | Circle II                                | Merrut    |
| 5.  | Circle III                               | Lucknow   |
| 6.  | Circle IV                                | Kanpur    |
| 7.  | Circle V                                 | Moradabad |
| 8.  | Circle VI                                | Agra      |
| 9.  | Circle VII                               | Ghaziabad |
| 10. | Circle Vrindavan                         | Lucknow   |
| 11. | Circle Electrical                        | Lucknow   |
| 12. | Circle Quality control & Design          | Lucknow   |
| 13. | Global Construction and Consultancy cell | Lucknow   |
| 14. | Kanpur Zone                              | Kanpur    |
| 15. | Agra Zone                                | Agra      |
| 16. | Merrut Zone                              | Ghaziabad |
| 17. | EMO Indira Nagar                         | Lucknow   |
| 18. | EMO Vrindavan                            | Lucknow   |
| 19. | EMO Merrut                               | Merrut    |
| 20. | EMO Moradabad                            | Moradabad |
| 21. | EMO Ghaziabad                            | Ghaziabad |
| 22. | EMO Kalyanpur, Kanpur                    | Kanpur    |

|   |  |                                    |              |                  |
|---|--|------------------------------------|--------------|------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Amali</i>  |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Amali</i> |
| Section<br>04   | DOCUMENTATION<br>REQUIREMENTS                                | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>Reedra</i> |
|   |  | Page: 11                           | Issued by:   | MR <i>Reedra</i> |

## 4 DOCUMENTATION REQUIREMENTS

### 4.1 General

UPHDB has documented the following:

- Service quality manual;
- Citizens' charter;
- Any other document needed by UPHDB for effective planning, operation and control of its service and service delivery processes; and
- Records required by this standard.

### 4.2 Service Quality Manual

UPHDB has established and maintained a service quality manual which includes

- Scope of service quality management system;
- Service quality policy;
- Service quality objectives;
- Complaints handling objectives;
- Responsibility and authority of personnel at relevant levels within the scope of this standard;

**Reference : Annex IV of SQMM**

- Documented procedures required by this standard;

**Reference : Annex III of SQMM**

- Other documents, needed by UPHDB for effective planning, operation and control of its service and service delivery processes, or reference to them;

**Reference : Annex II of SQMM and**


- Description of service processes including service delivery processes at the customer interface and those needed to directly support them.

**Reference : Annex II of SQMM**

### 4.3 Control of Documents

4.3.1 All the documents required as per IS15700:2005 standard are

- approved for adequacy prior to issue;
- reviewed periodically, updated as necessary and re-approved. The changes made are identified; and
- legible and identifiable indicating their current revision status.

|   |  |                                    |              |                     |
|---|--|------------------------------------|--------------|---------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>S.Moti</i>    |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Rajkumar</i> |
| Section<br>04   | DOCUMENTATION<br>REQUIREMENTS                                | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>Rudra</i>     |
|   |  | Page: 12                           | Issued by:   | MR <i>Rudra</i>     |

#### 4.3.2 UPHDB

- a) maintains a master list of all documents related to the scope of this standard which also identifies their current revision status;
- b) maintains distribution list of all such documents;
- c) ensures that the current versions of applicable documents are available at points of use;
- d) Ensures that obsolete documents, if retained for any purpose, are suitably identified to prevent their unintended use; and
- e) Ensures that the documents of external origin are identified and their distribution controlled.

4.3.3 A documented procedure is established to define the controls needed for the above.


**Reference : Quality Procedure for Control of Documents QP-01**

#### 4.4 Control of Records

Records (including files) are maintained to provide evidence of conformity to requirements and for the effective operation of the management system for service quality.

The records are legible, readily identifiable and easily retrievable. The method of identification, storage, protection, disposition of each record, their retention time and responsibility for each of these activities are established in a documented procedure.

**Reference : Quality Procedure for Control of Records QP-02**

|   |  |                                    |              |                  |
|---|--|------------------------------------|--------------|------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Imali</i>  |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Rudra</i> |
| Section<br>05   | MANAGEMENT<br>RESPONSIBILITY                                 | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>Rudra</i>  |
|   |  | Page: 13                           | Issued by:   | MR <i>Rudra</i>  |

## 5 MANAGEMENT RESPONSIBILITY

### 5.1 Management Commitment

Steering Committee of UPHDB has:

- Established the service quality policy and citizens' charter,
- Ensured that service quality objectives and complaints handling objectives are established,
- Conducted management reviews, and
- Ensured the availability of resources.

### 5.2 Customer Focus

Housing Commissioner and Steering Committee has ensured that the customer requirements are determined through stakeholder participation and are met with the aim of enhancing customer satisfaction. Feedback is collected from IFC/Jan Suvidha Kendra/Jan Soochna Patal and submitted to MR in the 1st week of every month.

### 5.3 Service Quality Policy and Citizens' Charter

5.3.1 Steering Committee has ensured that service quality policy and citizens' charter

- are documented,
- are appropriate to the purpose of the organization,
- are made available to all personnel including customers and other stakeholders through making it available on official website ,
- are communicated and understood within the organization through in house trainings ,
- include a commitment to comply with requirements and continually improve the effectiveness of the quality management system, and
- are reviewed annually for continuing suitability.


5.3.2 The service quality policy provides a framework for establishing and reviewing service quality objectives and complaints handling objectives.

#### SERVICE QUALITY POLICY

UPHDB shall strive to continually improve THE QUALITY OF LIFE through human-habitation projects by providing focused attention to the needs of customers, healthy and growth conducive environment, high quality and affordable products coupled with caring attitude to enhance the customer satisfaction.

We shall elevate our capabilities by Bench-Marking with the best practices.

Our quality policy provides framework for setting our service quality objectives & we review the suitability of our service quality policy, achievements

|   |  |                                    |              |                    |
|---|--|------------------------------------|--------------|--------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Shakti</i>   |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Kishore</i> |
| Section<br>05   | MANAGEMENT<br>RESPONSIBILITY                                 | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>Rudra</i>    |
|   |  | Page: 14                           | Issued by:   | MR <i>Rudra</i>    |

of our service quality objectives and implementation of our quality management system on pre-defined intervals in a planned way.

Quality Policy is communicated amongst the staff of UPHDB offices by displaying at appropriate places in Hindi & English languages. Trainings are conducted periodically to make it understand and absorb in the working of UPHDB activities .

#### 5.4 Objectives

Service quality objectives and complaints handling objective are consistent with the service quality policy and are established at relevant functions and levels within the organization.

All the objectives are measurable and documented.

- a) **To minimize time and cost over runs.**
- b) **To reduce customer complaints.**
- c) **To improve customer satisfaction.**

#### 5.5 When establishing the above policy and objectives, the following factors are taken into account by working group :

- a) Input of customers and other stakeholders;
- b) Any relevant legal, statutory and regulatory requirements; and
- c) Financial, operational and organizational requirements.

#### 5.6 Responsibility, Authority and Communication

##### 5.6.1 Housing Commissioner and Steering Committee has ensured that the responsibilities and authorities are established at relevant functions and levels, related to the scope of this standard, and communicated within the organization.

**Reference : Annexure IV of SQMM**

##### 5.6.2 Working Group for Citizens' Charter


Top management of U.P.H.D.B has constituted a working group for formulation of the citizen's charter and steering committee for approving Citizen Charter. Mr. Rajesh Kumar Mehtani, Additional Management Representative acts as a **Member Secretary** of the working group.

**Reference : IS 15700:2005 Clause 5.6.3.1(Note-2)**

The working group includes representatives from top management, middle management, Union members, customers and other stakeholders. The selection of team members is done in a transparent manner, the details of which are accessible to public through posting on official website.

##### 5.6.2.1 The responsibilities of the working group includes

- a) Identifying all stakeholders of the organization,

|   |                                    |              |                  |
|---|------------------------------------|--------------|------------------|
| <br><b>SERVICE QUALITY<br/>MANAGEMENT MANUAL</b><br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Sudhi</i>  |
|   | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Rudra</i> |
| Section<br>05<br><br><b>MANAGEMENT<br/>RESPONSIBILITY</b>   | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>Rudra</i>  |
|   | Page: 15                           | Issued by:   | MR <i>Rudra</i>  |

- b) Identifying all key services<sup>7</sup> provided by the organization,
- c) Preparing a draft citizens' charter in consultation with stakeholders,
- d) Formally issuing/releasing the citizen's charter after its approval by appropriate authority, and
- e) Reviewing and updating, as necessary, based on the feedback and continuing suitability.

### 5.6.3 Nodal Officer

#### 5.6.3.1 Nodal officer

Housing Commissioner has appointed **Mr. Rudra Pratap Singh, Additional Housing Commissioner and Secretary** as **Management Representative** and **Mr. Rajesh Kumar Mehtani, Data Base Administrator** as **Additional Management Representative** at apex level who, irrespective of other responsibilities, have responsibilities and authority, which include

- a) Ensuring that processes needed for the service, service delivery, citizens' charter and complaints handling are established, implemented and maintained;
- b) Acting as member-secretary of the working group for formulation of the citizens' charter;
- c) Acting as Public Grievance Officer and reporting to top management of any complaints which have a significant impact on the organization;
- d) Regularly communicating to the top management on the performance of the service quality, citizen charter and complaints handling with recommendations for improvement; and
- e) Devising mechanism for obtaining feedback and internal quality audit .

The responsibility of the nodal officer also includes liaison with the certifying body.

**Reference : Appointment letter of M.R. & A.M.R. at apex level.**

#### 5.6.3.2 Nodal officer at unit level

The top management has ensured the appointment of a nodal officer at unit level, who, irrespective of other responsibilities, shall

- a) ensure that processes needed for the service, service delivery, citizens' charter and complaints handling are implemented and maintained;
- b) act as public grievance officer; and
- c) report regularly to the nodal officer at the apex level, on the performance of the service quality, citizens charter and complaints handling with recommendations for improvement.

**Reference : Appointment Order of Nodal Officers at unit level**



|               |  |                                    |              |                  |
|---------------|--|------------------------------------|--------------|------------------|
|               | <b>SERVICE QUALITY<br/>MANAGEMENT MANUAL</b><br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Lanti</i>  |
|               |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Rudra</i> |
| Section<br>05 | <b>MANAGEMENT<br/>RESPONSIBILITY</b>                                 | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>Rudra</i>  |
|               |  | Page: 16                           | Issued by:   | MR <i>Rudra</i>  |

#### 5.6.4 Internal Communication

Top management has ensured that appropriate communication processes are established within the organization so that effective communication takes place for the various processes related to service, citizens' charter and complaints handling. The Internal communication in regard to the process of Service Quality Management System in various sections of UPHDB is effected through monthly review meetings/informal contact meetings/Steering Committee meeting. U.P.H.D.B operates through its circle offices at different places and accordingly internal communication between the office/units/sites is an important and crucial factor for effective implementation of its SQMS. The channels of communications between the Head Office and other locations are Phone, Fax, Mail, and e-mail / message box.

#### 5.7 Management Review

5.7.1 Housing Commissioner and Steering Committee review the organization's management systems for service quality, citizens' charter and complaints handling at six monthly intervals to ensure their continuing suitability, adequacy, efficiency and effectiveness. This review includes assessing opportunities for improvement and the need for changes, including the service quality policy and objectives. Records of management reviews are maintained by M.R./A.M.R .


5.7.2 The input to management review includes information on

- a) follow-up actions from previous reviews,
- b) results of audit,
- c) customer feedback including results of customer satisfaction surveys,
- d) changing customer requirements,
- e) feedback from other stakeholders,
- f) extent to which objectives are achieved,
- g) status of preventive/corrective actions,
- h) review of processes performance, and
- j) recommendations for improvement.

5.7.3 Review output includes any decisions and actions related to

- a) improvement in service quality standards;
- b) improvement in customer satisfaction;
- c) improvement in the management systems for service quality, citizens' charter, and complaints handling; and
- d) Resource needs.

**Reference: Procedure for Management Review Meeting**

|   |  |                                    |              |                   |
|---|--|------------------------------------|--------------|-------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Amoti</i>   |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Rubani</i> |
| Section<br>06   | RESOURCE<br>MANAGEMENT                                       | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>Rudra</i>   |
|   |  | Page: 17                           | Issued by:   | MR <i>Rudra</i>   |

## 6 RESOURCE MANAGEMENT

6.1 UPHDB has determined and provided resources for effective implementation of management systems for service quality, citizens' charter and complaints handling. The resources includes human resources, infrastructure and work environment.

6.2 UPHDB ensures that the personnel are

- selected on the basis of capability to satisfy defined job specifications,
- trained to ensure that they understand the tasks to be performed and the objectives to be achieved including how they contribute to the achievement of objectives,
- aware of their responsibilities including promptly reporting on complaints /feedback which have a significant impact on the organization, and
- aware of procedures to be followed and information to be given to the customers.

6.2.1 The training records are maintained .

### Reference :

- Quality procedure for Training
- Job responsibilities
- Training Needs Identification
- Training calendar
- Training Record


6.2.2 UPHDB ensures that the personnel, who are in direct contact with the customers

- are available and accessible, as specified in Citizen Charter/ official website;
- are sensitized to treat customers in a courteous manner;
- respond promptly to customer's enquiry/complaint;
- provide accurate, updated and complete information; and
- possess good interpersonal and good communication skills.

This is achieved by conducting regular or need based trainings by MDC/Sevottam Prakostha.

### Reference :

- Trainings related correspondence ,
- Training calendar
- Training records


|   |  |                                    |              |                        |
|---|--|------------------------------------|--------------|------------------------|
|  | <b>SERVICE QUALITY<br/>MANAGEMENT MANUAL</b><br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>[Signature]</i>  |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>[Signature]</i> |
| Section<br>06   | <b>RESOURCE<br/>MANAGEMENT</b>                                       | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>[Signature]</i>  |
|   |  | Page: 18                           | Issued by:   | MR <i>[Signature]</i>  |

### 6.3 Infrastructure and Work Environment

The organization has determined, provided and maintained the infrastructure and work environment necessary for achieving service quality and complaints handling. Resource requirements are discussed in Management reviews/ Monthly review meetings

**Reference :**

Minutes of Monthly Review meetings/Minutes of Management Review meeting.

|   |   |                                    |              |                  |
|---|---|------------------------------------|--------------|------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005          | Doc. No: SQMM                      | Prepared By: | TA <i>Sandi</i>  |
|   |   | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Rudra</i> |
| Section<br>07   | CITIZENS' CHARTER,<br>SERVICE PROVISION<br>AND COMPLAINTS<br>HANDLING | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>Rudra</i>  |
|   |   | Page: 19                           | Issued by:   | MR <i>Rudra</i>  |

## 7.0 CITIZENS' CHARTER, SERVICE PROVISION AND COMPLAINTS HANDLING

### 7.1 Citizens' Charter

7.1.1 The citizen's charter contains

- Vision and mission statement of UPHDB ,
- List of key service(s) being offered by UPHDB , and
- Measurable service standards for the service(s) provided and remedies available to the customer for non-compliance to the standards.

7.1.2 The citizen's charter

- represents a systematic effort of UPHDB to focus on its commitment towards its customers;
- is simple and easily understandable and also printed in Hindi/English language
- is non discriminatory;
- Describes or refers to complaints handling process;
- includes the name, address, telephone number and other contact details of the public grievance officer (Management representative of UPHDB);
- be reviewed annually for updation and continual improvement;
- highlights expectations of UPHDB from its customers, as required; and
- provides information on the date of issue of the citizens' charter and persons who were consulted during its preparation.

**Reference : U.P.H.D.B's Citizen charter**

### 7.2 Service Provision

Uttar Pradesh Housing & Development Board (UPHDB)

- ensures that services being provided by the organization take into account expectations of the customer and regulatory requirements;


**Reference : Service Standards**

- ensures that the service delivery processes are in line with the objectives defined by the organization in section 4.0 of SQMS;
- assures the quality of the products and/or services purchased and/or outsourced, which affects its service quality;

**Reference: Process for Purchase of material UPHDB/PM/ENG/03**

- ensures availability of procedures/work instructions, information, wherever necessary, and their implementation so that service delivery processes are carried out as specified;

**Reference: list of Process Manuals**

|   |   |                                    |              |                  |
|---|---|------------------------------------|--------------|------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005          | Doc. No: SQMM                      | Prepared By: | TA <i>Amr</i>    |
|   |   | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Rudra</i> |
| Section<br>07   | CITIZENS' CHARTER,<br>SERVICE PROVISION<br>AND COMPLAINTS<br>HANDLING | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>Rudra</i>  |
|   |   | Page: 20                           | Issued by:   | MR <i>Rudra</i>  |

e) ensures availability and use of suitable equipment, monitoring and measuring devices,

f) ensures calibration or verification of measuring equipment at specified intervals, or prior to use, wherever necessary,

**Reference: process manual for calibration UPHDB/PM/ENG/09**

g) identifies the verification status of the service or service delivery process at relevant stages through monthly review meeting

**Reference: minutes of monthly review meeting**


h) ensures implementation of monitoring and measurement including time norms as specified in the citizen's charter.

**Reference: Minutes of Management Review Meeting & Annual Report**

### 7.3 Complaints Handling


UPHDB has established a documented procedure for complaint handling process. Various steps in the complaints handling process includes the following:

- a) Identification of complaint prone areas in a systematic manner and determine the time norms for their redress;
- b) Providing information concerning complaints handling process in clear language and formats accessible to all. Such information includes:
  - i) where and how the complaints can be made,
  - ii) minimum information to be provided by complainant, and
  - iii) time limits within which the complaint will be closed.
- c) Widely publicizing the information about complaints handling process through print, web and other media. The name, address, telephone number and other contact details of the public grievance officer of UPHDB is also displayed prominently at the IFC s and other convenient places;
- d) Unique identification of the complaint is issued and recording necessary information including relevant details of complaint, remedy requested, due date of redress, relevant data related to the complaint and immediate action to be taken;
- e) Scrutiny of the complaint is done and its categorization as critical, major or minor depending upon its seriousness and severity;
- f) Acknowledgement is made of each complaint promptly giving the complaint number along with an indication of the redress time and the name, designation and telephone number of the employee to be contacted for all future correspondence;

|   |   |                                    |              |                        |
|---|---|------------------------------------|--------------|------------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005          | Doc. No: SQMM                      | Prepared By: | TA <i>[Signature]</i>  |
|   |   | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>[Signature]</i> |
| Section<br>07   | CITIZENS' CHARTER,<br>SERVICE PROVISION<br>AND COMPLAINTS<br>HANDLING | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>[Signature]</i>  |
|   |   | Page: 21                           | Issued by:   | MR <i>[Signature]</i>  |

- g) Investigation of relevant circumstances is made and information relating to the complaint is collected. The level of investigation commensurate with the seriousness and severity of the complaint. If the complaint cannot be immediately resolved, it is dealt in a manner which would lead to its effective redress as soon as possible and the complainant shall be intimated;
- h) Communication of the decision is made to the complainant regarding his complaint immediately after the decision is taken and getting his feedback. In case the decision is not in line with the remedy requested by the complainant, the justification for the decision taken along with alternative internal and external recourse available for appeal shall also be intimated, after which the complaint shall be closed; and
- j) Nominating 'Ombudsman' who could be approached if normal service delivery mechanism does not respond. Mr. V. N. Garg, Principal Secretary, Forest & Environment , U.P. Government, Lucknow has been nominated as Ombudsman.

**Reference: Quality Procedure for Customer Feedback including Complaint Handling QP-06 and Board Order.**

|   |  |                                    |              |                 |
|---|--|------------------------------------|--------------|-----------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005     | Doc. No: SQMM                      | Prepared By: | TA <i>Amti</i>  |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | MR <i>Rudra</i> |
| Section<br>08   | IMPLEMENTATION,<br>MONITORING,<br>MEASUREMENT<br>AND IMPROVEMENT | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>Rudra</i> |
|   |  | Page: 22                           | Issued by:   | MR <i>Rudra</i> |

## 8 IMPLEMENTATION, MONITORING, MEASUREMENT AND IMPROVEMENT

### 8.1 Implementation

UPHDB has

- a) Established single-window system at points of public contact (Head office & circle Offices) to facilitate disposal of applications;
- b) Set up Information and Facilitation Counters (IFC) and help-lines at Head office & circle Offices for information on procedures, application status, etc.
- c) Widely publicized the citizen's charter through organization's website, media and sending copies to all stakeholders;
- d) Prominently displayed the citizens' charter in the organization; and
- e) Taken the decision to publish annually the data relating to performance viz-a-viz commitment relating to citizens' charter in the annual report or by reviewing it in MRMs.

**Reference : Minutes of Management Review Meeting**

### 8.2 Monitoring and Measurement

#### 8.2.1 UPHDB monitors and measures

- a) the characteristics of the service and service delivery processes to verify that the service quality objectives and service standards have been met.

**Reference : Monthly Review Meetings Result Sheets**

This has also been carried out at all stages and locations where UPHDB has an interface with the customer;

- b) the performance viz-a-viz commitment made in the citizens' charter and Complaints handling procedure on a regular basis and report to top management with recommendations for improvement;

**Reference : Minutes of Management Review Meeting,**


Annual Report , and

- c) the working of the complaints handling machinery through random checks.

#### 8.2.1.1 In addition, the editor's/grievance column of the local newspapers is regularly examined by reception section at UPHDB for picking up cases.

**Reference : Newspaper clipping file**

#### 8.2.1.2 Records of the evidence of conformity are maintained by MR.

|   |  |                                    |              |                  |
|---|--|------------------------------------|--------------|------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005     | Doc. No: SQMM                      | Prepared By: | TA <i>S.Moti</i> |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | MR <i>Rudra</i>  |
| Section<br>08   | IMPLEMENTATION,<br>MONITORING,<br>MEASUREMENT<br>AND IMPROVEMENT | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>Rudra</i>  |
|   |  | Page: 23                           | Issued by:   | MR <i>Rudra</i>  |

### 8.2.2 Customer Satisfaction

UPHDB has established and implemented a system for measuring customer satisfaction through taking feedback of clients once in six months via client feedback format. This information is used for continual improvement.

**Reference : Quality Procedure for Customer feedback QP-06.**

### 8.3 Internal Quality Audit

UPHDB conducts internal audits at six monthly interval to determine whether the management system for service quality conforms to the requirements of this standard and to the documents established by UPHDB .

An audit plan is made & documented indicating the scope, frequency of audit, auditor(s), auditee and audit date(s)/time. Selection of auditors and conduct of audits is ensured objectivity and impartiality of the audit process. Auditors do not audit their own work. The auditee ensures that actions are taken without undue delay to eliminate detected non-conformities and their causes. Follow-up activities include the verification of the actions taken and reporting of verification results. Records of the audits are maintained.

**Reference: Quality Procedure for Internal audit QP-03.**

### 8.4 Analysis of Data

UPHDB analyzes the data collected during monitoring and measurement and customer satisfaction to determine current level of performance and opportunities for continual improvement, particularly where nonconformities are recurring.

**Reference : Process Manual for Data updating & MIS**

### 8.5 Improvement

#### 8.5.1 Corrective and Preventive Actions

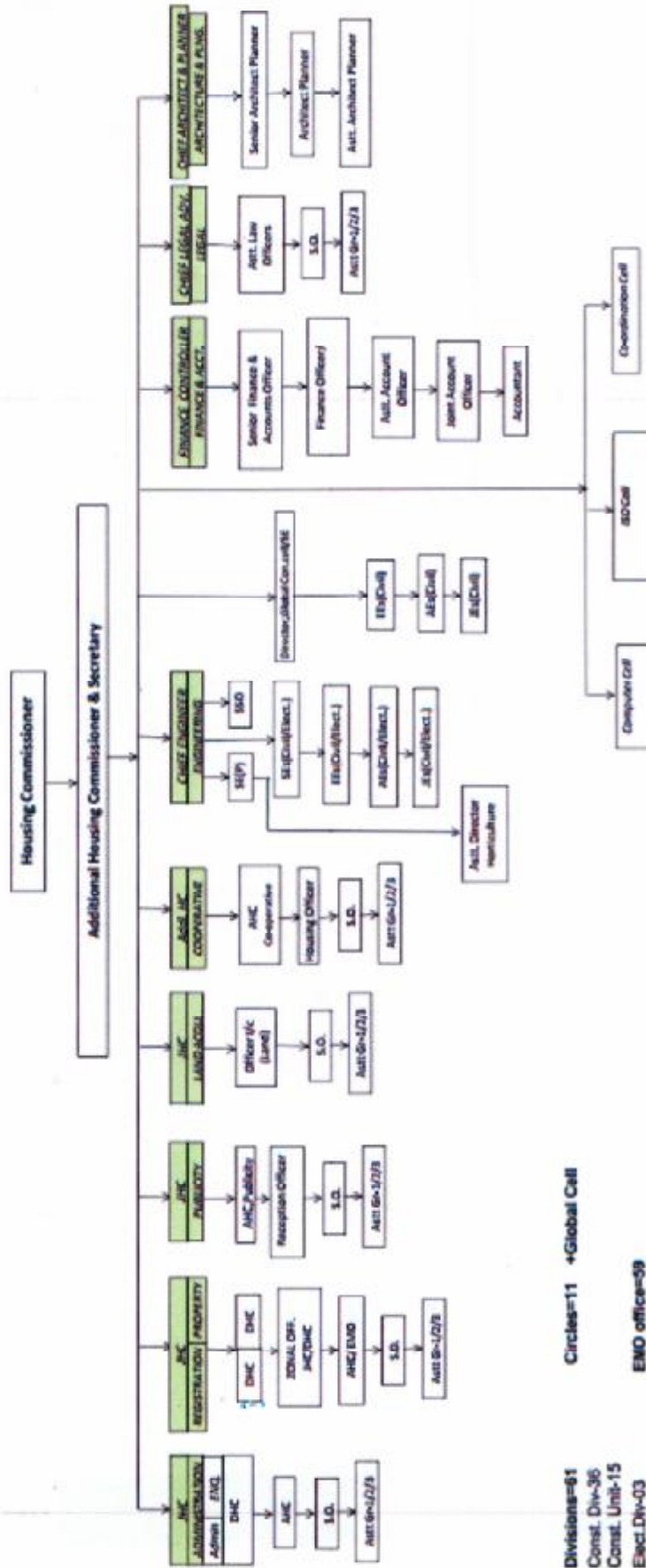
UPHDB has adopted a procedure to deal with the non-conformances observed in the service quality management system requirements & to take the required corrective & preventive action takes action to eliminate the cause(s) of non-conformities and potential cause(s) in order to prevent recurrence and occurrence respectively. These are appropriate to the effects of the nonconformities encountered and potential problems. Records of action taken and improvements effected are maintained.

**Reference : Quality Procedure for control of non conformance & corrective actions and preventive actions QP-04.**



|   |   |                                    |              |     |
|---|---|------------------------------------|--------------|-----|
| Annexure - I  | SERVICE QUALITY MANAGEMENT MANUAL<br>As per IS 15700 : 2005 | Doc. No:<br>Annex-I of SQMM        | Prepared By: | TA  |
|   |   | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR |
| TITLE -<br>ORGANIZATION CHART<br>(Administrative Structure) | Annexure - I  | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC  |
|   |   | Page: 1 of 5                       | Issued by:   | MR  |

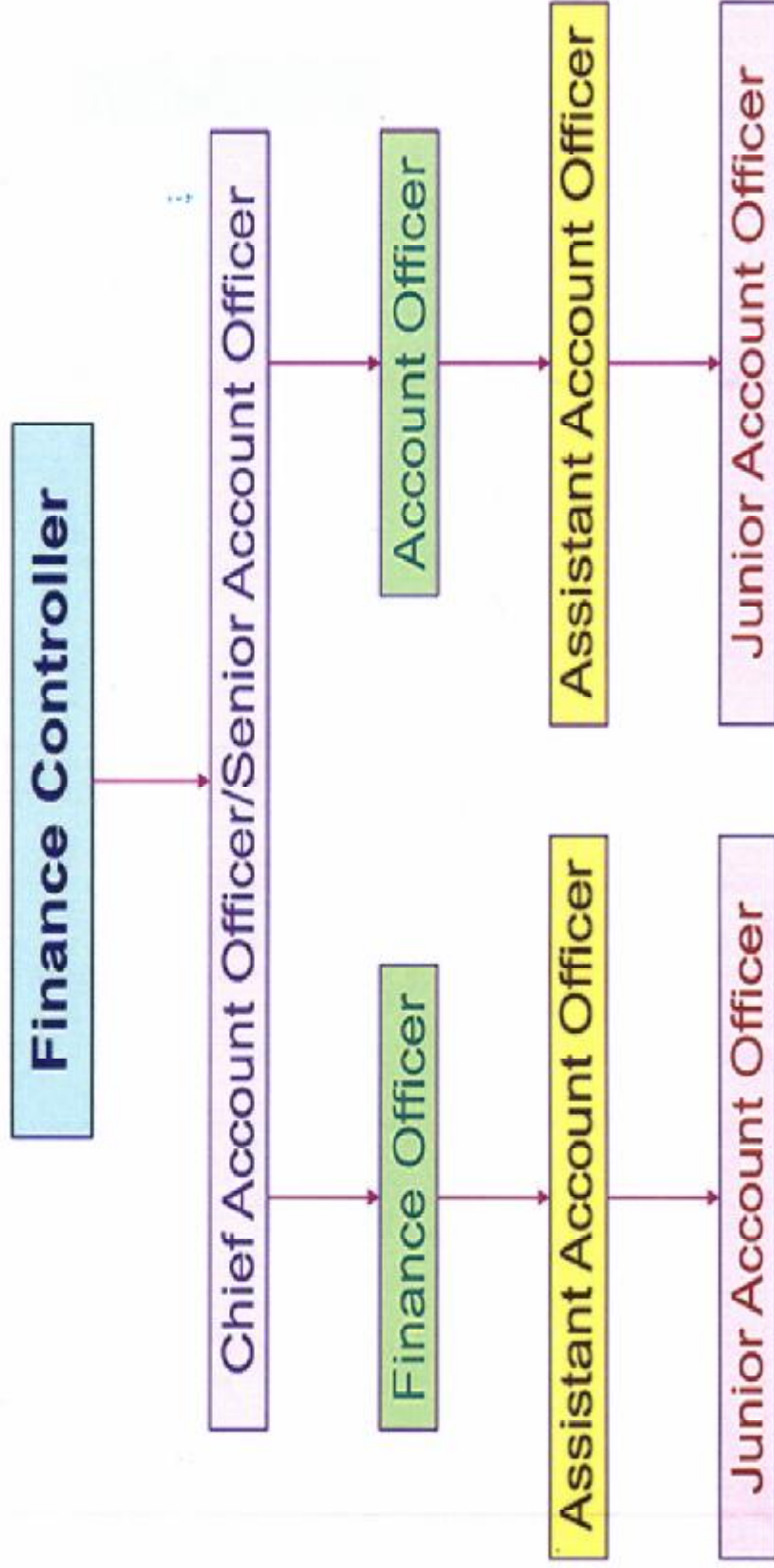
**ADMINISTRATIVE STRUCTURE**  
U.P. HOUSING & DEVELOPMENT BOARD



Divisions=81  
 Const. Div=36  
 Const. Unit=15  
 Elect. Div=03  
 Design Div=03  
 Quality Control Div=03  
 Management Dev. Center=01

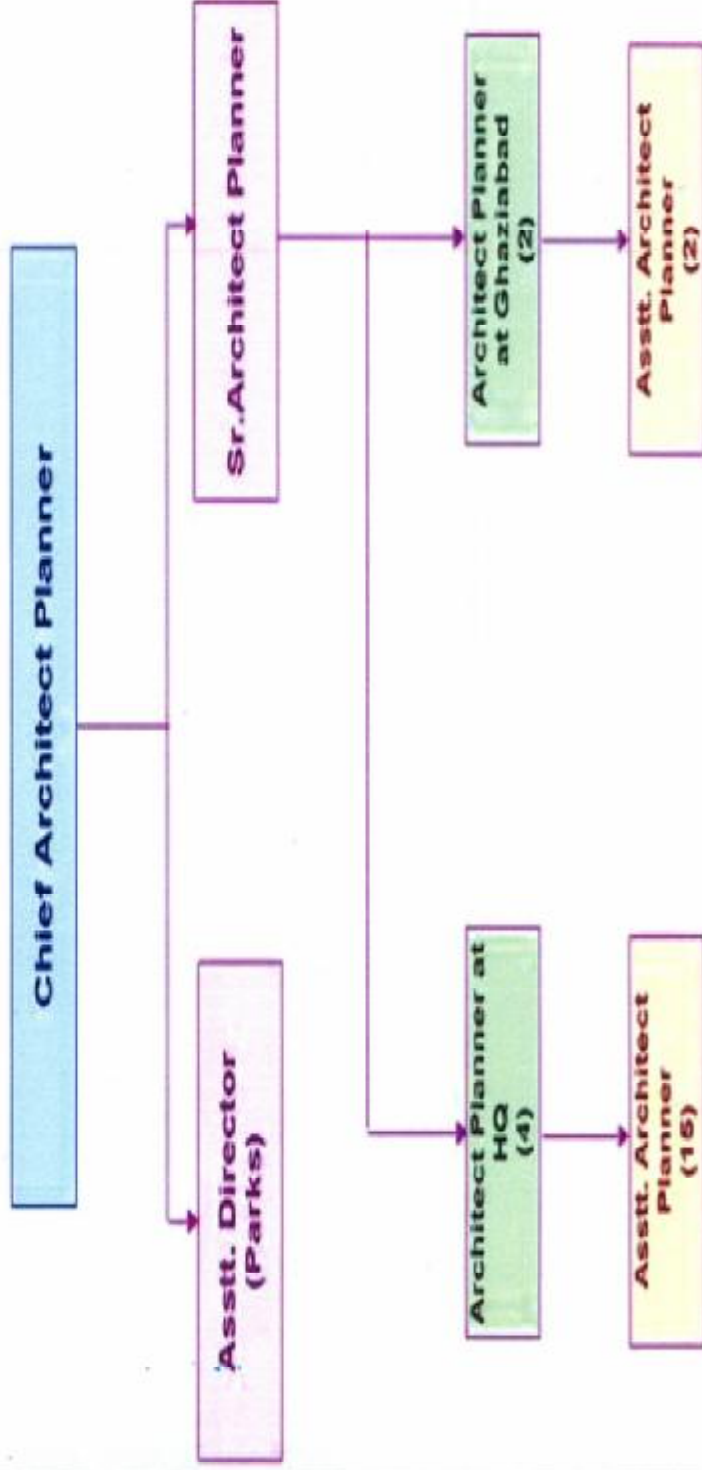
Circles=11 +Global Cell  
 EMO office=59

|   |  |   |  |                 |
|---|--|---|--|-----------------|
|  | <b>SERVICE QUALITY MANAGEMENT MANUAL</b><br>As per IS 15700 : 2005 | Doc. No:<br>Annex-I of SQMM   | Prepared By:                               | TA              |
| Annexure -I   | <b>TITLE - ORGANIZATION CHART</b><br>(Finance Controller)          | Issue No.:01<br>Dated : 08.01.2013<br>Rev. No: 00<br>Dated:08.01.2013<br>Page: 2 of 5 | Reviewed By:<br>Approved By:<br>Issued by: | AMR<br>HC<br>MR |



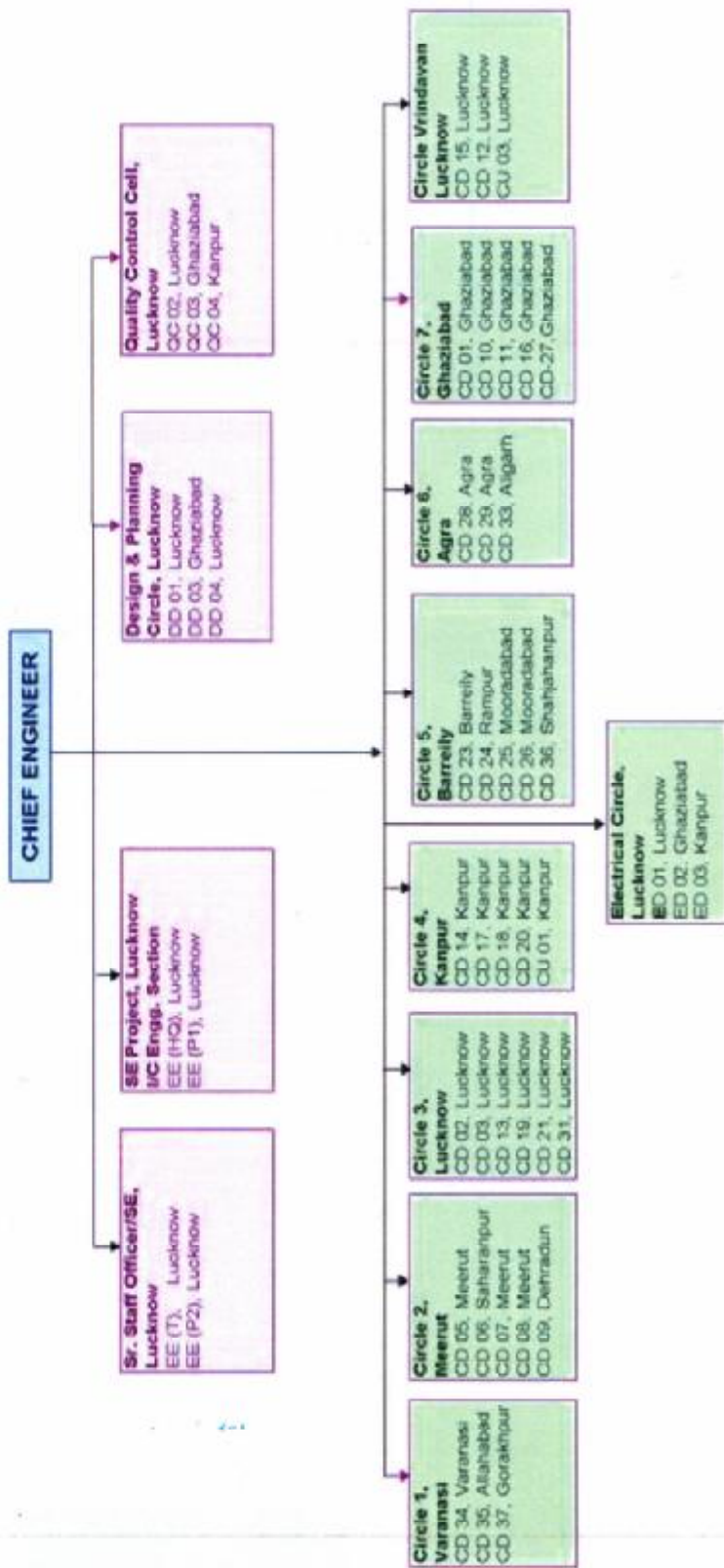
|                |   |  |                                    |   |
|----------------|---|--|------------------------------------|---|
| Annexure<br>-I | <br><b>SERVICE QUALITY<br/>MANAGEMENT MANUAL</b><br>As per IS 15700 : 2005 | Doc. No:<br>Annex-I of SQMM  | Prepared By:<br>TA                 | <br> |
|                |   | <b>TITLE -<br/>ORGANIZATION CHART</b><br>(Chief Architect Planner) | Issue No.:01<br>Dated : 08.01.2013 |   |
|                |   | Rev. No: 00<br>Dated:08.01.2013                                    | Approved By:<br>HC                 | <br> |
|                |   | Page: 3 of 5   | Issued by:<br>MR                   | <br> |

**Organisation Chart of the Office of  
Chief Architect Planner**  
**U.P. HOUSING & DEVELOPMENT BOARD**



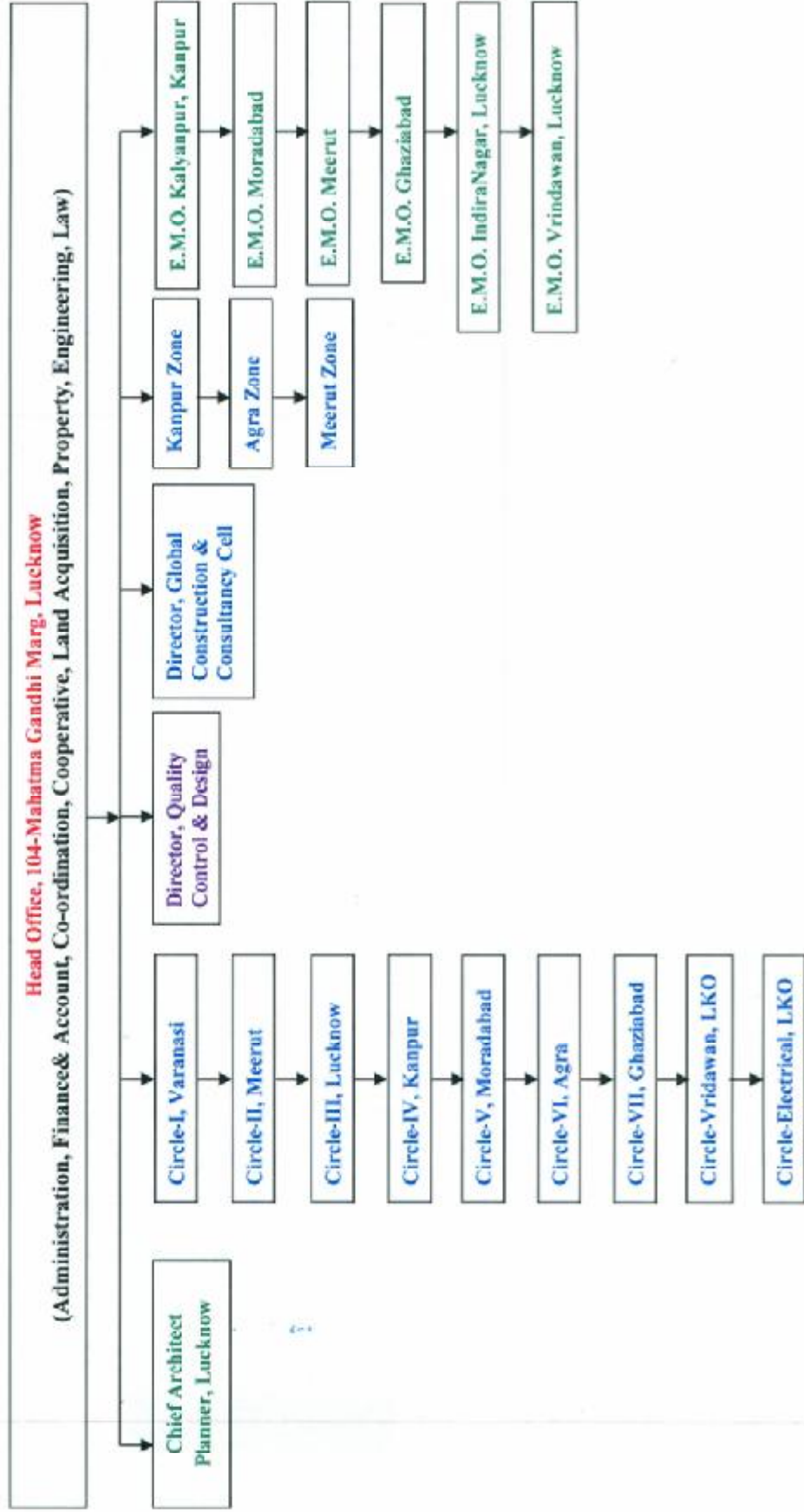
|   |   |                                    |   |
|---|---|------------------------------------|---|
| <br><b>SERVICE QUALITY<br/>MANAGEMENT MANUAL</b><br>As per IS 15700 : 2005 | Doc. No:<br>Annex-I of SQMM   | Prepared By:<br>TA                 | <br>TA |
|   | <b>TITLE -<br/>ORGANIZATION CHART</b><br>(Engineering Organizational Structure) | Issue No.:01<br>Dated : 08.01.2013 |   |
| Annexure<br>-I  | Rev. No: 00<br>Dated:08.01.2013   | Approved By:<br>HC                 | <br>HC |
|   | Page: 4 of 5  | Issued by:<br>MR                   |   |


**U.P. HOUSING & DEVELOPMENT BOARD**  
**ENGINEERING ORGANISATIONAL STRUCTURE**




|   |   |   |   |   |
|---|---|---|---|---|
|  | <p align="center"><b>SERVICE QUALITY<br/>MANAGEMENT MANUAL</b><br/>As per IS 15700 : 2005</p> | <p>Doc. No:<br/>Annex-I of SQMM<br/>Issue No.:01<br/>Dated : 08.01.2013</p> | <p>Prepared By: TA<br/>Reviewed By: AMR<br/>Approved By: HC<br/>Issued by: MR</p> | <p>Signature: <i>[Handwritten Signature]</i><br/><i>[Handwritten Signature]</i><br/><i>[Handwritten Signature]</i><br/><i>[Handwritten Signature]</i></p> |
| <p>Annexure<br/>-I</p>  | <p align="center">TITLE -<br/><b>ORGANIZATION CHART</b><br/>(Identified Offices.)</p>         | <p>Rev. No: 00<br/>Dated:08.01.2013<br/>Page: 5 of 5</p>                    |   |   |

### Organizational Chart of 22 Identified Offices for Sevottam certification




|   |   |                                    |              |                        |
|---|---|------------------------------------|--------------|------------------------|
|  | SERVICE QUALITY<br>MANAGEMENT<br>MANUAL<br>As per IS 15700:2005 | Doc. No: ANNEX-<br>II of SQMM      | Prepared By: | TA <i>[Signature]</i>  |
|   |   | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>[Signature]</i> |
| ANNEX- II   | LIST OF PROCESSES   | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>[Signature]</i>  |
|   |   | Page: 1 of 5                       | Issued by:   | MR <i>[Signature]</i>  |

| S.NO.                                | NAME OF PROCESS  | DOC.NO          | REVISION<br>NO. | EFFECTIVE<br>DATE |
|--------------------------------------|--|-----------------|-----------------|-------------------|
| <b>ADMINISTRATION SECTION</b>        |  |                 |                 |                   |
| 1                                    | Process for Promotion/DPC  | UPHDB/PM/ADM/02 | 0               | 1/9/2009          |
| 2                                    | Process for Confirmation   | UPHDB/PM/ADM/03 | 0               | 1/9/2009          |
| 3                                    | Process for Selection Grade/Time<br>Scale                                      | UPHDB/PM/ADM/04 | 0               | 1/9/2009          |
| 4                                    | Process for Annual Increment   | UPHDB/PM/ADM/05 | 0               | 1/9/2009          |
| 5                                    | Process for Disposal of<br>Representation                                      | UPHDB/PM/ADM/06 | 0               | 1/9/2009          |
| 6                                    | Process for Disposal of Application<br>of General Nature                       | UPHDB/PM/ADM/07 | 0               | 1/9/2009          |
| <b>FINANCE &amp; ACCOUNT SECTION</b> |  |                 |                 |                   |
| 1                                    | Process for Preparation &<br>Allotment of Budget                               | UPHDB/PM/F&A/01 | 0               | 1/9/2009          |
| 2                                    | Process for Release of Funds for<br>Land Acquisition                           | UPHDB/PM/F&A/02 | 0               | 1/9/2009          |
| 3                                    | Process for Release of Funds for<br>Development/ Construction/<br>Maintenance. | UPHDB/PM/F&A/03 | 0               | 1/9/2009          |
| 4                                    | Process for Accounting of<br>Miscellaneous Receipts                            | UPHDB/PM/F&A/04 | 0               | 1/9/2009          |
| 5                                    | Process for Settlement of<br>Retirement Benefit (C.P.F)                        | UPHDB/PM/F&A/05 | 0               | 1/9/2009          |
| 6                                    | Process for Settlement of<br>Retirement Benefit (GRATUITY)                     | UPHDB/PM/F&A/06 | 0               | 1/9/2009          |
| 7                                    | Process for Settlement of<br>Retirement Benefit (G.I.S.)                       | UPHDB/PM/F&A/07 | 0               | 1/9/2009          |
| 8                                    | Process for Costing & Pricing  | UPHDB/PM/F&A/08 | 0               | 1/9/2009          |
| 9                                    | Process for Salary of<br>Officers/Employees                                    | UPHDB/PM/F&A/09 | 0               | 1/9/2009          |
| 10                                   | Process for Payment of House   | UPHDB/PM/F&A/10 | 0               | 1/9/2009          |

|   |   |                                    |              |                           |
|---|---|------------------------------------|--------------|---------------------------|
|  | <b>SERVICE QUALITY<br/>MANAGEMENT<br/>MANUAL<br/>As per IS 15700:2005</b> | Doc. No: ANNEX-<br>II of SQMM      | Prepared By: | TA <i>S. Nadi</i>         |
|   |   | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>R. K. S. S. S.</i> |
| ANNEX- II   | LIST OF PROCESSES   | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>R. K. S. S. S.</i>  |
|   |   | Page: 2 of 5                       | Issued by:   | MR <i>R. K. S. S. S.</i>  |

|                                 |   |                 |   |          |
|---------------------------------|---|-----------------|---|----------|
|                                 | Building/Conveyance Advance   |                 |   |          |
| 11                              | Process for Recovery of House Building/Conveyance Advance   | UPHDB/PM/F&A/11 | 0 | 1/9/2009 |
| 12                              | Process for Contingency Payment   | UPHDB/PM/F&A/12 | 0 | 1/9/2009 |
| <b>CO-ORDINATION SECTION</b>    |   |                 |   |          |
| 1                               | Process Manual for Provision of Uniform   | UPHDB/PM/CC/01  | 0 | 1/9/2009 |
| 2                               | Process Manual for Medical Reimbursement & Medical Advance  | UPHDB/PM/CC/02  | 0 | 1/9/2009 |
| <b>COOPERATIVE SECTION</b>      |   |                 |   |          |
| 1                               | Process for Registration of Cooperative Housing Society (Urban)                                       | UPHDB/PM/COH/01 | 0 | 1/9/2009 |
| 2                               | Process for Election of Cooperative Housing Society (Urban)   | UPHDB/PM/COH/02 | 0 | 1/9/2009 |
| <b>LAND ACQUISITION SECTION</b> |   |                 |   |          |
| 1                               | Process for Land Acquisition  | UPHDB/PM/LA/01  | 0 | 1/9/2009 |
| 2                               | Process for Acquiring Land by Private Negotiations  | UPHDB/PM/LA/02  | 0 | 1/9/2009 |
| 3                               | Process for transfer of Building or Land vested in Local Authority to Board                           | UPHDB/PM/LA/03  | 0 | 1/9/2009 |
| <b>PROPERTY SECTION</b>         |   |                 |   |          |
| 1                               | Process for obtaining developed properties from Engineering Section to properties Management Section. | UPHDB/PM/PRP/01 | 0 | 1/9/2009 |
| 2                               | Process for demand survey and or disposal of properties by registration method.                       | UPHDB/PM/PRP/02 | 0 | 1/9/2009 |
| 3                               | Process for allotment of properties through draw of lots.   | UPHDB/PM/PRP/03 | 0 | 1/9/2009 |


|   |  |                                    |              |                  |
|---|--|------------------------------------|--------------|------------------|
|  | <b>SERVICE QUALITY<br/>MANAGEMENT<br/>MANUAL</b><br>As per IS 15700:2005 | Doc. No: ANNEX-<br>II of SQMM      | Prepared By: | TA <i>Sandi</i>  |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Rudra</i> |
| ANNEX- II   | LIST OF PROCESSES  | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>Rudra</i>  |
|   |  | Page: 3 of 5                       | Issued by:   | MR <i>Rudra</i>  |

|    |   |                     |   |          |
|----|---|---------------------|---|----------|
| 4  | Process for allotment of properties through auction.  | UPHDB/PM/PRP/04     | 0 | 1/9/2009 |
| 5  | Process for remittance of registries, sale of properties, miscellaneous receipt in banks.                   | UPHDB/PM/PRP/05     | 0 | 1/9/2009 |
| 6  | Process for service to customer on accounts of demand and recovery for individual allotted properties.      | UPHDB/PM/PRP/06     | 0 | 1/9/2009 |
| 7  | Process for issuance of possession letter agreement, deed.  | UPHDB/PM/PRP/07     | 0 | 1/9/2009 |
| 8  | Process for customers requests regarding mutation of properties.  | UPHDB/PM/PRP/08     | 0 | 1/9/2009 |
| 9  | Process for handling of various application at Zonal offices.   | UPHDB/PM/PRP(Zo)/09 | 0 | 1/9/2009 |
| 10 | Process for handling allotment of school plots.   | UPHDB/PM/PHQ/10     | 0 | 1/9/2009 |
| 11 | Process for handling of requests/complaints of customers received at property section of the head quarters. | UPHDB/PM/PRP(HQ)/11 | 0 | 1/9/2009 |

#### ENGINEERING SECTION

|   |   |                 |   |          |
|---|---|-----------------|---|----------|
| 1 | Process for budget Planning and provision of Financial Resources.       | UPHDB/PM/ENG/01 | 0 | 1/9/2009 |
| 2 | Process for Administrative & Financial Approval and Technical Sanction. | UPHDB/PM/ENG/02 | 0 | 1/9/2009 |
| 3 | Process for Purchase of materials through Quotations & Tenders.         | UPHDB/PM/ENG/03 | 0 | 1/9/2009 |
| 4 | Process for Tendering & Execution of Works.                             | UPHDB/PM/ENG/04 | 0 | 1/9/2009 |
| 5 | Process for designing of  | UPHDB/PM/ENG-   | 0 | 1/9/2009 |




|   |   |                                    |              |                        |
|---|---|------------------------------------|--------------|------------------------|
|  | <b>SERVICE QUALITY<br/>MANAGEMENT<br/>MANUAL<br/>As per IS 15700:2005</b> | Doc. No: ANNEX-II of SQMM          | Prepared By: | TA <i>[Signature]</i>  |
|   |   | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>[Signature]</i> |
| ANNEX- II   | LIST OF PROCESSES   | Rev. No: 00<br>Dated:08.01.2013    | Approved By: | HC <i>[Signature]</i>  |
|   |   | Page: 4 of 5                       | Issued by:   | MR <i>[Signature]</i>  |

|    |  |                     |   |          |
|----|--|---------------------|---|----------|
|    | development services Sectorial   | DES/05              |   |          |
| 6  | Process for designing of development services Trunk                                      | UPHDB/PM/ENG-DES/06 | 0 | 1/9/2009 |
| 7  | Process for Site inspection for the Quality of Works.                                    | UPHDB/PM/ENG-QCC/07 | 0 | 1/9/2009 |
| 8  | Process for material Testing by the Quality Control Cell.                                | UPHDB/PM/ENG-QCC/08 | 0 | 1/9/2009 |
| 9  | Process for calibration of Equipment.  | UPHDB/PM/ENG-QCC/09 | 0 | 1/9/2009 |
| 10 | Process for Approval of Design of External Electrification from UPPCL                    | UPHDB/PM/ENG-ELE/10 | 0 | 1/9/2009 |
| 11 | Process for Inspection, handling over and energisation of external electrification work. | UPHDB/PM/ENG-ELE/11 | 0 | 1/9/2009 |
| 12 | Process for MOU & contracting  | UPHDB/PM/ENG-GCC/12 | 0 | 1/9/2009 |
| 13 | Process for Outsourcing Activities for consultancy Services                              | UPHDB/PM/ENG-GCC/13 | 0 | 1/9/2009 |
| 14 | Process for Maintenance of Computer Hardware.  | UPHDB/PM/ENG-COC/14 | 0 | 1/9/2009 |
| 15 | Process for Maintenance of Computer Software.  | UPHDB/PM/ENG-COC/15 | 0 | 1/9/2009 |
| 16 | Process for Procurement of Computer Hardware.  | UPHDB/PM/ENG-COC/16 | 0 | 1/9/2009 |
| 17 | Process for Procurement of Computer Software.  | UPHDB/PM/ENG-COC/17 | 0 | 1/9/2009 |

#### ARCHITECT AND PLANNING DEPARTMENT


|   |   |                 |   |          |
|---|---|-----------------|---|----------|
| 1 | Process for Town notification                     | UPHDB/PM/APD/01 | 0 | 1/9/2009 |
| 2 | Process for Transportation-Zonal Plan preparation | UPHDB/PM/APD/02 | 0 | 1/9/2009 |

|   |   |   |                                     |
|---|---|---|-------------------------------------|
|  | <b>SERVICE QUALITY<br/>MANAGEMENT<br/>MANUAL<br/>As per IS 15700:2005</b> | <b>Doc. No:</b> ANNEX-II of SQMM                  | <b>Prepared By:</b> TA <i>Amri</i>  |
|   |   | <b>Issue No.:</b> 01<br><b>Dated :</b> 08.01.2013 | <b>Reviewed By:</b> AMR <i>Amri</i> |
| ANNEX- II   | LIST OF PROCESSES   | <b>Rev. No:</b> 00<br><b>Dated:</b> 08.01.2013    | <b>Approved By:</b> HC <i>Rudra</i> |
|   |   | <b>Page:</b> 5 of 5                               | <b>Issued by:</b> MR <i>Rudra</i>   |


- |   |   |                 |   |          |
|---|---|-----------------|---|----------|
| 3 | Process for preparation of Layout Plan                          | UPHDB/PM/APD/03 | 0 | 1/9/2009 |
| 4 | Process for Preparation of Numbering & Development control plan | UPHDB/PM/APD/04 | 0 | 1/9/2009 |
| 5 | Process for Preparation of Building Designs                     | UPHDB/PM/APD/05 | 0 | 1/9/2009 |
| 6 | Process for Approval of Building Layout Plan                    | UPHDB/PM/APD/06 | 0 | 1/9/2009 |
| 7 | Process for Preparation of compounding of Unauthorized          | UPHDB/PM/APD/07 | 0 | 1/9/2009 |

#### LAW SECTION

- |   |  |                 |   |          |
|---|--|-----------------|---|----------|
| 1 | Process for Seeking Legal Opinion            | UPHDB/PM/LEG/01 | 0 | 1/9/2009 |
| 2 | Process for Empanelling Advocates            | UPHDB/PM/LEG/02 | 0 | 1/9/2009 |
| 3 | Process for monitoring the bills of Adocates | UPHDB/PM/LEG/03 | 0 | 1/9/2009 |

|   |  |                                     |                 |                  |
|---|--|-------------------------------------|-----------------|------------------|
|  | <b>SERVICE QUALITY<br/>MANAGEMENT MANUAL</b><br>As per IS 15700:2005 | Doc. No:<br>Annex-III of<br>SQMM    | Prepared By:    | TA <i>Sudhi</i>  |
|   |  | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed<br>By: | AMR <i>Rudra</i> |
| <b>ANNEX-<br/>III</b>   | <b>Title:<br/>LIST OF QUALITY<br/>PROCEDURES</b>                     | Rev. No: 00<br>Dated: 08.01.2013    | Approved<br>By: | HC <i>Rudra</i>  |
|   |  | Page: 1                             | Issued by:      | MR <i>Rudra</i>  |

| Sl.No. | Procedure Description                 | Procedure- No. | Responsibility    | IS 15700:2005<br>Clause |
|--------|---------------------------------------|----------------|-------------------|-------------------------|
| 1      | Control of Documents                  | UPHDB/QP-01    | MR & Section Head | 4.3                     |
| 2      | Control of Records                    | UPHDB/QP-02    | MR & Section Head | 4.4                     |
| 3      | Internal Audit                        | UPHDB/QP-03    | MR                | 8.3                     |
| 4      | Control of Non-Conformance<br>Process | UPHDB/QP-04    | MR & Section Head | 8.5.1                   |
| 5      | Corrective actions                    | UPHDB/QP-05    | MR & Section Head | 8.5.1                   |
| 6      | Preventive Actions                    | UPHDB/QP-06    | MR & Section Head | 8.5.1                   |
| 7      | Management Review Meeting             | UPHDB/QP-07    | MR & Section Head | 5.7                     |
| 8      | Training                              | UPHDB/QP-08    | MR & Section Head | 6.2.1                   |
| 9      | Customer Complaint                    | UPHDB/QP-09    | MR & Section Head | 7.3                     |
| 10     | Maintenance                           | UPHDB/QP-10    | Maintenance Head  | 6.3                     |

|   |  |                             |                    |                  |
|---|--|-----------------------------|--------------------|------------------|
|  | <b>QUALITY PROCEDURE</b>                     | <b>Doc. No:</b> UPHDB/QP/01 | <b>Prepared By</b> | TA <i>Sudhi</i>  |
|   | <b>Title:</b><br><b>CONTROL OF DOCUMENTS</b> | <b>Issue No.:</b> 01        | <b>Reviewed By</b> | AMR <i>Rudra</i> |
| <b>Rev. No.:</b> 00   |  | <b>Approved By</b>          | HC <i>Rudra</i>    |                  |
| <b>Eff. Date:</b> 08.01.2013  |  | <b>Issued by</b>            | MR <i>Rudra</i>    |                  |
| <b>Ref.Cl.</b><br><b>4.3</b>  |  | <b>Page:</b> 1 of 6         |                    |                  |

#### 1.0 OBJECTIVE:

To establish & maintain a system that ensures that all quality management system documents are controlled.

#### 2.0 SCOPE:


This procedure is applicable for controlling all internal and external documents used by UPHDB while implementing the QMS.

##### **Internal Documents:**

- Quality Manual
- Process Manual
- Work Instruction
- Formats
- TLP/ZP, LOP, Building Drawings
- Building Bye Laws
- Specifications
- Quality Control Manual
- Office Orders
- Technical Circular
- Quality Plan etc.

##### **External Documents:**

- UPHDB Act, Land Acquisition Act
- Contract Act, Arbitration Act, Registration Act, Environmental Regulations
- National Building Code & B.I.S. Codes
- IRC Codes
- International Standard
- Government Notifications, Orders & Instructions.
- Regulations of Building Operations Act,
- PWD Schedule of Rates
- PWD Specifications
- PWD Skeleton of Rates

|  |  |                      |                       |                   |                  |
|--|--|----------------------|-----------------------|-------------------|------------------|
| <br>Ref.Cl.<br><b>4.3</b> | <b>QUALITY PROCEDURE</b>                   | Doc. No: UPHDB/QP/01 | Prepared By           | TA <i>S.Moti</i>  |                  |
|  | <b>Title:<br/>CONTROL OF<br/>DOCUMENTS</b> | Issue No.:01         | Reviewed By           | AMR <i>Rubina</i> |                  |
|  |  | Rev. No.: 00         | Eff. Date: 08.01.2013 | Approved By       | HC <i>Rubina</i> |
|  |  | Page: 2 of 6         | Issued by             | MR <i>Rubina</i>  |                  |

- UP Jal Nigam Design Criteria, Specifications & Schedule of Rates
- UP Power Corporation Specifications
- Customer Designs
- Customer Drawings

### 3.0 RESPONSIBILITY:

The over all responsibility for implementing and maintaining this procedure is with Management Representative (M.R.). The specific responsibility for updating and implementing his procedure is with sectional Heads.

### 4.0 PROCEDURE


#### 4.1. Internal Documents:

4.1.1. **Review and Approval** : All documents used by UPHDB while implementing the QMS are controlled. All documents are reviewed for adequacy prior to approval and issue. The details of authorities designated for review, approval and issue of documents is as follows :-

| S.No | Documents Name              | Prepared By               | Reviewed By        | Approved By  | Issued By     |
|------|-----------------------------|---------------------------|--------------------|--------------|---------------|
| 1    | Quality Manual              | AMR                       | MR                 | HC           | M.R.          |
| 2    | Section Process Manual      | Controlling Officer / HOD | HOD                | HC           | M.R.          |
| 3    | Work Instruction            | Controlling Officer       | HOD                | HOD          | M.R.          |
| 4    | Formats                     | Controlling Officer       | HOD                | HC           | M.R.          |
| 5    | Drawings                    | A.P.                      | S.A.P./ P.M.       | C.A.P/H.C    | A.P.          |
| 6    | Quality Plans               | E.E.                      | E.E. / P.M.        | S.E.         | E.E.          |
| 7    | Officer Orders (Op/Gen.)    | Controlling Officer       | HOD's / Secy.      | HOD's /H.C   | HOD's / Secy. |
| 8    | Officer Orders (Tech.)      | Controlling Officer       | AP/S.E.            | CAP/C.E.     | AP/S.E        |
| 9    | Specifications (Arch/ Engg) | Controlling Officer       | SAP/S.E            | CAP/C.E./ HC | AP/S.E (P).   |
| 10   | Quality Control Manual      | Director-QC               | C.E.               | H.C.         | MR            |
| 11   | Rules & Regulations         | Controlling Officer       | Secy. / Addl. H.C. | Board        | MR            |
| 12   | Building Bye Laws           | Govt.                     | CAP/HC             | Board        | SAP           |

All the documents referred to above are uniquely identified. The numbering systems adopted for the identification are as follows: -

- a) **Quality Manual** - Abbreviation of the Organization/ Abbreviation of the level of the documents / ssue number e.g. UPHDB /Q.M./01

|   |  |   |                    |                    |
|---|--|---|--------------------|--------------------|
|  | <b>QUALITY PROCEDURE</b>                     | <b>Doc. No:</b> UPHDB/QP/01                 | <b>Prepared By</b> | TA <i>Sanku</i>    |
|   | <b>Title:</b><br><b>CONTROL OF DOCUMENTS</b> | <b>Issue No.:</b> 01<br><b>Rev. No.:</b> 00 | <b>Reviewed By</b> | AMR <i>Abhinav</i> |
| Ref.Cl<br><b>4.3</b>  |  | <b>Eff. Date:</b> 08.01.2013                | <b>Approved By</b> | HC <i>Ruchra</i>   |
|   |  | <b>Page:</b> 3 of 6                         | <b>Issued by</b>   | MR <i>Ruchra</i>   |

- b) **Quality Procedure** - Abbreviation of the Organization/ Abbreviation of the level of the documents / Issue number e.g. UPHDB /QP./01
- c) **Section Manual** - Abbreviation of the Organization / Abbreviation of the level of the documents / Abbreviation of Department / Issue No. e.g. UPHDB/SM/LAC/01
- d) **Process Manual** - Abbreviation of the Organization/ Abbreviation of the level of the documents/ Abbreviation of the Department/Serial number. e.g. UPHDB /P.M./LAC/01,02..... Rev.No. xx
- e) **Work Instructions** - Abbreviation of the Organization/ Abbreviation of the level of the documents/ Abbreviation of the Department/Serial number e.g. UPHDB /WI/LAC/01,02... Rev.No. xx
- f) **Quality Plans :** - Abbreviation of the Organization / Abbreviation of the level of the documents/ Project ID/ Serial number UPHDB /QP/Project ID/01/02
- g) **Formats** - Abbreviation of the organization/abbreviation of dept/abbreviation of level of the document / level of approving authority  
UPHDB/APD/FOR/HC/01,02,.....Rev.No. xx

The system adopted for other documents like drawings, specifications, officer order, manual etc.


is -

**Architectural Drawings/ Specifications-**

Abbreviation of the Organization / Abbreviation of Department / Unit Name/  
Concerned Construct Division, /Concerned SE / Yojna Code/ Sector Name or  
Number / Type of Drawing/ Approving Authority/ Date of approval / Set of  
Drawing/ Drawing Register Serial Number

e.g. UPHDB/APD/AP Unit 6 /CD-3/SE-3/ Yojna Code / Sec-3  
Num / HC / 22-08-09 / S 1033/22

**Engineering Drawings-** - Abbreviation of the Organization / Abbreviation of Department / Unit  
Name /Concerned SE / Yojna Code / Sector Name or Number /Type of  
**Drawing/** Approving Authority/ Date of approval / Set of Drawing/  
**Drawing Register** Serial Number

|   |  |   |                    |                     |
|---|--|---|--------------------|---------------------|
|  | <b>QUALITY PROCEDURE</b>                     | <b>Doc. No:</b> UPHDB/QP/01                 | <b>Prepared By</b> | TA <i>Snaidi</i>    |
|   | <b>Title:</b><br><b>CONTROL OF DOCUMENTS</b> | <b>Issue No.:</b> 01<br><b>Rev. No.:</b> 00 | <b>Reviewed By</b> | AMR <i>Alkhatmi</i> |
| Ref.Cl.<br><b>4.3</b>   |  | <b>Eff. Date:</b> 08.01.2013                | <b>Approved By</b> | HC <i>Rudra</i>     |
|   |  | <b>Page:</b> 4 of 6                         | <b>Issued by</b>   | MR <i>Rudra</i>     |

- Engineering Specifications** - Dispatch no./ file no./file serial no./dated.....
- Office order (Op/Gen.)** - Dispatch no./ file no./file serial no./dated.....
- Office order (Tech)** - Dispatch no./Approving Authority / file no./file serial no./dated.....
- Office Manual** - Department Name/Subject Name/Unique No.
- QC Manual** - Department Name/Subject Name/Unique No
- Building Bye Laws** - Subject Name/Year/ Rev. No.
- Drawing file** -Department name/scheme Name/sector name or number


#### 4.1.2. Issue and Distribution:

All the documents are used as per master list of documents and are maintained by the Head of Section. He controls their original copy and submits the master list of documents along with pdf of documents individually to MR. MR publishes it on official website of Parishad. Issuance is pass word protected. Distribution of controlled copies is two-tiered :

- All the designated office head (Concerned SE/ SAP/JHC) downloads the relevant processes and quality procedures three days of approval for their requirement of Parishad activities and makes requisite number of photocopies and distributes controlled copies of the documents to the identified users within seven days (subordinate offices also) and maintaining register for distribution. The M.R. and other authority for issue of documents shall ensure legibility of documents. All the controlled copies are identified by "CONTROLLED COPY" seal, issued by MR in RED with unique number, on all pages. The holder of the controlled copies are responsible for its proper maintenance, safe custody and updating the changes received from time to time. The copyholder ensures that no unauthorized photo copying of the documents takes place.
- The copyholder will ensure access to the document to all users within the work areas. As & when any change is incorporated, it is ensured for proper distribution to relevant end.

#### 4.1.3. Identification of Revision Status:

All the documents are uniquely numbered in such a way that clearly identifies the current revision of the documents to enable all the users access the right documents. The revision numbering of the documents begins at "00" and is incremented in steps of one for every change / revision in the documents. This increase of the revision number will go on till 20. When it is reset, issue no. is incremented to next and revision number brought back to "00". Any

|   |  |                             |                       |                        |
|---|--|-----------------------------|-----------------------|------------------------|
|  | <b>QUALITY PROCEDURE</b>                     | <b>Doc. No:</b> UPHDB/QP/01 | <b>Prepared By</b>    | TA <i>[Signature]</i>  |
|   | <b>Title:</b><br><b>CONTROL OF DOCUMENTS</b> | <b>Issue No.:</b> 01        | <b>Reviewed By</b>    | AMR <i>[Signature]</i> |
| <b>Rev. No.:</b> 00   |  | <b>Approved By</b>          | HC <i>[Signature]</i> |                        |
| <b>Eff. Date:</b> 08.01.2013  |  | <b>Issued by</b>            | MR <i>[Signature]</i> |                        |
| <b>Ref.Cl.</b><br><b>4.3</b>  |  | <b>Page:</b> 5 of 6         |                       |                        |

changes to the documents are identified with change or use of different font. This applies only to additions. In case deletions the nature of changes is indicated in the amendment record sheet.

**4.1.4. Removal of Obsolete Documents:** As and when changes to the documents are made and revised document issued, the registered copy holder is responsible for disposing the obsolete copy in a suitable manner (shredding, burning etc.) immediately after its receipt. In case the obsolete document are required for any reference or legal purposes then the decision to retain such copy shall be taken by concerned HOD and the document are clearly identified and marked "FOR REFERENCE ONLY" and only one copy of such obsolete document are maintained with the respective offices. MR shall keep one copy of all versions of the document for future reference & shall maintain the list of obsolete documents.

**4.1.5. Changes to Documents:** Any employee of UPHDB or concerned may propose changes, as necessary, to the documents. The employee will then initiate a note giving the details of the change proposed to the approving authority. On acceptance of the proposal, the necessary changes are incorporated and approved by the designated authority before issue of the revised documents.

The revised documents are distributed to all the identified users of the document as per the distribution list of the master list of documents.


#### **4.2. External Documents:**

**4.2.1. Receipt and Distribution of External Documents:** All external documents used while implementing the QMS are controlled to ensure only right documents are used by the user of the UPHDB. The designated authorities for receipt and issue of external documents are as follows: -

| S.No. | Documents Name                  | Receiving/ Updating Authority | Issuing Authorities |
|-------|---------------------------------|-------------------------------|---------------------|
| 1-    | Customer Drawing                | DIRECTOR GCC/P.M.             | P.M.                |
| 2-    | Customer Design/Specification   | DIRECTOR GCC/P.M.             | P.M.                |
| 3-    | National/International standard | CAP/SE (P)                    | CAP/SE(P)           |
| 4-    | Customer approval               | DIRECTOR GCC/P.M.             | P.M.                |
| 5-    | Statutory/ Regulatory Documents | CAP/Law Officer/ CE           | CAP/Law Officer/ CE |

The documents referred above will be identified by the numbering / identification marks used by the external agencies. The details of the external documents available and being used will be maintained by respective SE /Director GCC/ SAP/ JHC in a master list of external documents. Designated HOD issues the external documents to the designated user.



|   |  |   |                    |                        |
|---|--|---|--------------------|------------------------|
|  | <b>QUALITY PROCEDURE</b>                     | <b>Doc. No:</b> UPHDB/QP/01                 | <b>Prepared By</b> | TA <i>[Signature]</i>  |
|   | <b>Title:</b><br><b>CONTROL OF DOCUMENTS</b> | <b>Issue No.:</b> 01<br><b>Rev. No.:</b> 00 | <b>Reviewed By</b> | AMR <i>[Signature]</i> |
| Ref.Cl<br><b>4.3</b>  |  | <b>Eff. Date:</b> 08.01.2013                | <b>Approved By</b> | HC <i>[Signature]</i>  |
|   |  | <b>Page:</b> 6 of 6                         | <b>Issued by</b>   | MR <i>[Signature]</i>  |


Designated HOD corresponds with customers & other external agencies at least once a year or as requirement to obtain information about the revision status of the relevant documents through internet or it is communicated by department itself The MR arranges to make available the latest revised documents.

- 4.2.2 **Removal of Obsolete Documents :** As and when any change to the documents are made and revised document issued, the registered copy holder are required to dispose of the obsolete documents in a suitable manners. In case the obsolete document are required for any reference or legal purposes then the document will be clearly identified and marked "FOR REFERENCE ONLY" and only one copy of such obsolete document maintained.

#### 4.3 CONTROL OF COMPUTERISED DOCUMENTS:

- 4.3.1 Computerised data is accessible to authorized or designated user. Back up of all computer data is maintained (in duplicate) on compact discs (CD)/hard disks/server on quarterly basis by the designated users and record the same in the Backup Data Entry Register. One copy of back up data shall be stored at local office and other shall be stored at designated location other than same building in safe custody to ensure storage shall be fire proof, water proof, theft proof.

#### 5.0 CHANGES DETAILS: Nil

|   |                           |   |                    |                   |
|---|---------------------------|---|--------------------|-------------------|
|  | <b>QUALITY PROCEDURE</b>  | <b>Doc. No:</b> UPHBD/QP/02                 | <b>Prepared By</b> | TA <i>Shakti</i>  |
|   | <b>Title:</b>             | <b>Issue No.:</b> 01<br><b>Rev. No.:</b> 00 | <b>Reviewed By</b> | AMR <i>Shakti</i> |
| Ref.Cl.<br><b>4.4</b>   | <b>CONTROL OF RECORDS</b> | <b>Eff. Date:</b> 08.01.1013                | <b>Approved By</b> | HC <i>Shakti</i>  |
|   |                           | <b>Page:</b> 1 of 2                         | <b>Issued by</b>   | MR <i>Shakti</i>  |

#### 1.0 OBJECTIVE -

To establish a system for controlling all quality records in a manner that will provide evidence of conformity to requirements and effective operation of quality management system.

#### 2.0 SCOPE -

All department offices/units of UPHDB.

#### 3.0 RESPONSIBILITY -

M.R. for designing & improving the process of controlling of records, while implementing & maintaining the procedure is various departments/office of UPHDB with respective HoDs/office in charges.

#### 4.0 PROCEDURE -

##### 4.1 Identification of records

Each record required to be maintained by UPHDB shall be identified in the following manner.

Files - Department Name/Unit Code/ Town Name- Yojna Name /Subject/ Serial Number.

Internal audit Reports: IAR/ Department Name/Unit Code/ Serial Number/ Date.

Corrective & preventive actions – NCR/ Department Name/Unit Code/ Serial Number/ Date

Management review Meeting- MRM/ Department Name/Unit Code/ Serial Number/ Date.


Report related with Quality Control – MRR/ Department Name/Unit Code/ Serial Number/ Date .

##### 4.2 Storage , Protection & Retrieval of Records-

4.2.1 All the records are stored centrally at under the overall control of respective Sectional Head at the Head Office and field offices respectively. Records are properly filed in the serial order in the respective folders, which are well protected, uniquely indexed and stacked in shelves.

4.2.2 The records are stored in a manner that provides easy access to all the users. Any requisition of records has to be made to JHC at the head office & Sectional Heads at the filed offices.


4.2.3 The methods and responsibilities for storing protecting ,retaining and disposal of records after reference period is as follows.

|   |                           |   |                    |                   |
|---|---------------------------|---|--------------------|-------------------|
|  | <b>QUALITY PROCEDURE</b>  | <b>Doc. No:</b> UPHBD/QP/02                 | <b>Prepared By</b> | TA <i>Sandi</i>   |
|   | <b>Title:</b>             | <b>Issue No.:</b> 01<br><b>Rev. No.:</b> 00 | <b>Reviewed By</b> | AMR <i>Rachma</i> |
| Ref.Cl<br><b>4.4</b>  | <b>CONTROL OF RECORDS</b> | <b>Eff. Date:</b> 08.01.1013                | <b>Approved By</b> | HC <i>Rachma</i>  |
|   |                           | <b>Page:</b> 2 of 2                         | <b>Issued by</b>   | MR <i>Rachma</i>  |

| Sl.No. | Department | Responsible       | Storage  | Type  | Location   |
|--------|------------|-------------------|--|---|--|
| 1      | LAC        | HoD               | Almirah /racks/<br>Cabinates/ cloth bage                       | Box, files, flate file<br>,register         | LAC cell at<br>HQ                                |
| 2      | APD        | HOD               | Cabinats,almirah/Drg<br>cabinat rack                           | Box files, flat files<br>register, computer | CAP office<br>Nilgiri<br>office                  |
| 3      | ENG        | HOD               | EE's Register,<br>file,box, file,<br>computer                  | Almairah,racks,clot<br>h base,              | CE's/SE(P)/S<br>E officer                        |
| 4      | F&A        | HOD               | Almirah,rack,  | register,files                              | Offices & ub<br>offices                          |
| 5      | PRP        | JHC/AHC'S         | Almirah,rack,cloth<br>bags                                     | Register, files                             | JHC office /<br>designted<br>EMO/ AHC<br>Offices |
| 6      | COS        | AE(cos)           | Almirah,rack<br>register,files                                 | Box files, flat files<br>register, computer | AE Costing<br>HQ                                 |
| 7      | LEG        | S.O               | Almirah,rack<br>register, files                                | Box files, flat files<br>register, computer | Legal cell at<br>HQ                              |
| 8      | PRO        | JHC               | Almirah Files  | Box files, flat files<br>register, computer | PRO at HQ  |
| 9      | MRO        | MR                | Almirah,rack<br>files, register, box<br>files                  | Box files, flat files<br>register, computer | AMR at ISO<br>Cell                               |
| 10     | COC        | Manager<br>System | Almirah,rack<br>files,register,box files                       | Box files, flat files<br>register, computer | Comuper cell<br>of HQ                            |
| 11     | ADM        | JHC               | Almirah,rack,file,clot<br>h bag files, register,<br>box files  | Box files, flat files<br>register, computer | JHC (Admn)<br>Office                             |
| 12     | HCO        | OSD               | Filing cabinate,<br>almirah, racks<br>files,register,box files | Box files, flat files<br>register, computer | PS at HCO  |

4.2.4 A separate master list of records is available with the designated officer giving the details of their retention period and disposition methods/ authority adopted by UPHDB. Typically the disposition methods included burning ,leaving off etc. All the designated officer as depend above, endure though constant communication and awareness the need to maintain record in a legible.

#### 5.0 CHANGES DETAILS: Nil

|   |  |                             |                    |                    |
|---|--|-----------------------------|--------------------|--------------------|
| <br><b>Ref.Cl.</b><br><b>8.3</b> | <b>QUALITY PROCEDURE</b>                           | <b>Doc. No:</b> UPHBD/QP/03 | <b>Prepared By</b> | TA <i>Shahidi</i>  |
|   | <b>Title:</b><br><b>INTERNAL QUALITY<br/>AUDIT</b> | <b>Issue No.:</b> 01        | <b>Reviewed By</b> | AMR <i>Shahidi</i> |
|   |  | <b>Rev. No.:</b> 00         | <b>Approved By</b> | HC <i>Shahidi</i>  |
|   |  | <b>Eff. Date:</b> 08.01.09  | <b>Issued by</b>   | MR <i>Shahidi</i>  |
|   | <b>Page:</b> 1 of 1                                |                             |                    |                    |

**1.0 OBJECTIVE -**

To establish a documented system for planning and implementation of internal Quality Audits to verify whether the quality activities and related results comply with planned arrangements and to determine the effectiveness of the Quality System.

**2.0 SCOPE -** This procedure is applicable to all elements/activities of the Quality System.

**3.0 RESPONSIBILITY -** Management Representative.

**4.0 PROCEDURE -**

4.1 Annual audit schedule is prepared and Internal audits are conducted on six months based on importance of the activity and in such a way that each section is covered.

4.2 Internal auditors could be selected internally or externally for conducting the quality audits.

4.3 The Internal audit plan & Schedule is circulated to the auditors and auditee to ensure their availability on the respective dates. Third party audits are also acceptable.

4.4 Internal audits are organized and carried out through auditors with Audit Check List for the area allocated for them.

4.5 The auditor carries out the audit as per schedule and obtain evidences of effective implementation of the QMS and achievement of the planned results through interviewing, examination of documents, activities, objects, records, data, results etc..


4.6 In case of any Non-Conformity of the system Corrective Action report Form is issued by auditor as applicable. Auditee reviews NCR's and take corrective/preventive action within acceptable time period to the auditor. Constraints of resource required shall be put in MRM.

4.7 If any follow up audits is required, the same shall be indicated in the "Audit non-compliance report," form no. QF/MR/017/00. corrective action taken shall be verified and the auditor shall close NCR.

4.8 A summary report of audits is prepared based on NCR's and a review is presented in MRM.

4.9 Changes in quality & safety Management system, as a consequence of NCR's are implemented with a view to remove deficiencies in the quality system.

**5.0 CHANGES DUE TO REVISION: NIL**

|   |  |                               |             |                      |
|---|--|-------------------------------|-------------|----------------------|
|  | <b>QUALITY PROCEDURE</b>                 | Doc. No: UPHBD/QP/04          | Prepared By | TA <i>Sandis</i>     |
|   | Title:                                   | Issue No.: 01<br>Rev. No.: 00 | Reviewed By | AMR <i>Abdullahi</i> |
| Ref. Cl.<br>8.5.1   | <b>CONTROL OF NON CONFORMING PRODUCT</b> | Eff. Date: 08.01.2013         | Approved By | HC <i>Rudra</i>      |
|   |  | Page: 1 of 4                  | Issued by   | MR <i>Rudra</i>      |

**1.0 OBJECTIVE -**

To establish a documented system for appropriate identification, segregation, documentation & disposition to prevent inadvertent use or mix up of non-conforming product.

**2.0 SCOPE -**

This procedure is applicable to controlling any non-conformity identified during purchase and receipt of material, execution of works and final handing over to customer. This procedure also applies to non-conformities identified during day-to-day activities in service areas like finance, accounts and administration, legal and similar other departments.

**3.0 RESPONSIBILITY -**


The overall responsibility for designing, maintaining and improving this procedure is with MR and for implementing this procedure in various project sites as well as other service areas is as follows:

| Department | Responsibility |
|------------|----------------|
| LAC        | JHC            |
| APD        | CAP            |
| ENG        | CE             |
| F&A        | FC             |
| COS        | AE             |
| PRP        | ADDL. H.C.     |
| LEG        | CLA            |
| PRO        | JHC            |
| COC        | ADDL. H.C.     |
| HCO        | ADDL. H.C.     |
| ADM        | ADDL. H.C.     |
| GCC        | DIRECTOR, GCC  |
| MR         | MR             |

**4.0 PROCEDURE -**


**4.1 Identification and Control of Non-Conforming Product:**

UPHDB has adopted the definition of non-conforming product as non fulfillment of specified requirements. Using this definition, UPHDB has adopted the following methods for identification of non conforming product in project sites and service areas.

|   |                                      |                               |             |                  |
|---|--------------------------------------|-------------------------------|-------------|------------------|
|  | QUALITY PROCEDURE                    | Doc. No: UPHBD/QP/04          | Prepared By | TA <i>Suroti</i> |
|   | Title:                               | Issue No.: 01<br>Rev. No.: 00 | Reviewed By | AMR <i>Rudra</i> |
| Ref. Cl.<br>8.5.1   | CONTROL OF NON<br>CONFORMING PRODUCT | Eff. Date: 08.01.2013         | Approved By | HC <i>Rudra</i>  |
|   |                                      | Page: 2 of 4                  | Issued by   | MR <i>Rudra</i>  |

(a) Project Sites:


| Details<br>S.No.↓ | Area                 | Item                                 | Identification  | Control     |
|-------------------|----------------------|--------------------------------------|-----------------|-------------|
| 1.                | Stores               | Cement                               | Marking         | Segregating |
| 2.                |                      | Steel                                | Tagging         | -do-        |
| 3.                |                      | Bricks                               | Marking         | -do-        |
| 4.                |                      | Lime                                 | -               | -do-        |
| 5.                |                      | Sand/Morang                          | -               | -do-        |
| 6.                |                      | Hardware                             | Tagging/Marking | -do-        |
| 7.                |                      | Paints/Chemicals                     | Marking         | Separating  |
| 8.                |                      | Wood                                 | Marking         | Segregating |
| 9.                |                      | Tiles                                | Marking         | -do-        |
| 10.               |                      | Stone Grit/Ballast                   | -do-            | -do-        |
| 11.               |                      | D/W Chaukhats                        | -do-            | Separating  |
| 12.               |                      | D/W Panels                           | -do-            | -do-        |
| 13.               |                      | Electrical Conduits                  | -do-            | -do-        |
| 14.               |                      | Electrical Wires/Fittings            | Tagging/Marking | -do-        |
| 15.               |                      | Sanitary Fittings/<br>Plumbing Pipes | Marking         | -do-        |
| 1.                | Construction<br>Site | Cement                               | Marking         | Returning   |
| 2.                |                      | Steel                                | Tagging         | -do-        |
| 3.                |                      | Bricks                               | Marking         | -do-        |
| 4.                |                      | Lime                                 | -               | -do-        |
| 5.                |                      | Sand/Morang                          | -               | -do-        |
| 6.                |                      | Hardware                             | Tagging/Marking | -do-        |
| 7.                |                      | Paints/Chemicals                     | Marking         | -do-        |
| 8.                |                      | Wood                                 | Marking         | -do-        |
| 9.                |                      | Tiles                                | Marking         | -do-        |
| 10.               |                      | Stone Grit/Ballast                   | -do-            | -do-        |
| 11.               |                      | D/W Chaukhats                        | -do-            | -do-        |
| 12.               |                      | D/W Panels                           | -do-            | -do-        |
| 13.               | Construction<br>Site | Electrical Conduits                  | Marking         | Returning   |
| 14.               |                      | Electrical Wires/Fittings            | Tagging/Marking | -do-        |
| 15.               |                      | Sanitary Fittings/<br>Plumbing Pipes | Marking         | -do-        |

|   |  |   |                    |                  |
|---|--|---|--------------------|------------------|
|  | <b>QUALITY PROCEDURE</b>                 | <b>Doc. No:</b> UPHBD/QP/04                 | <b>Prepared By</b> | TA <i>Shadi</i>  |
|   | <b>Title:</b>                            | <b>Issue No.:</b> 01<br><b>Rev. No.:</b> 00 | <b>Reviewed By</b> | AMR <i>Shadi</i> |
| <b>Ref. Cl.</b><br>8.5.1  | <b>CONTROL OF NON CONFORMING PRODUCT</b> | <b>Eff. Date:</b> 08.01.2013                | <b>Approved By</b> | HC <i>Shadi</i>  |
|   |  | <b>Page:</b> 3 of 4                         | <b>Issued by</b>   | MR <i>Shadi</i>  |

(b) Service areas

| <b>Details</b><br>S.No.↓ | <b>Identification</b>   | <b>Control</b>   |
|--------------------------|---|--|
| LAC                      | <ul style="list-style-type: none"> <li>▪ Remarks/ endorsement on file notes</li> <li>▪ Crossing with pen marks</li> </ul>               | <ul style="list-style-type: none"> <li>▪ Sort / Return to previous station for rework/correction</li> </ul>                      |
| APD                      | <ul style="list-style-type: none"> <li>▪ Remarks/ endorsement on file notes</li> <li>▪ Crossing with pen marks</li> </ul>               | <ul style="list-style-type: none"> <li>▪ Segregate / Recall / Tear it off</li> </ul>   |
| ENG/G<br>CC              | <ul style="list-style-type: none"> <li>▪ Marking in Ink</li> <li>▪ Cross Marks</li> <li>▪ Endorsement/ remarks in file notes</li> </ul> | <ul style="list-style-type: none"> <li>▪ Sort / Return to previous station for rework/correction</li> <li>▪ Segregate</li> </ul> |
| F&A                      | <ul style="list-style-type: none"> <li>▪ Marking in Ink</li> <li>▪ Cross Marks</li> <li>▪ Endorsement/ remarks in file notes</li> </ul> | -do-   |
| COS                      | <ul style="list-style-type: none"> <li>▪ Marking in Ink</li> <li>▪ Cross Marks</li> <li>▪ Endorsement/ remarks in file notes</li> </ul> | -do-   |
| PRP                      | <ul style="list-style-type: none"> <li>▪ Marking</li> </ul>   | -do-   |
| LEG                      | <ul style="list-style-type: none"> <li>▪ Marking in Ink</li> <li>▪ Cross Marks</li> <li>▪ Endorsement/ remarks in file notes</li> </ul> | -do-   |
| PRO                      | <ul style="list-style-type: none"> <li>▪ Marking</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Segregating/ Return to previous station</li> </ul>                                      |
| COC                      | <ul style="list-style-type: none"> <li>▪ Marking in Ink</li> <li>▪ Endorsement/ remarks in file notes</li> </ul>                        | -do-   |
| GEN                      | -do-  | -do-   |
| ADM                      | -do-  | -do-   |
| MR                       |   |  |

The officer/ executive observes / identifies the non conforming product in any of the above mentioned areas will deal with the non-conformances in a manner that is appropriate for the non-conformity identified. In such cases it is recorded in office notes if deemed necessary. Where the non-conformity requires a detailed review & analysis for deciding the corrective measures then a suitable corrective action request is raised and submitted to the HOD for deciding action as appropriate.

|   |                                      |                               |             |                        |
|---|--------------------------------------|-------------------------------|-------------|------------------------|
|  | <b>QUALITY PROCEDURE</b>             | Doc. No: UPHBD/QP/04          | Prepared By | TA <i>Sandi</i>        |
|   | Title:                               | Issue No.: 01<br>Rev. No.: 00 | Reviewed By | AMR <i>[Signature]</i> |
| Ref. Cl.<br>8.5.1   | CONTROL OF NON<br>CONFORMING PRODUCT | Eff. Date: 08.01.2013         | Approved By | HC <i>[Signature]</i>  |
|   |                                      | Page: 4 of 4                  | Issued by   | MR <i>[Signature]</i>  |

The various authorities identified by UPHDB for receiving and deciding action on the non-conforming products are as follows:

| Departments | Referred By          | Reviewed By    |
|-------------|----------------------|----------------|
| LAC         | ▪ EE<br>▪ AE<br>▪ HA | ▪ JHC          |
| APD         | ▪ AP / AAP           | ▪ SAP / CAP    |
| ENG         | ▪ AE<br>▪ EE         | ▪ SE<br>▪ CE   |
| F&A         | ▪ AAO<br>▪ AO        | ▪ SAO<br>▪ CFC |
| COS         | ▪ AE                 | ▪ SE(P)        |
| PRP         | ▪ EMO<br>▪ AHC       | ▪ JHC          |
| LEG         | ▪ LA                 | ▪ LAW OFFICER  |
| PRO         | ▪ PRO                | ▪ JHC          |
| COC         | ▪ SM                 | ▪ SE(P)        |
| HCO         | ▪ HA<br>▪ JHC        | ▪ ADDL. HC     |
| ADM         | ▪ HA<br>▪ JHC        | ▪ ADDL. HC     |
| GCC         | ▪ AE/EE/PM           | ▪ DIRECTOR     |

The records of non-conformities giving the nature of non-conformities are maintained by UPHDB in the form of office notes / corrective action requests. When non-conformity is corrected, the officer who has initially observed the non-conformance subjects it to re-verification. If the non-conformity is detected after delivery or use of the product has started, then the HOD of the concerned department shall decide the suitable action to be taken.

UPHDB deals with non-conformity in any one or more of the following ways:


- By taking action to eliminate the detected non-conformity.
- By authorizing its use, release or acceptance under concession by a relevant authority/order and, where applicable, by the customer;

By taking action to preclude its original intended use or application.

The authorization for use, release or acceptance when a concession is allowed only by respective head of office/Executive Engineer.

## 5.0 CHANGES DUE TO REVISION: Nil



|   |                    |                              |             |                        |
|---|--------------------|------------------------------|-------------|------------------------|
|  | QUALITY PROCEDURE  | Doc. No: UPHBD/QP/05         | Prepared By | TA <i>[Signature]</i>  |
|   | Title              | Issue No.:01<br>Rev. No.: 00 | Reviewed By | AMR <i>[Signature]</i> |
| Ref.Cl.<br>8.5.1  | CORRECTIVE ACTIONS | Eff. Date: 08.01.2013        | Approved By | HC <i>[Signature]</i>  |
|   |                    | Page: 1 of 2                 | Issued by   | MR <i>[Signature]</i>  |

#### 1.0 OBJECTIVE -

To establish a system for eliminating the root cause of non-conformities related to product, process or quality management system performance, in order to prevent its re-occurrence.

#### 2.0 SCOPE -

All quality records required to be maintained as per the requirements of QMS by various department offices/units of UPHDB.

#### 3.0 RESPONSIBILITIES -


Various departments/office of UPHDB with respective HODs /office in charges.

#### 4.0 PROCESS -

##### 4.1 Review disposition & closure


Any non conformity which requires a details analysis and study for identifying the root causes is recorded in office notes or corrective action requests. The various authorities identified for review and disposition of non-conformities as follows:

| S.No. | Department | Reviewed By    | Verified By |
|-------|------------|----------------|-------------|
| 1     | LAC        | JHC            | Addl. HC    |
| 2     | APD        | SAP            | CAP         |
| 3     | ENG        | SE             | CE          |
| 4     | F&A        | SAO            | CFC         |
| 5     | PRP        | JHC            | Addl. H.C.  |
| 6     | COS        | AE             | SE(P)       |
| 7     | LEG        | Law Inspector  | Law Officer |
| 8     | PRO        | PRO            | JHC         |
| 9     | MRO        | Addl. MR       | MR          |
| 10    | COC        | System Manager | SE(P)       |
| 11    | GEN        | Addl. HC       | HC          |
| 12    | ADM        | JHC            | Addl. MR    |
| 13    | HCO        | Addl. HC       | HC          |
| 14.   | MR         | AMR            | MR          |

|   |                    |                              |             |                        |
|---|--------------------|------------------------------|-------------|------------------------|
|  | QUALITY PROCEDURE  | Doc. No: UPHBD/QP/05         | Prepared By | TA <i>[Signature]</i>  |
|   | Title              | Issue No.:01<br>Rev. No.: 00 | Reviewed By | AMR <i>[Signature]</i> |
| Ref.Cl.<br>8.5.1  | CORRECTIVE ACTIONS | Eff. Date: 08.01.2013        | Approved By | HC <i>[Signature]</i>  |
|   |                    | Page: 2 of 2                 | Issued by   | MR <i>[Signature]</i>  |

- 4.2 The senior officer designated for reviewing the non conformity may either do it himself or nominate another officer or a team of officer's for detailed analysis. UPHDB applies the methods of brain storming and why-why analysis for identifying the root causes of non conformances.
- 4.3 The officer or team of officer's identified for the task will carryout analysis and prepare the proposal 's containing the action required to be taken for eliminating the causes of non conformity.
- 4.5 The designated HOD will review the proposals and determine the actions to be implemented and arrange to provide the necessary recourses. The designated HOD shall also fix the target date for the completion of the action which will be recorded in the office notes or corrective action request.
- 4.6 The officer or the team of officer's will report back to the designated HOD with data/results on the effects of action taken. *If the HOD is satisfied with the effectiveness of corrective action taken* and that the root causes have been eliminated and the non conformity will not recur then he may close the corrective action request or office note with appropriate remark.
- 4.7 The methods for dealing with non conformities identified by internal and external audit will remain the same. The HOD may also identify the necessary improvement/changes to be made to the QMS and formal recommendations to the MR for incorporation or document change request

5.0 CHANGES DUE TO REVISION: Nil

|   |                           |                               |             |                |
|---|---------------------------|-------------------------------|-------------|----------------|
|  | <b>QUALITY PROCEDURE</b>  | Doc. No: UPHBD/QP/06          | Prepared By | TA <i>Amr</i>  |
|   | Title:                    | Issue No.: 01<br>Rev. No.: 00 | Reviewed By | AMR <i>Amr</i> |
| Ref.Cl.<br>8.5.1  | <b>PREVENTIVE ACTIONS</b> | Eff. Date: 08.01.2013         | Approved By | HC <i>Amr</i>  |
|   |                           | Page: 1 of 1                  | Issued by   | MR <i>Amr</i>  |

#### 1.0 OBJECTIVE -

To establish a system for preventing the occurrence of any potential non-conformity.

#### 2.0 SCOPE -

All quality records required to be maintained and per the requirements of QMS by various department offices/units of UPHDB.

#### 3.0 RESPONSIBILITIES - Respective HODs/office in charges.

#### 4.0 PROCESS:


##### 4.1 Review, disposition & closure:

The following is the table that describes the various authorities identified for review, analysis, and deciding the preventive action to be taken on potential non conformities.

| S.No. | Department | Reviewed By    | Verified By |
|-------|------------|----------------|-------------|
| 1     | LAC        | JHC            | Addl. HC    |
| 2     | APD        | SAP            | CAP         |
| 3     | ENG        | SE(P)          | CE          |
| 4     | F&A        | SAO            | CFC         |
| 5     | PRP        | JHC            | Addl. HC    |
| 6     | COS        | AE             | SE(P)       |
| 7     | LEG        | LO             | HC          |
| 8     | PRO        | JHC            | Addl. HC    |
| 9     | MRO        | Addl. MR       | HC          |
| 10    | COC        | System Manager | Addl. HC    |
| 11.   | GEN        | Addl. HC       | HC          |
| 12.   | ADM        | JHC            | HC          |
| 13.   | HCO        | Addl. HC       | HC          |

Each HOD will request for compilation of data on process performance, complaints and non conformity the month of April and October. The HOD may also identify the necessary improvement/changes to be made to the QMS and formal recommendations to the MR for incorporation or document change request.

#### 5.0 CHANGES DUE TO REVISION: Nil

|   |   |   |                    |                   |
|---|---|---|--------------------|-------------------|
|  | <b>QUALITY PROCEDURE</b>                          | <b>Doc. No:</b> UPHBD/QP/07                 | <b>Prepared By</b> | TA <i>Shakti</i>  |
|   | <b>Title:</b><br><b>MANAGEMENT REVIEW MEETING</b> | <b>Issue No.:</b> 01<br><b>Rev. No.:</b> 00 | <b>Reviewed By</b> | AMR <i>Shakti</i> |
| <b>Ref.Cl.</b><br><b>5.7</b>  |   | <b>Eff. Date:</b> 08.01.2013                | <b>Approved By</b> | HC <i>Rudra</i>   |
|   |   | <b>Page:</b> 1 of 2                         | <b>Issued by</b>   | MR <i>Rudra</i>   |

**1.0 OBJECTIVE -**

To establish a system for conducting Management Review Meeting and to assess the effectiveness of established Quality Management System.

**2.0 SCOPE -**

Monitoring complete Quality Management System.

**3.0 RESPONSIBILITY -**

MR / AMR

**4.0 PROCEDURE -**

**4.1** Management Review Meeting is conducted after every Internal Audit or as & when required.

4.1.1 Management Review Meeting is chaired by the HC and coordinated by MR .


4.1.2 All the core functional team personnels are the members of the Management review Meeting. Management Representative in consultation with the HC, informs (Date, Time, and Venue & Agenda) to all the members before ten days of Management Review Meeting.

4.1.3 In case of any change in the MRM schedule, the MR intimates the Members and other invitees.

4.1.4 Any additional item in the Agenda are reviewed between the HC and MR and are communicated to the Members.

**4.2** The agenda for Management Review Meeting is as follows:


- Follow up actions from previous reviews.
- Results of Internal Audits and actions taken.
- Status of Corrective and Preventive Actions
- Customer Feed Back
- Process Performance
- Product Performance
- Input from Circle/ Unit Level Reviews
- Changes and their Impact on QMS
- Effectiveness of Training.

|  |   |   |   |
|--|---|---|---|
| <br>Ref.Cl.<br><b>5.7</b> | <b>QUALITY PROCEDURE</b><br><b>Title:</b><br><b>MANAGEMENT</b><br><b>REVIEW MEETING</b> | <b>Doc. No:</b> UPHBD/QP/07<br><b>Issue No.:</b> 01<br><b>Rev. No.:</b> 00<br><b>Eff. Date:</b> 08.01.2013<br><b>Page:</b> 2 of 2 | <b>Prepared By</b> TA <i>S. Nadi</i><br><b>Reviewed By</b> AMR <i>R. Khan</i><br><b>Approved By</b> HC <i>R. Khan</i><br><b>Issued by</b> MR <i>R. Khan</i> |
|  |   |   |   |

- Employee Participation Status
- Deployment of Policies and Objectives
- Review of Policies and Objectives
- Any other issue with permission of the Chairman
- Improvement of the effectiveness of the Quality and Safety Management System & its processes.
- Improvement of product related to the customer requirements.
- Resource requirements/needs.

4.2.1 MR maintains the minutes of the Management Review Meeting including the action plans with the target date and name of the person responsible for the action. This record is retained for a minimum period of three years.

5.0 CHANGES DETAILS: Nil.

|   |                           |                              |                |                 |
|---|---------------------------|------------------------------|----------------|-----------------|
|  | <b>QUALITY PROCEDURE</b>  | Doc. No: UPHDB/QP/08         | Prepared By    | TA <i>Amol</i>  |
|   | Title:<br><b>TRAINING</b> | Issue No.:01<br>Rev. No.: 00 | Reviewed By    | AMR <i>Amol</i> |
| Eff. Date: 08.01.2013   |                           | Approved By                  | HC <i>Amol</i> |                 |
| Page: 1 of 2  |                           | Issued by                    | MR <i>Amol</i> |                 |
| Ref.Cl.<br>6.2.1  |                           |                              |                |                 |

#### 1.0 OBJECTIVE -

To enhance the working culture & skill development of staff by providing training inputs.

#### 2.0 SCOPE -


It covers all personnel required to perform activities affecting quality and their competence analysis, recruitment, placement induction program, identification of training needs, planning & organizing training programs & maintaining training records

#### 3.0 RESPONSIBILITIES -


Section Head/ MDC In charge

#### 4.0 PROCEDURE

- 4.1 An Organization Chart is prepared in every section which is reviewed Section Head .
- 4.2 Basic competence requisites w.r.to each designation is established and required qualification/ competence, responsibilities and authorities are prepared by the respective Section, reviewed and are approved by HC.
- 4.3 General training needs of the employees are identified by MDC and a training schedule is prepared.
- 4.4 Further training needs of the employees are identified by a section in-charge nominated by training committee at the following stages: -
  - Orientation programme for newly recruited employees
  - Promotion to higher level.
  - Induction training for new recruitment / Transfer to different function.
  - Adoption of New Technology / System or change in customer's requirement .
  - Competence Assessment Annual / Performance Monitoring
  - Findings of Audit (Internal and external)
- 4.6 The Section In charge identifies the gaps between specified requirements and availability and decide training requirements on the related documents.
- 4.7 The identified training needs are communicated to MDC who incorporates them into training schedule.


|   |                          |  |                    |                    |
|---|--------------------------|--|--------------------|--------------------|
|  | <b>QUALITY PROCEDURE</b> | <b>Doc. No: UPHDB/QP/08</b>                | <b>Prepared By</b> | TA <i>Sande</i>    |
|   | <b>Title:</b>            | <b>Issue No.:01</b><br><b>Rev. No.: 00</b> | <b>Reviewed By</b> | AMR <i>Kishore</i> |
| <b>Ref.Cl.</b><br><b>6.2.1</b>  | <b>TRAINING</b>          | <b>Eff. Date: 08.01.2013</b>               | <b>Approved By</b> | HC <i>Pandey</i>   |
|   |                          | <b>Page: 2 of 2</b>                        | <b>Issued by</b>   | MR <i>Pandey</i>   |

- 4.8 MDC arranges for faculty (Internal/External),as required. He identifies, contacts facult, organizes training and circulates the training schedule to the concerned employees and their concurrence is obtained on dates & venue for training.
- 4.9 The concerned Section In charge verifies the effectiveness of training imparted by assessing the trainee, on continual basis or through taking feedback from employees or otherwise as appropriate and gives his feedback to MDC regarding the effectiveness of training imparted.
- 4.10 Shortcoming of the conducted training are taken as input to the training calendar. Records of training shall be kept by MDC In charge .
- 5.0 **CHANGES DUE TO REVISION:** Nil

|   |  |                      |                       |                   |                 |
|---|--|----------------------|-----------------------|-------------------|-----------------|
|  | <b>QUALITY PROCEDURE</b>                 | Doc. No: UPHDB/QP/09 | Prepared By           | TA <i>Anadi</i>   |                 |
|   | <b>Title:<br/>CUSTOMER<br/>COMPLAINT</b> | Issue No.: 01        | Reviewed By           | AMR <i>Rajesh</i> |                 |
|   |  | Rev. No.: 00         | Eff. Date: 08.01.2013 | Approved By       | HC <i>Rucha</i> |
|   |  | Page: 1 of 2         | Issued by             | MR <i>Rucha</i>   |                 |
| Ref.Cl.<br>7.3  |  |                      |                       |                   |                 |


- 1.0 **OBJECTIVE** -To establish, a system for monitoring customer feedback including handling of any customer complaint, if received in UPHDB.
- 2.0 **SCOPE** - Applicable to all kind of feedback received in writing or verbal from the customer.
- 3.0 **RESPONSIBILITY** - HC/ MR/ respective Unit Head
- 4.0 **PROCEDURE:**
  - 4.1 Customer Feed Back is collected once in six month from internal as well as external customers.
  - 4.2 Identification of customers for taking feedback, on random basis.
  - 4.3 Designing Questionnaire / survey form, framing Analysis Parameters, Receiving filled up Questionnaire/ Design Feedback.
  - 4.4 Analyzing data and submitting Report to HC
  - 4.5 Deciding Improvement Action and thereafter Implementation.
  - 4.6 Any activity if not performed as per the stipulated time period given in Citizen Charter shall be treated as complaint in UPHDB.
  - 4.7 All the complaint prone areas are identified in a systematic manner (defined as issues related to charter, policy, vigilance etc. ) and the time norms for their redress are established in Grievance Redress Mechanism defined in Citizen Charter.
  - 4.8 Information concerning complaints handling process is provided in clear language and formats accessible to all as it is available on official website. This information includes:
    - i) where and how the complaints can be made,
    - ii) minimum information to be provided by complainant, and
    - iii) time limits within which the complaint will be closed.
  - 4.9 Information about complaints handling process is publicized widely through printing it in Training Brochures / local newspapers , web and other media once in a six months. The name, address, telephone number and other contact details of the Public Grievance Officer of the organization is displayed prominently at the reception in the organization and on official website.
  - 4.10 Any complaint received at UPHDB (By office/ fax/ e-mail/ phone/ post) is logged in complaint register by IFC In-charge at reception.



|   |  |                              |                    |                        |
|---|--|------------------------------|--------------------|------------------------|
| <br><b>Ref.Cl.</b><br><b>7.3</b> | <b>QUALITY PROCEDURE</b>                   | <b>Doc. No:</b> UPHDB/QP/09  | <b>Prepared By</b> | TA <i>[Signature]</i>  |
|   | <b>Title:</b><br><b>CUSTOMER COMPLAINT</b> | <b>Issue No.:</b> 01         | <b>Reviewed By</b> | AMR <i>[Signature]</i> |
|   |  | <b>Rev. No.:</b> 00          | <b>Approved By</b> | HC <i>[Signature]</i>  |
|   |  | <b>Eff. Date:</b> 08.01.2013 | <b>Issued by</b>   | MR <i>[Signature]</i>  |
|   | <b>Page:</b> 2 of 2                        |                              |                    |                        |

- 4.11 Unique identification number is given to each complaint and necessary information is recorded including relevant details of complaint, remedy requested, due date of redress, relevant data related to the complaint and immediate action to be taken.
- 4.12 Scrutiny of the complaint is done and its categorization as critical, major or minor depending upon its seriousness and severity as defined in Citizen Charter and referred to concerned section for redress.
- 4.13 Acknowledgement is made for each complaint promptly giving the complaint number along with an indication of the redress time and the name, designation and telephone number of the employee to be contacted for all future correspondence.
- 4.14 Investigation of relevant circumstances and information relating to the complaint is done . The level of investigation commensurate with the seriousness and severity of the complaint. If the complaint cannot be immediately resolved, it is dealt in a manner which would lead to its effective redress as soon as possible and the complainant is intimated.
- 4.15 Communication of the decision to the complainant regarding his complaint immediately after the decision is taken and getting his feedback. In case the decision is not in line with the remedy requested by the complainant, the justification for the decision taken along with alternative internal and external recourse available for appeal is also intimated, after which the complaint is treated as closed.
- 4.16 Nominating 'Ombudsman' ,an independent officer, who could be approached if normal service delivery mechanism does not respond.
- 4.17 HC reviews the status of complaints received in core group meeting in first meeting of every month, reason & causes of the same shall be discussed amongst departmental heads.
- 4.18 Record of the corrective actions taken and their effectiveness is verified by dealing officer in the complaint Analysis Report.
- 4.19 To monitor the employees' satisfaction level, their feedback is collected once in a six month through Staff Feedback Form which is also available on our official website. All information is gathered from users on prescribed format and analysis of feedback is done on bi-annually.

## 5.0 CHANGES DETAILS: Nil

|  |                                     |   |                    |                  |
|--|-------------------------------------|---|--------------------|------------------|
| <br><b>Ref.Cl.</b><br>6.3 | <b>QUALITY PROCEDURE</b>            | <b>Doc. No:</b> UPHDB/QP/10                 | <b>Prepared By</b> | TA <i>Smiti</i>  |
|  | <b>Title:</b><br><b>MAINTENANCE</b> | <b>Issue No.:</b> 01<br><b>Rev. No.:</b> 00 | <b>Reviewed By</b> | AMR <i>Rudra</i> |
|  |                                     | <b>Eff. Date:</b> 08.01.2013                | <b>Approved By</b> | HC <i>Rudra</i>  |
|  |                                     | <b>Page:</b> 1 of 1                         | <b>Issued by</b>   | MR <i>Rudra</i>  |

### 1.0 OBJECTIVE -

To establish a procedure for preventive maintenance of infrastructure, equipments and transportation of UPHDB.

To establish a procedure for good housekeeping and sanitation practices to ensure that UPHDB facility is kept in proper hygienic conditions.

### 2.0 SCOPE -

Applicable to all infrastructure/ premises , computers, other equipments & vehicles of UPHDB.

### 3.0 RESPONSIBILITIES - Maintenance In charge & Computer Cell In charge.

### 4.0 PROCEDURE-

#### 4.1 Maintenance

4.1.1 List of machines, equipments, computers, building and vehicles is maintained at HO & various field offices.

4.1.2 The preventive maintenance schedule of machines/equipments, vehicles, building is decided and suppliers for services are identified as per established procedure. It is maintained by Maintenance In charge while annual maintenance contract of computer is looked after by computer cell in charge .

4.1.3 Maintenance is carried out as per the work instructions or office orders issued time to time on the basis of work.

4.1.4 Incase any equipment falls under breakdown , supplier is informed and break down is attended immediately and record is maintained .

4.1.5 Incase repeated problem is faced , root cause is determined and corrective action to are taken avoid their reoccurrence.

#### 4.2 Sanitation & General Housekeeping

4.2.1 Schedule for the cleaning of campus, machines/ equipments is established and implemented to maintain proper hygienic condition within the premises.

4.2 It is ensured that :


- Plant, equipment & personnel hygiene is maintained as per office orders/ work instructions issued.

- Timely maintenance is performed so that cross contaminants due to improper maintenance can be avoided.

4.3 Efficacy of premises sanitation & hygiene is checked on regular basis.

4.4 Time to time regular training of employees / contractors is done to create awareness among themselves concerning personnel hygiene, food safety concerns and effectiveness is checked on day to day working.

### 5.0 CHANGES DUE TO REVISION: Nil

|   |  |                                    |              |                   |
|---|--|------------------------------------|--------------|-------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>S. Mohi</i> |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Rudra</i>  |
| Annex-<br>IV  | Job Description  | Rev. No: 00<br>Dated: 08.01.2013   | Approved By: | HC <i>Rudra</i>   |
|   |  | Page: 1 of 7                       | Issued by:   | MR <i>Rudra</i>   |

#### Housing Commissioner:

- ◆ Executive Head of UPHDB
- ◆ To establish and approve the Quality Policy
- ◆ To establish and approve Quality Objectives
- ◆ To approve the Quality Manual and Process Manual
- ◆ To approve the resources
- ◆ To chair the Management Review Meeting
- ◆ To approve the UPHDB Projects
- ◆ To identify, and approve training plan
- ◆ To identify and approve continual improvement projects
- ◆ To determine, approve Corrective Action and Preventive Action.
- ◆ To manage, discuss & finalize MOU's
- ◆ To accord approval for Tendering for other department works
- ◆ To Transfer Staff within the jurisdiction of UPHDB

#### Additional Housing Commissioner And Secretary/M.R.

- ◆ To ensure that processes needed for the QMS are established, implemented and maintained
- ◆ To report to Top Management on the performance of the QMS & any need for improvement.
- ◆ To ensure the promotion of awareness of quality requirements throughout the Organization.
- ◆ To make liaison with the Certification Body and other external agencies on matters related with QMS.
- ◆ To take appropriate CA & PA on the identified Non -Conformities.

#### C.E.


- ◆ To exercise Duties & Responsibility as defined in UPRNN Working Manual.
- ◆ To negotiate, approve and execute MOU's.
- ◆ To approve DPR/Bids as per financial powers.
- ◆ To attend meeting regarding Project Monitoring
- ◆ To communicate the importance of meeting all statutory and regulatory requirements
- ◆ Inspection of sites at periodic intervals
- ◆ Other responsibilities assigned by HC.

#### S.E (Project)

- ◆ To attend meeting regarding Project Monitoring.
- ◆ To determine and implement Corrective Action and Preventive Action.
- ◆ To look after the Establishment of UPHDB.
- ◆ To Organize Training Program for employees of UPHDB.
- ◆ To discharge the duties and responsibilities as defined in UPRNN Working Manual
- ◆ Other responsibilities assign by H.C. /C.E.

#### S.S.O. (Senior Staff Officer to CE)

- ◆ To prepare MPR & Monitoring of Construction Activities in UPHDB
- ◆ To put up note of Justification for Tenders/Bids received from field for approval.
- ◆ To attend meeting regarding Project Monitoring
- ◆ To determine and implement CA & PA

|   |  |                                    |              |                     |
|---|--|------------------------------------|--------------|---------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>S.Moti</i>    |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>R.Katani</i> |
| Annex-<br>IV  | <b>Job Description</b>                                       | Rev. No: 00<br>Dated: 08.01.2013   | Approved By: | HC <i>Reecha</i>    |
|   |  | Page: 2 of 7                       | Issued by:   | MR <i>Reecha</i>    |

- ◆ To identify and arrange the I.T. resources requirement.
- ◆ To interact with customer on matter relating to Project.
- ◆ To discharge the duties and responsibilities as defined in UPRNN Working Manual
- ◆ Other responsibilities assign by H.C. /C.E.

#### E.E.


- ◆ To manage, execute, inspect & monitoring of the Project and works.
- ◆ To discharge duties and responsibilities as defined in UPRNN Working Manual.
- ◆ To approve DPR/Tender/Bid as per financial power.
- ◆ To place the SO/WO as per approval of PCR
- ◆ To identify & approve the manpower, T&P, equipment & other materials required for the Project.
- ◆ To allocate the works to A.P.M and J.E.
- ◆ To implement and maintain process.
- ◆ To evaluate the performance of the Supplier /Contractor /Sub-Contractor/PRW.
- ◆ To identify and implement statutory and regulatory requirement.
- ◆ To identify and implement necessary safety method in execution of Project.
- ◆ To control inventory.
- ◆ To ensure disposal of unserviceable material, T&P, equipment.
- ◆ To place Staff as per requirement of Projects within Unit.
- ◆ Any other duties and responsibilities as assign by G.M/Director/Senior Officers.

#### C.A.P.

- ◆ To assess Housing Shortage and apprise Housing Commissioner
- ◆ To Frame Planning and Design Norms
- ◆ To approve Schemes not involving Land use Change
- ◆ To inspect and monitor schemes and projects of UPHDB
- ◆ To approve Building Working Drawings and Numbering and Control Plans
- ◆ To work out characteristics of environment to be provided in schemes of UPHDB
- ◆ To decide specifications
- ◆ To frame Building Bye Laws and other norms as directed by the Board
- ◆ To identify & approve the manpower, T&P, equipment & other materials required for the planning and design Project/Scheme
- ◆ To allocate the works to SAP/ A.P.
- ◆ To implement and maintain process.
- ◆ To identify and implement statutory and regulatory requirement.
- ◆ To control inventory.
- ◆ To ensure disposal of unserviceable material, T&P, equipment.
- ◆ To place Staff as per requirement of Projects/ Scheme within Architecture and Planning Department
- ◆ Other responsibilities assigned by HC.

#### S.A.P.

- ◆ To coordinate Works of APD Units.
- ◆ To Monitor Planning and design processes.
- ◆ To look after the Establishment of APD

|   |  |                                    |              |                    |
|---|--|------------------------------------|--------------|--------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Anodi</i>    |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Kulbani</i> |
| Annex-<br>IV  | Job Description  | Rev. No: 00<br>Dated: 08.01.2013   | Approved By: | HC <i>Rudra</i>    |
|   |  | Page: 3 of 7                       | Issued by:   | MR <i>Rudra</i>    |

- ◆ To ensure disposal of unserviceable material, T&P, equipment.
- ◆ To Organize Training Program for employees in APD.
- ◆ Other responsibilities assign by H.C. /C.A.P.

#### A.P.

- ◆ Preparation of TLP, LOP and Numbering/Development Control plans of schemes
- ◆ To coordinate Architectural and Planning works at Circle Level
- ◆ Preparation of building designs and working drawings
- ◆ To allocate works to AAP and Arch. Assistants
- ◆ To approve proposed residential construction maps which are on plot area of more than 200 Sqm
- ◆ To approve proposed non-residential construction map on any size of the plot
- ◆ To prepare compounding report and present it to the compounding committee
- ◆ To implement and maintain process.
- ◆ To head APD Unit
- ◆ To ensure disposal of unserviceable material, T&P, equipment.
- ◆ To look after the establishment of the Unit
- ◆ Other responsibilities assign by H.C. /C.A.P.

#### A.A.P.


- ◆ General supervision of drawing studio
- ◆ To supervise drafting of TLP, LOP, Numbering & Development Control Plans and Building Drawings
- ◆ To prepare analysis and notes for approval of maps
- ◆ To prepare analysis and notes for compounding
- ◆ To look after the establishment of the drawing studio
- ◆ Other responsibilities assign by C.A.P. /A.P.

#### CEO & Director :

- ◆ To establish the Quality Policy & Quality Objective
- ◆ To approve the Quality Manual and Process Manual
- ◆ To plan for provision of the resources
- ◆ To communicate the importance of meeting customer, statutory and regulatory requirements
- ◆ To investigate and analyze customer complaints
- ◆ To approve the GCC Projects
- ◆ To identify, plan and organize training
- ◆ To identify and approve continual improvement projects
- ◆ To determine & approve corrective action and preventive action.
- ◆ To manage, discuss & finalize MOU's
- ◆ To accord approval for tendering for other department
- ◆ To transfer staff within the jurisdiction of GCC
- ◆ Other responsibility as assigned by Housing Commissioner from time to time and as described in GCC Working Manual.

#### M.R./EE GCC


- ◆ To ensure that processes needed for the QMS are established, implemented and maintained

|   |  |                                    |              |                 |
|---|--|------------------------------------|--------------|-----------------|
|  | <b>SERVICE QUALITY<br/>MANAGEMENT MANUAL</b><br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Amr</i>   |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Amr</i>  |
| Annex-<br>IV  | <b>Job Description</b>   | Rev. No: 00<br>Dated: 08.01.2013   | Approved By: | HC <i>Rudra</i> |
|   |  | Page: 4 of 7                       | Issued by:   | MR <i>Rudra</i> |

- ◆ To report to Top Management on the performance of the QMS. & any need for improvement.
- ◆ To ensure the promotion of awareness of construction requirements throughout the Organization.
- ◆ To make liaison with the Certification Body and other external agencies on matters related with QMS.
- ◆ To take appropriate CA & PA on the identified Non -Conformities.
- ◆ To explore potential market and identify the Deposit Works
- ◆ To attend meeting regarding Project Monitoring
- ◆ To communicate the importance of meeting all statutory and regulatory requirements
- ◆ Inspection of sites at periodic intervals
- ◆ To prepare MPR & Monitoring of Construction Activities in GCC To attend meeting regarding Project Monitoring.
- ◆ To determine and implement Corrective Action and Preventive Action.
- ◆ To look after the Establishment of GCC.
- ◆ To Organize Training Program for employees of GCC.
- ◆ To put up note of Justification for Tenders/Bids received from field for approval.
- ◆ To determine and implement CA & PA
- ◆ To identify and arrange the I.T. resources requirement.
- ◆ To interact with customer on matter relating to Project.
- ◆ Other responsibilities assigned by Director

#### P.M

- ◆ To manage, execute, inspect & monitor the Project and works.
- ◆ To discharge duties and responsibilities as defined in UPRNN Working Manual.
- ◆ To approve DPR/Tender/Bid as per financial power.
- ◆ To place the Supply Order/PRW/Work Order as per approval of PCR
- ◆ To identify & approve the manpower, T&P, equipment & other materials required for the Project.
- ◆ To communicate the importance of meeting customer, statutory and regulatory requirements
- ◆ To allocate the works to AE and J.E.
- ◆ To carryout assessment of works and to authorize payment to Supplier /Contractor /Sub-Contractor/PRW.
- ◆ To implement and maintain process.
- ◆ To evaluate the performance of the Supplier /Contractor /Sub-Contractor/PRW.
- ◆ To identify and implement statutory and regulatory requirement.
- ◆ To identify and implement necessary safety method in execution of Project.
- ◆ To control inventory.
- ◆ To ensure disposal of unserviceable material, T&P, equipment.
- ◆ To maintain customer property.
- ◆ Handing over of Project.
- ◆ To interact with customer / client.
- ◆ To attend Inter Department & Intra Department meeting.

|   |  |                                    |              |                  |
|---|--|------------------------------------|--------------|------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>SMK</i>    |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Rudra</i> |
| Annex-<br>IV  | Job Description  | Rev. No: 00<br>Dated: 08.01.2013   | Approved By: | HC <i>Rudra</i>  |
|   |  | Page: 5 of 7                       | Issued by:   | MR <i>Rudra</i>  |

- ◆ To place Staff as per requirement of Projects within Unit.
- ◆ Any other duties and responsibilities as assigned by Director/Senior Officers.

#### A.E.

- ◆ To discharge the duties as defined in the GCC working Manual.
- ◆ To assist the Project Manager in executing the Project.
- ◆ He will be the Engineer -in-charge of the work allotted to him.
- ◆ To execute, inspect, monitor & manage the Project.
- ◆ To communicate the importance of meeting customer, statutory and regulatory requirements
- ◆ To check DPR, PRW, Supply Order
- ◆ To carryout the inspection of purchased material.
- ◆ To carryout assessment of worked and his quality and passing the bill for payment.
- ◆ To prepare bid document, agreement, supply order.
- ◆ To Identify and rectify the defect/changes in works noticed during the inspection of superiors or client.
- ◆ To exercise all power & responsibilities of Assistant Engineer as prescribed in U.P.Avas Evam Vikas Parishad.
- ◆ To execute contract agreement upto 2.00 lacs.
- ◆ To maintain contract limit store and preparing Balance Sheet of store yearly
- ◆ To Assist and supervise customer property.
- ◆ To determine and implement CA&PA.
- ◆ To ensure periodical calibration of equipment.
- ◆ Any other duties and responsibilities as assigned by P.M/Director

#### J.E.


- ◆ To discharge the duties as defined in the GCC Working Manual.
- ◆ Preparing of DPR, Survey Plans, Supply Order, PRW
- ◆ Supervision of works and taking measurement of satisfactory work as per specification and preparation of bills.
- ◆ Put up the bill to AE timely for payment.
- ◆ To exercise all power & responsibilities of Junior Engineer Prevailing in U.P.A.V.P.
- ◆ To maintain Unit Store and MAS Account.
- ◆ To act as custodian of materials & works under his control.
- ◆ To communicate the importance of meeting customer, statutory and regulatory requirements
- ◆ To maintain customer property.
- ◆ Any other duties and responsibilities as assigned by P.M/ Senior Officers.

#### Technical Assistant

- ◆ To ensure the testing of building material collected from site by CE/ Director / SCs/ EEs/DDs
- ◆ submitting results to CE/ Director / SCs/ EEs/ DDs

#### Joint Housing Commissioner

- ◆ To ensure the timely fixing of allotment/auction date & advertisement
- ◆ To ensure proper staffing in Estate Management Department

|   |  |                                    |              |                    |
|---|--|------------------------------------|--------------|--------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>Amoli</i>    |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Abhinav</i> |
| Annex-<br>IV  | Job Description  | Rev. No: 00<br>Dated: 08.01.2013   | Approved By: | HC <i>Rudra</i>    |
|   |  | Page: 6 of 7                       | Issued by:   | MR <i>Rudra</i>    |

- ◆ To ensure timely approval of all indemnity bond refund cases
- ◆ To ensure timely approval of tour programs & T.A. Bills of Estate Managers/ Assistants/Deputy Housing Commissioners
- ◆ To ensure timely decisions on all references from Estate Management Officers
- ◆ To ensure timely sanction of all auction bids
- ◆ To ensure timely decision on all property change application

**Estate Manager/ Assistant Housing Commissioner/ Deputy Housing Commissioner**

- ◆ To ensure Registration for upcoming projects
- ◆ To ensure timely issue of registration certificate
- ◆ To ensure timely authorization of refunds
- ◆ Signing of refund checks where entrusted
- ◆ Convener for allotment/auction of properties through allotment/ Auction Committee
- ◆ To ensure proper Bank facility to customers
- ◆ To insure timely issue of allotment letter/ Sale Deed/ Possession Letter
- ◆ To ensure follow-up of all legal cases on behalf of the Board regarding registration, allotments etc.
- ◆ To ensure timely recovery of the cost of property sold
- ◆ To ensure timely redress of grievances of allottees/registered persons
- ◆ To ensure timely disposal of mutation and other application of allottees
- ◆ To ensure timely remittance of money collected through Banks
- ◆ Overall responsibility for excellent performance of all activities of Estate Management Offices
- ◆ To ensure proper maintenance of Estate Management Offices

**Reception Officer**

- ◆ To receive applications for grievance redress at IFCs (Information & Facilitation Counters).
- ◆ Send these applications to concern officers.
- ◆ Monitor progress of the redress of the grievances/applications received.
- ◆ Convey the decisions to the applicants.
- ◆ Attend, help, facilitate & provide information to the Visitors/Costumers.
- ◆ Other job entrusted by H.C./Sec./M.R./A.M.R.


**Assistant Accounts Officer**

- ◆ Monitoring all refund applications
- ◆ Signing of cheques related to refund
- ◆ Issue of Registration Certificates where entrusted
- ◆ Other jobs entrusted by higher officers

**Junior Accounts Officer/Supervising Officer**

- ◆ Checking and supervision of the job done by AG-III/ AG-II/ Accountants etc
- ◆ Getting Bank Statements
- ◆ Distribution of deposit slips to Accountants/ AG-II/ AG-III
- ◆ Remittance of amounts deposited in Banks to their Lucknow Branches
- ◆ Preparation and sending of MPR's and other periodical reports
- ◆ Preparing details of 2% additional Stamp Duty from District Registrar
- ◆ Other jobs entrusted by EMO/AHC



|   |  |                                    |              |                        |
|---|--|------------------------------------|--------------|------------------------|
|  | SERVICE QUALITY<br>MANAGEMENT MANUAL<br>As per IS 15700:2005 | Doc. No: SQMM                      | Prepared By: | TA <i>[Signature]</i>  |
|   |  | Issue No.:01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>[Signature]</i> |
| Annex-<br>IV  | <b>Job Description</b>                                       | Rev. No: 00<br>Dated: 08.01.2013   | Approved By: | HC <i>[Signature]</i>  |
|   |  | Page: 7 of 7                       | Issued by:   | MR <i>[Signature]</i>  |

**Accounts Assistant (AG-II/ AG-I/ Accountant)**

- ◆ Maintenance of Ledgers of Allottees
- ◆ Maintenance of files of Allottees
- ◆ Processing of applications of allottees for lottery draw/ Auction
- ◆ Processing of Allotment Letters
- ◆ Processing of Sale Deeds
- ◆ Processing of Possession Letters
- ◆ Issue of notice/ Recovery certificates for recovery of arrears from allottees
- ◆ Issue of Non-Encumbrance Certificates
- ◆ Pursuance of Public Premises Act cases & other cases against allottees
- ◆ Issue of mutation certificate
- ◆ Issue of Tripartite Agreement
- ◆ All other matters related to allottees

**Registration Assistant (AG-II/ AG-III)**

- ◆ Maintenance of registration papers
- ◆ Maintenance of Registration registers
- ◆ Process for Refund Applications

**Establishment Assistant (AG-II/ AG-III)**





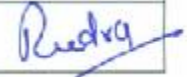
- ◆ Preparation of pay bills of staff
- ◆ Maintenance of Service Records

**Cashier (AG-II)**

- ◆ Maintenance of Cash Book
- ◆ Payment of Bills/ Preparation of Trail Balance
- ◆ Issue of Cheques to refund applications

**Diary/ Dispatch Assistant (AG-III)**

- ◆ Receipt of application
- ◆ Diary of applications
- ◆ Sending applications to respective officials ear marked
- ◆ Dispatching of Orders and Letters
- ◆ Sending Letters by post

|   |   |                                     |              |   |
|---|---|-------------------------------------|--------------|---|
|  | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA   |
|   |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR  |
| Ref. Cl.<br>7   | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC   |
|   |   | Page: 1 of 15                       | Issued by:   | MR   |

## नागरिक अधिकार पत्र CITIZEN CHARTER

उ०प्र० आवास एवं विकास परिषद  
U.P. HOUSING AND DEVELOPMENT BOARD




Housing Commissioner  
U.P. Housing & Development Board  
104-M. G. Road, Lucknow.

आवास आयुक्त  
उ०प्र० आवास एवं विकास परिषद,  
104-महात्मा गांधी मार्ग, लखनऊ।

website: <http://www.upavp.com>

**08-जनवरी-2013 से लागू**

Next review of the Charter- 07-January- 2014

|   |   |                                     |              |                      |
|---|---|-------------------------------------|--------------|----------------------|
|  | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA <i>S.M. Sadiq</i> |
|   |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>R. Khan</i>   |
| Ref. Cl.<br>7   | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC <i>Rudra</i>      |
|   |   | Page: 2 of 15                       | Issued by:   | MR <i>Rudra</i>      |






## Vision Statement

“UPHDB shall strive to be a globally respected, world class organization, renowned as a Total Builder and Real Estate Developer including Integrated Living Communities, Environment friendly Habitats, mini-commercial townships and educational parks”.

UPHDB in this quest shall be a total quality organization that shall keep the interests of its customers and all stakeholders uppermost in mind.

## Mission Statement

- To plan and develop the state-of-art townships at affordable prices with modern amenities and community services.
- To increase our turnover at least by 10% every year.
- To sustain the land bank to meet out the requirement of next five year.
- Capacity building to opt latest technology in our working system.
- To facilitate the Public Private Partnership (PPP) & joint ventures for catering the housing needs .
- To improve the Customer's Grievance Redress Mechanism.

|   |   |                                     |              |   |
|---|---|-------------------------------------|--------------|---|
|  | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA   |
|   |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR  |
| Ref. Cl.<br>7   | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC   |
|   |   | Page: 3 of 15                       | Issued by:   | MR   |


## हमारी प्रतिबद्धताएं OUR COMMITMENTS

आवास एवं विकास परिषद अपने उपभोक्ता, आवंटी/क्रेता को  
निम्नलिखित आश्वासन देता है :-

**U.P. HOUSING AND DEVELOPMENT BOARD, OWE FOLLOWING  
SERVICES TO OUR CONSUMERS, ALLOTEE/ BUYERS**

- ◆ सत्य निष्ठा एवं ईमानदारी के साथ निष्पक्ष त्वरित एवं सौजन्यपूर्ण सेवाएं,  
**Unbiased, quick and cordial service with full integrity and honesty,**
- ◆ उचित मूल्य पर उच्च कोटि का विकास एवं निर्माण कार्य,  
**High quality of construction and development works at appropriate cost,**
- ◆ सभी लेन-देन में पारदर्शिता एवं समयबद्धता,  
**Punctuality and transparency in all transactions,**
- ◆ सभी सेवाओं/शिकायती-पत्रों का समयबद्ध समाधान,  
**Time-bound delivery of all services and redressal of complaints,**
- ◆ विभिन्न संचालित कार्यों के समयबद्ध निस्तारण के सम्बन्ध में सूचना सामग्री स्वागत कक्ष में उपलब्ध कराना,  
**To make available at reception counter, all information regarding time bound disposal of various on-going programme,**
- ◆ लम्बित मामलों के त्वरित निष्पादन हेतु नियमित रूप से लोक शिविर आयोजित करना।  
**Organise regular public camps for quick disposal of pending matters**

विभिन्न कार्यों के समयबद्ध निष्पादन  
तथा लोक शिकायतों के समाधान हेतु समय-सीमा एवं उत्तरदायित्व निर्धारण  
**Determining/Fixation of Time-Schedule and responsibilities for  
time-bound disposal of various Tasks and redressal of Public  
Grievances.**

|   |   |                                     |              |                   |
|---|---|-------------------------------------|--------------|-------------------|
|  | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA <i>Sanjay</i>  |
|   |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Khalid</i> |
| Ref. Cl.<br>7   | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC <i>Rudra</i>   |
|   |   | Page: 4 of 15                       | Issued by:   | MR <i>Rudra</i>   |

## नागरिक अधिकार पत्र की अपेक्षाएं **Expectations of Citizen Charter**

- ◆ भूखण्ड/भवन आवंटन विषयक

### Plot/house/property Allotment

- ◆ मानचित्र स्वीकृति विषयक

### Building Plan Approval

- ◆ भू-अर्जन, विकास कार्यों एवं जन-सेवाओं के अनुरक्षण विषयक

### Land Acquisition, Development Works And Maintenance of Public Services

- ◆ उपभोक्ता के दायित्व

### Obligations of Consumers

- ◆ शिकायत दर्ज कराने हेतु प्रक्रिया

### Procedure for registration of Complaints

|               |   |                                     |              |     |
|---------------|---|-------------------------------------|--------------|-----|
|               | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA  |
|               |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR |
| Ref. Cl.<br>7 | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC  |
|               |   | Page: 5 of 15                       | Issued by:   | MR  |






## भूखण्ड/भवन आवंटन विषयक ALLOTMENT OF PLOT / HOUSE

### (सम्पत्ति अनुभाग) PROPERTY SECTION

| क्र०सं०<br>S.No. | प्रयोजन/जिज्ञासाएं<br>Purpose/Enquiries   | निस्तारण<br>समय सीमा<br>Time<br>Schedule | उत्तरदायी<br>अधिकारी<br>Officer<br>Responsible |
|------------------|---|--|--|
| 1-               | विभिन्न योजनाओं में भूखण्डों/भवनों की उपलब्धता ज्ञात करना<br>To obtain information regarding availability of plots /houses in various schemes           | 1 दिन<br>1 Day                           | स० प्रबन्धक<br>Est. Manager                    |
| 2-               | परिषद द्वारा संचालित नयी योजनाओं की जानकारी करना<br>To obtain information regarding new schemes of Development Authority/ Housing and Development Board | 1 दिन<br>1 Day                           | स० प्रबन्धक<br>Est. Manager                    |
| 3-               | भूखण्ड/भवन के पंजीकरण हेतु आवेदन-पत्र जमा करना<br>To submit application for registration of plot/house allotment  | 2 दिन<br>2 Day                           | स० प्रबन्धक<br>Est. Manager                    |
| 4-               | भूखण्ड/भवन के आवंटन की प्रगति ज्ञात करना<br>To obtain information regarding progress of plot/house allotment  | 3 दिन<br>3 Day                           | स० प्रबन्धक<br>Est. Manager                    |
| 5-               | भूखण्ड/भवन की कास्टिंग कराना<br>To obtain costing of plot/house   | 5 दिन<br>5 Day                           | वित्त नियंत्रक<br>F.C..                        |
| 6-               | आवंटन पत्र प्राप्त करना<br>To obtain allotment letter   | 2 दिन<br>2 Day                           | स० प्रबन्धक<br>Est. Manager                    |
| 7-               | आवंटित भूखण्ड/भवन की किश्तों की गणना से सम्बन्धित विवरण प्राप्त करना<br>To obtain calculation memo regarding installments of plot/ house                | 7 दिन<br>7 Day                           | स० प्रबन्धक<br>Est. Manager                    |
| 8-               | ब्याज एवं दण्ड व्याज आगणन के सम्बन्ध में विवरण प्राप्त करना<br>To obtain details of interest/penal interest calculation                                 | 10 दिन<br>10 Day                         | स० प्रबन्धक<br>Est. Manager                    |
| 9-               | किश्तों का पुर्ननिर्धारण कराना<br>To obtain Reschedule of installments  | 10 दिन<br>10 Day                         | स० प्रबन्धक<br>Est. Manager                    |
| 10-              | जमा धनराशि की विसंगति का समाधान कराना<br>To obtain Settlement of anomalies in the deposited amount  | 10 दिन<br>10 Day                         | स० प्रबन्धक<br>Est. Manager                    |

|               |   |                                     |              |                  |
|---------------|---|-------------------------------------|--------------|------------------|
|               | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA <i>Soni</i>   |
|               |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Redra</i> |
| Ref. Cl.<br>7 | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC <i>Redra</i>  |
|               |   | Page: 6 of 15                       | Issued by:   | MR <i>Redra</i>  |

|     |  |                         |                                    |
|-----|--|-------------------------|------------------------------------|
| 11- | पत्रावली के डाक्यूमेंटेशन की पुष्टि कराना<br><b>To obtain verification of file documentation</b>   | 10 दिन<br><b>10 Day</b> | स० प्रबन्धक<br><b>Est. Manager</b> |
| 12- | निरस्तीकरण के 30 दिन के अन्दर आवेदन करने पर भूखण्ड/भवन आवंटन को पुर्नवहाल कराना<br><b>To obtain Reinstatement of plot/house allotment on request made within 30 days of cancellation</b> | 3 दिन<br><b>3 Day</b>   | स० प्रबन्धक<br><b>Est. Manager</b> |
| 13- | पूर्ण भुगतान के लिए गणना कराना<br><b>To obtain Costing for complete payment</b>  | 7 दिन<br><b>7 Day</b>   | स० प्रबन्धक<br><b>Est. Manager</b> |
| 14- | भूखण्ड/भवन का नामान्तरण या प्रत्यावर्तन<br><b>Transfer or renaming of plot/building</b>  | 45 दिन<br><b>45 Day</b> | स० प्रबन्धक<br><b>Est. Manager</b> |
| 15- | भूखण्ड/भवन का म्यूटेशन कराना<br><b>Mutation of plot/house</b>  | 60 दिन<br><b>60 Day</b> | स० प्रबन्धक<br><b>Est. Manager</b> |
| 16- | पत्रावली का निरीक्षण/नकल प्राप्त कराना<br><b>To obtain copy/inspection of file</b>   | 30 दिन<br><b>30 Day</b> | स० प्रबन्धक<br><b>Est. Manager</b> |
| 17- | अनुबन्ध/विक्रय विलेख का निष्पादन<br><b>Execution of agreement/sale deed</b>  | 15 दिन<br><b>15 Day</b> | स० प्रबन्धक<br><b>Est. Manager</b> |
| 18- | पट्टे की भूमि का फ्री-होल्ड कराना<br><b>Conversion of Lease hold land to free-hold</b>   | 15 दिन<br><b>15 Day</b> | स० प्रबन्धक<br><b>Est. Manager</b> |
| 19- | विक्रय-विलेख निबन्धन के उपरान्त भूखण्ड/भवन का कब्जा पत्र प्राप्त करना<br><b>To obtain possession letter after registration of sale deed</b>  | 5 दिन<br><b>5 Day</b>   | स० प्रबन्धक<br><b>Est. Manager</b> |
| 20- | लाटरी के उपरांत असफल आवेदकों को पंजीकरण/ अन्य देय धनराशि की वापसी<br><b>To obtain refund of registration/any other due amount to uncessful applicants after the lottery</b>              | 10 दिन<br><b>10 Day</b> | स० प्रबन्धक<br><b>Est. Manager</b> |
| 21- | पूर्व में जमा प्रार्थना-पत्र की प्रगति ज्ञात कराना<br><b>To know the status of progress regarding submitted application</b>  | 5 दिन<br><b>5 Day</b>   | स० प्रबन्धक<br><b>Est. Manager</b> |
| 22- | सम्पत्तियों के सम्बन्ध में विविध जानकारी प्राप्त करना<br><b>To obtain miscellaneous information regarding properties</b>   | 15 दिन<br><b>15 Day</b> | स० प्रबन्धक<br><b>Est. Manager</b> |

|   |   |                                     |              |   |
|---|---|-------------------------------------|--------------|---|
|  | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA   |
|   |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR  |
| Ref. Cl.<br>7   | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC   |
|   |   | Page: 7 of 15                       | Issued by:   | MR   |


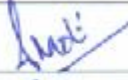



**मानचित्र स्वीकृति विषयक**  
**Approval of Plans**  
(वास्तुकला अनुभाग)  
**Architecture Section**

| क्र०सं०<br>S.No. | प्रयोजन/ जिज्ञासाएं<br>Purpose/Enquiries  | निस्तारण<br>समय सीमा<br>Time<br>Schedule | उत्तरदायी<br>अधिकारी<br>Officer<br>Responsible |
|------------------|---|--|--|
| 1.               | मानचित्र स्वीकृति की औपचारिकताओं की काउण्टर पर जानकारी करना<br><b>To obtain information at the counter regarding plan approval formalities</b>  | तत्काल<br><b>Immediately</b>             | वास्तु०नियो०<br>A.P.                           |
| 2.               | मानचित्र जमा करने हेतु निर्धारित प्रपत्र काउण्टर पर प्राप्त करना<br><b>To obtain Providing prescribed forms at the counter for submission of plans</b>  | तत्काल<br><b>Immediately</b>             | वास्तु०नियो०<br>A.P.                           |
| 3.               | मानचित्र शुल्क एवं अन्य देय शुल्कों की काउण्टर पर जानकारी करना<br><b>To obtain information at the counter regarding building permit fee and other related charges</b>   | तत्काल<br><b>Immediately</b>             | वास्तु०नियो०<br>A.P.                           |
| 4.               | 300 वर्ग मीटर तक के भूखण्ड का मानचित्र जमा करना<br><b>Submission of plans for plots up to 300 sq. mt. of area</b>   | तत्काल<br><b>Immediately</b>             | वास्तु०नियो०<br>A.P.                           |
| 5.               | 300 वर्ग मीटर से बड़े एकल भूखण्ड की मानचित्र स्वीकृति<br><b>Approval of plan for unitary plots of more than 300sq.mt. of area</b>   | 30 दिन<br><b>30 Day</b>                  | वास्तु०नियो०<br>A.P.                           |
| 6.               | ग्रुप हाउसिंग/ व्यवसायिक भवन मानचित्र की स्वीकृति<br><b>Approval of plan for group housing/commercial buildings</b>   | 90 दिन<br><b>90 Day</b>                  | वास्तु०नियो०<br>A.P.                           |
| 7.               | सब-डिवीजन/ले-आउट प्लान हेतु देय शुल्कों की जानकारी (सम्बन्धित विभागों से अनापत्ति प्रमाण-पत्र प्राप्त करना भी सम्मिलित है)<br><b>To obtain information regarding sub-division/lay-out plan fee (including securing of NOC from concerned departments)</b> | 45 दिन<br><b>45 Day</b>                  | वास्तु०नियो०<br>A.P.                           |
| 8.               | सब-डिवीजन/ले-आउट प्लान की स्वीकृति<br><b>Approval of sub-division/lay-out plan</b>  | 45 दिन<br><b>45 Day</b>                  | मु० वास्तु०<br>नियो०                           |



|               |   |                                     |              |                    |
|---------------|---|-------------------------------------|--------------|--------------------|
|               | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA <i>Anadi</i>    |
|               |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Rishani</i> |
| Ref. Cl.<br>7 | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC <i>Rudra</i>    |
|               |   | Page: 8 of 15                       | Issued by:   | MR <i>Rudra</i>    |

|     |   |                              |  |
|-----|---|------------------------------|--|
| 9.  | कय-योग्य एफ.ए.आर. हेतु मानचित्र स्वीकृति<br><b>Approval of plan for purchasable F.A.R.</b>  | 30 दिन<br><b>30 Day</b>      | वास्तु०नियो०<br><b>A.P.</b>                        |
| 10. | कम्पनसेटरी एफ.ए.आर. हेतु नीतिगत निर्णय के उपरान्त मानचित्र स्वीकृति<br><b>Approval of plan for compensatory F.A.R after policy decision</b>                   | 30 दिन<br><b>30 Day</b>      | वास्तु०नियो०<br><b>A.P.</b>                        |
| 11. | मानचित्र नवीनीकरण<br><b>Plan renewal</b>  | 15 दिन<br><b>15 Day</b>      | वास्तु०नियो०<br><b>A.P.</b>                        |
| 12. | शमन उपविधि के बारे में काउण्टर पर जानकारी<br><b>To obtain information at the counter regarding Compounding bye-laws</b>                                       | तत्काल<br><b>Immediately</b> | वास्तु०नियो०<br><b>A.P.</b>                        |
| 13. | कम्पाउण्डिंग मानचित्र की स्वीकृति<br><b>Approval of compounding plan</b>  | 90 दिन<br><b>90 Day</b>      | वास्तु०नियो०<br><b>A.P.</b>                        |
| 14. | अतिक्रमण/अवैध निर्माण के विरुद्ध प्राप्त नोटिस की सुनवाई<br><b>Hearing of notices against unauthorised/illegal construction</b>                               | तत्काल<br><b>Immediately</b> | वास्तु० नियो०<br>/अधी०<br>अभि०<br><b>A.P./S.E.</b> |
| 15. | अतिक्रमण/अवैध निर्माण के विरुद्ध कार्यवाही<br><b>Action against unauthorised/illegal construction</b>   | 7 दिन<br><b>7 Day</b>        | मु०वास्तु०<br>नियो०<br><b>C.A.P.</b>               |
| 16. | स्वीकृत मानचित्र की नकल प्राप्त करना<br><b>To obtain copy of approved plan</b>  | 7 दिन<br><b>7 Day</b>        | वास्तु०नियो०<br><b>A.P.</b>                        |
| 17. | महायोजना के अनुसार भू-उपयोग की जानकारी प्राप्त करना<br><b>To obtain Land-use information as per Master Plan</b>   | 7 दिन<br><b>7 Day</b>        | मु० वास्तु०<br>नियोजक<br><b>C.A.P.</b>             |
| 18. | भू-प्रयोग परिवर्तन प्रार्थना-पत्र का निस्तारण<br><b>Disposal of application regarding change of Land use</b>  | 90 दिन<br><b>90 Day</b>      | वास्तु०नियो०<br><b>A.P.</b>                        |
| 19. | वाद के सम्बन्ध में सम्बन्धित पीठासीन अधिकारी से तिथि की जानकारी करना<br><b>To enquire about the date fixed for hearing of case from the Presiding Officer</b> | तत्काल<br><b>Immediately</b> | वास्तु०नियो०<br><b>A.P.</b>                        |
| 20. | पूर्णता प्रमाण-पत्र का निर्गमन<br><b>Issue of Completion Certificate</b>  | 30 दिन<br><b>30 Day</b>      | अधी०अभि०<br><b>E.E.</b>                            |
| 21. | परिषद योजना से निजी भूमि को एप्रोच प्राप्त करना<br><b>To secure approach to private land from Parishad scheme</b>   | 90 दिन<br><b>90 Day</b>      | मु० वास्तु०<br>नियोजक<br><b>C.A.P.</b>             |


|   |   |                                     |              |   |
|---|---|-------------------------------------|--------------|---|
|  | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA   |
|   |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR  |
| Ref. Cl.<br>7   | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC   |
|   |   | Page: 9 of 15                       | Issued by:   | MR   |

**भू-अर्जन, विकास कार्यो एवं जन-सेवाओं के अनुरक्षण विषयक**  
**Land Acquisition, Development works and Maintenance of Services**

(भूमि अर्जन/अभियन्त्रण अनुभाग)

**Land Acquisition/ Engineering Section**



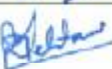

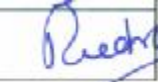
| क्र०सं०<br>S.No. | प्रयोजन/ जिज्ञासाएं<br>Purpose/Enquiries   | निस्तारण<br>समय सीमा<br>Time<br>Schedule | उत्तरदायी<br>अधिकारी<br>Officer<br>Responsible |
|------------------|--|--|--|
| 1.               | अर्जन हेतु प्रस्तावित भूमि की सीमाओं की स्थिति ज्ञात करना<br><b>To know the boundaries of land proposed for acquisition</b>  | 5 दिन<br>5 Day                           | सं०आ०आ०<br>(भू०अर्जन)<br>JHC(L.A.)             |
| 2.               | परिषद योजना में भूमि के पुर्नसमायोजन से सम्बन्धित प्रार्थना-पत्र का निस्तारण<br><b>Disposal of application regarding readjustment of land in the Parishad scheme</b> | 90 दिन<br>90 Day                         | सं०आ०आ०<br>(भू०अर्जन)<br>JHC(L.A.)             |
| 3.               | परिषद की कालोनियों में नाली, पार्क व सड़क, आदि की मरम्मत कराना<br><b>Starting repair of drains, parks and roads etc. in the Parishad colonies</b>                    | 7 दिन<br>7 Day                           | अधि० अभि०<br>E.E.                              |
| 4.               | परिषद की कालोनी में स्ट्रीट लाईट की मरम्मत कराना<br><b>Repair of street-light in the Parishad colonies</b>   | 7 दिन<br>7 Day                           | अधि० अभि०<br>E.E.(Ele.)                        |
| 5.               | परिषद की कालोनी में समुचित जलापूर्ति बहाल कराना<br><b>Restoration of water supply in the Parishad colonies</b>   | 1 दिन<br>1 Day                           | अधि० अभि०<br>E.E.                              |
| 6.               | बड़े विकास एवं निर्माण कार्यो (अधूरे) को पूर्ण कराना<br><b>Completion of large development / construction (incomplete) works</b>                                     | 45 दिन<br>45 Day                         | अधि० अभि०<br>E.E.                              |
| 7.               | छोटे विकास एवं निर्माण कार्यो (अधूरे) को पूर्ण कराना<br><b>Completion of small development / construction (incomplete) works</b>                                     | 30 दिन<br>30 Day                         | अधि० अभि०<br>E.E.                              |
| 8.               | भूखण्ड का भौतिक कब्जा प्राप्त करना<br><b>To obtain physical possession of plot</b>   | 3 दिन<br>3 Day                           | अधि० अभि०<br>E.E.                              |
| 9.               | भवन का भौतिक कब्जा प्राप्त करना<br><b>To obtain physical possession of building</b>  | 3 दिन<br>3 Day                           | अधि० अभि०<br>E.E.                              |

|   |   |                                     |              |                   |
|---|---|-------------------------------------|--------------|-------------------|
|  | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA <i>Shakti</i>  |
|   |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Shakti</i> |
| Ref. Cl.<br>7   | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC <i>Rudra</i>   |
|   |   | Page: 10 of 15                      | Issued by:   | MR <i>Rudra</i>   |

## उपभोक्ता के दायित्व

### RESPONSIBILITIES OF ALLOTTEE/APPLICANT




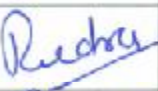

- ऐसे भूखण्ड/भवन कय न करें जिनका स्वामित्व स्पष्ट न हो,  
**Do not purchase plots or buildings with disputed ownership title**
- केवल ऐसी योजना में भूखण्ड/भवन कय करें जिसका ले-आउट प्लान सक्षम प्राधिकारी द्वारा स्वीकृत हो,  
**Plot or building should be purchased only in such scheme where lay-out plan has been sanctioned by the Competent Authority**
- अविकसित भूमि अथवा अनधिकृत रूप से निर्मित कालोनी में भूखण्ड/भवन का कय न करें,  
**Do not purchase plot or building falling within undeveloped land or unauthorised colony**
- अवैध रूप से निर्मित भवन कय न करें,  
**Do not purchase house or building whose construction is illegal.**
- मानचित्र स्वीकृति सम्बन्धी समस्त औपचारिकताओं का अनुपालन करें तथा देय सभी शुल्कों का भुगतान करें।  
**Comply with formalities relating to plan approval and pay all prescribed fees /charges.**
- भवन का निर्माण मानचित्र स्वीकृति के उपरान्त करें और निर्माण स्वीकृत मानचित्र के अनुसार ही करें,  
**Construct your house after approval of the building plan and in accordance with the approved plan.**
- मानचित्र स्वीकृति की वैधता अवधि के अन्दर ही निर्माण कार्य पूर्ण करें,  
**Complete construction of the building within validity of the building permit.**
- भूमि/भूखण्ड का उपयोग महायोजना में निर्धारित उपयोग के अनुसार ही करें,  
**Use your land or building as per land-use prescribed in the Master Plan.**
- सार्वजनिक भूमि, सड़क, नाली, पार्क, आदि पर अतिक्रमण न करें,  
**Do not encroach upon road, drain, park, public land, etc.**
- अपने भूखण्ड/भवन के सामने सड़क/फुटपाथ पर मिट्टी डालकर नाली अवरुद्ध न करें,  
**Do not choke/plug the drain abutting your plot or building by covering it With earth or any other material.**
- किसी अन्य की भूमि पर अवैध रूप से कब्जा न करें,  
**Do not encroach upon others land or property.**

|   |   |                                     |              |   |
|---|---|-------------------------------------|--------------|---|
|  | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA   |
|   |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR  |
| Ref. Cl.<br>7   | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC   |
|   |   | Page: 11 of 15                      | Issued by:   | MR   |

- निजी भूमि/भूखण्ड पर अवैध निर्माण न करें।  
**Do not carry out illegal construction on your land or plot.**
- निर्माण कार्य सीलबन्द होने की स्थिति में आगे निर्माण न करें।  
**Do not continue construction in case it is sealed.**
- आवास एवं विकास परिषद द्वारा आवंटित भूखण्ड/भवन की किश्तों का भुगतान समयबद्ध करें।  
**Pay all installments by due date relating to plot or building allotted by U.P.Housing And Development Board.**
- जन-सुविधाओं हेतु देय अनुरक्षण शुल्कों का नियमित एवं समयबद्ध भुगतान करें,  
**Pay all charges by due date related to maintenance of civic amenities.**
- जनसुविधाओं के अनुरक्षण एवं रख-रखाव में पूर्ण सहयोग प्रदान करें,  
**Extend full cooperation in the maintenance of civic amenities.**
- पानी की सप्लाई लाइन पर सीधे मोटर पम्प न लगाएं,  
**Do not install motor pump on water supply main.**
- बिचौलियों/दलालों के माध्यम से भूखण्ड/भवन क़य न करें, न ही कोई कार्य करवाएं,  
**Do not purchase plot/building or get any other work done through the mediators/dalals.**
- परिषद के फ़ील्ड स्टाफ़ को उनके दायित्व निर्वहन में पूर्ण सहयोग प्रदान करें।  
**Extend the full cooperation to the field staff of the Authority/ Housing Board in discharging their responsibilities.**

उपभोक्ताओं द्वारा दर्ज कराई गई शिकायतों पर उसी दशा में त्वरित कार्यवाही सुनिश्चित की जाएगी यदि उनके स्तर पर दायित्वों का उल्लंघन न पाया जाए।

**IMMEDIATE ACTION ON COMPLAINTS REGISTERED BY THE APPLICANTS TO BE ENSURED ONLY IF NO DEFAULT OF RESPONSIBLY FOUND ON THEIR PART.**

|   |   |                                     |              |   |
|---|---|-------------------------------------|--------------|---|
|  | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA   |
|   |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR  |
| Ref. Cl.<br>7   | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC   |
|   |   | Page: 12 of 15                      | Issued by:   | MR   |



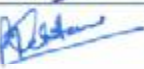

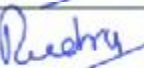
## शिकायत दर्ज कराने हेतु प्रक्रिया PROCEDURE FOR REGISTRATION OF COMPLAINTS

शिकायतें निम्न प्रकृति की हो सकती है –

**Complaints can be of following types:-**

- अतिक्रमण/अवैध निर्माण के विरुद्ध शिकायत  
**Complaint against encroachment or unauthorised construction.**
- भूमि/भवन के अवैध उपयोग के विरुद्ध शिकायत  
**Complaint against unauthorised use of land or building.**
- भूमि/भवन के अनधिकृत कब्जे के विरुद्ध शिकायत  
**Complaint against unauthorised possession of land or building**
- विभिन्न कार्यों हेतु निर्धारित समय सीमा के अन्दर निस्तारण न होने के विरुद्ध शिकायत  
**Complaint against non-compliance of various responsibilities within the prescribed time-frame.**
- जन-सुविधाओं यथा जलापूर्ति, सीवरज, ड्रेनेज, विद्युत- आपूर्ति, आदि के अनुरक्षण/मरम्मत के सम्बन्ध में शिकायत  
**Complaint regarding repair / maintenance of civic amenities viz., water supply, sewerage, drainage, electricity, etc.**
- भूमि अर्जन के सम्बन्ध में शिकायत  
**Complaint against payment of land acquisition compensation.**
- नागरिक अधिकार पत्र से सम्बन्धित अन्य शिकायत  
**Other Complaints related to Citizen charter.**

यदि किसी उपभोक्ता को उपरोक्त में से कोई शिकायत हो तो नीचे दिये गये प्रपत्र को भरकर परिषद के सूचना एवं सुविधा पटल, उ०प्र० आवास एवं विकास परिषद, 104-महात्मा गान्धी मार्ग, लखनऊ पर जमा किया जा सकता है अथवा परिषद के टोल फ्री नम्बर 1800-180-5333 एवं 0522-2236803 पर भी सम्पर्क कर शिकायत दर्ज करायी जा सकती है एवं कार्य से सम्बन्धित कार्यालय के उत्तरदायी अधिकारी/Responsible Officer का नाम व मोबाइल नं० प्राप्त किया जा सकता है।

|   |   |                                     |              |   |
|---|---|-------------------------------------|--------------|---|
|  | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA   |
|   |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR  |
| Ref. Cl.<br>7   | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC   |
|   |   | Page: 13 of 15                      | Issued by:   | MR   |

## शिकायत दर्ज करने हेतु प्रपत्र

### FORM FOR REGISTRATION OF COMPLAINT

1- **Name of Complaint**

शिकायत कर्ता का नाम—

.....

2- **Address**

पता

.....

.....

.....

3- **Telephone No.**

दूरभाष सं०

.....

4- **Date of Complaint**

शिकायत का दिनांक

.....

5- **Subject of Complaint**

शिकायत का विषय

.....

.....

6- **Officer/Office/Section  
against which the  
Complaint is made**

अधिकारी / अनुभाग / कार्यालय  
जिसके विरुद्ध शिकायत की गयी।

.....

.....

.....

.....

7- **Mode of Complaint**

शिकायत का माध्यम

**Personal/Written/By Telephone/By Fax**

व्यक्तिगत / लिखित / दूरभाष पर / फैक्स द्वारा

8- **1st Registered Complaint No**


पहली बार शिकायत दर्ज करने का नं०

.....

9- **Progress of action taken**

कार्यवाही की प्रगति

| <b>Status of Progress</b><br>प्रगति की स्थिति | <b>Name of Officer and Designation to<br/>whom complaint Submitted</b><br>अधिकारी का नाम एवं पदनाम जिसे शिकायत प्रस्तुत<br>की गयी | <b>Date of<br/>complaint</b><br>शिकायत की दिनांक |
|---|---|--|
|   |   |  |
|   |   |  |
|   |   |  |

|   |   |                                     |              |                   |
|---|---|-------------------------------------|--------------|-------------------|
|  | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA <i>Amoli</i>   |
|   |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Rachna</i> |
| Ref. Cl.<br>7   | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC <i>Rachna</i>  |
|   |   | Page: 14 of 15                      | Issued by:   | MR <i>Rachna</i>  |

## लोक शिकायत समाधान Grievance Redress Mechanism

### (A)- Name & contact details of Public Grievance Officer –

जन शिकायत अधिकारी का नाम व पता-

- All Public Information Officers are nominated as Public Grievance Officer. The name & contact detail of PGO's are mentioned in Parishad web site <http://www.upavp.com> or asked from Parishad Toll Free No.1800-180-5333.

### Grievance Lodging

- Personal/Written/By Telephone/By Fax

### Time Line for Grievance Redress


- Acknowledge and communication for additional information if needed 03 days
- Grievance Redress Within 03 days

### (B)- Process for Appeal-

- If the grievance is not replied to the PGO's the following 04 level of appeal is proposed to pursued with the higher level.

### First Level Appeal-

|  |                                     |
|--|-------------------------------------|
| <b>Add./Joint Housing Comm. (Anushasnik)</b><br><b>U.P. Housing &amp; Development Board</b><br><b>104-M. G. Road, Lucknow.</b><br><b>Mob.- 8795810013</b><br><br>अपर/संयुक्त आवास आयुक्त (अनुशासनिक)<br>उ०प्र० आवास एवं विकास परिषद<br>104-महात्मा गॉंधी मार्ग, लखनऊ।<br>मो०- 8795810013 | Grievance Redress<br>Within 07 days |
|--|-------------------------------------|

|   |   |                                     |              |                   |
|---|---|-------------------------------------|--------------|-------------------|
|  | As per IS 15700:2005                                  | Doc. No:<br>UPHDB/CC-GRM            | Prepared By: | TA <i>Shukla</i>  |
|   |   | Issue No.: 01<br>Dated : 08.01.2013 | Reviewed By: | AMR <i>Shukla</i> |
| Ref. Cl.<br>7   | CITIZENS' CHARTER<br>&<br>GRIEVANCE REDRESS MECHANISM | Rev. No: 00<br>Dated: 08.01.2013    | Approved By: | HC <i>Shukla</i>  |
|   |   | Page: 15 of 15                      | Issued by:   | MR <i>Shukla</i>  |

### Second Level Appeal-

|   |                                     |
|---|-------------------------------------|
| <b>Add. Housing Commissioner &amp; Sec./M.R.</b><br><b>U.P. Housing &amp; Development Board</b><br><b>104-M. G. Road, Lucknow.</b><br><b>Mob.- 8795810002</b><br>अपर आवास आयुक्त एवं सचिव/एम0आर0<br>उ0प्र0 आवास एवं विकास परिषद<br>104-महात्मा गॉधी मार्ग, लखनऊ।<br>मो0- 8795810002 | Grievance Redress<br>Within 07 days |
|---|-------------------------------------|

### Third Level Appeal-

|   |                                     |
|---|-------------------------------------|
| <b>Housing Commissioner</b><br><b>U.P. Housing &amp; Development Board</b><br><b>104-M. G. Road, Lucknow.</b><br><b>Phone.- 0522-2238593, 2237609</b><br>आवास आयुक्त<br>उ0प्र0 आवास एवं विकास परिषद<br>104-महात्मा गॉधी मार्ग, लखनऊ।<br>फोन न0- 0522-2238593, 2237609 | Grievance Redress<br>Within 15 days |
|---|-------------------------------------|

### Forth Level Appeal-

|  |                                     |
|--|-------------------------------------|
| <b>Ombudsman</b><br><b>Sri. V.N. Garg IAS</b><br><b>Principle Secretary</b><br><b>Forest &amp; Environment</b><br><b>U.P. Government,</b><br><b>Ombudsman</b><br>श्री वी0एन0 गर्ग आई0ए0एस0<br>प्रमुख सचिव,<br>वन एवं पर्यावरण<br>उ0प्र0 शासन लखनऊ। | Grievance Redress<br>Within 30 days |
|--|-------------------------------------|

### Stakeholders/Client-

- 1- Top Management & Middle Management of UPHDB.
- 2- Representatives of Unions.
- 3- Representatives of Costumers.
- 4- Employees & Citizen's.