රු	MASTER FORMAT	Doc. No: UPHDB/MR/FOR/01	Prepared By:	TA	Innot
	Title:	Rev. No: 00	Reviewed By:	AMR	403-
Ref.Clause	LIST OF QMS DOCUMENT	Eff. Date: 08.01.2013	Approved By:	НС	Rusha
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	Title CONTROLLED DOCUMENT	Rev. No: 00	Reviewed By: AM		to Ita	
Ref.Clause		Eff. Date: 08.01.2013	Approved By :	НС	Rudra	1
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	Title Document Indent Form	<b>Rev. No:</b> 00	Reviewed By:	AMR	Del
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4.3.2		Page: 1 of 1	Issued by:	MR	Rudra

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ш	Title List of Records	Rev. No: 00	Reviewed By:	AMR	Was-	
Ref.Clause		Eff. Date: 08.01.2013	Approved By:	НС	Rudra	
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	Title List of Internal Document	Rev. No: 00	Reviewed By:	AMR William
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4.3.2		Page: 1 of 1	Issued by:	MR Rudra

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	Title List of External Document	Rev. No: 00	Reviewed By:	AMR	Dela
Ref.Clause	List of External Document	Eff. Date: 08.01.2013	Approved By:	НС	Rugar
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රු	Master format	Doc. No: UPHDB/MR/FOR/07	Prepared By:	TA	Shadi
	Title List of Obsolete Document	<b>Rev. No:</b> 00	Reviewed By:	AMR	Blet
Ref.Clause	List of Obsolete Document	Eff. Date: 08.01.2013	Approved By :	НС	Rudra
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රු	Master format	Doc. No: UPHDB/MR/FOR/08	Prepared By:	TA	Smoli
	Title Internal Quality Audit Calendar	Rev. No: 00	Reviewed By:	AMR	Balan
Ref.Clause		Eff. Date: 08.01.2013	Approved By:	НС	Rudra
8.3		Page: 1 of 1	Issued by:	MR	Ruda

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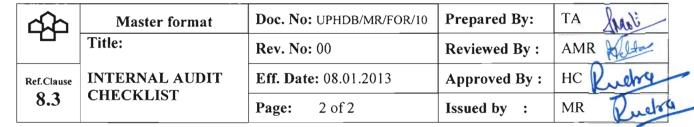
ණ	Master format	Doc. No: UPHDB/MR/FOR/09	Prepared By:	TA	Mali
	Title Internal Quality Audit Schedule	Rev. No: 00	Reviewed By:	AMR	Bellen
Ref.Clause	Internal Quanty Munit Schoolie	Eff. Date: 08.01.2013	Approved By:	НС	Dedry
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S.NO.	DESIGNATED OFFICE	AUDITEE	AUDITOR	DATE	SCOPE OF AUDIT	SIGN. (INTIMATION)	SIGN. (PRESENCE)
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	Title:	Rev. No: 00	Reviewed By :	AMR Water
Ref.Clause	INTERNAL AUDIT	Eff. Date: 08.01.2013	Approved By:	HC Rucha
8.3	CHECKLIST	Page: 1 of 2	Issued by:	MR Rudra

		TEAM LEA	ADER	·
IQA NO.	:	DATE	:	
SECTION	/OFFICE	LOCATION:	************	

APPLICABLE REQUIREMENT	STATUS	OBJECTIVE EVIDENCE	CATEGORY
List of Applicable Processes			
Any outsourced service & its			
control			
Availability of quality policy,			
objectives and mandatory			
procedures			
CONTROL OF			
DOCUMENTS			
➤ Listing of internal			
documents & control			
changes.			
➤ List of external origin			
document & up			
gradation .			
Distribution control			
> Approval status of			
document			
CONTROL OF RECORDS			
> Identification,			
> Storage,			
> Protection,			
> Retrieval,			
> Retention time			
Disposition of records			



APPLICABLE REQUIREMENT	STATUS	OBJECTIVE EVIDENCE	CATEGORY
Awareness of Quality Policy			
and Quality Objective			
Control of NCP		-	
Corrective/ Preventive			
Actions			
Customer Feedback			
Complaint Handling			
HR ADEQUACY			
Administrative			
• Supervisory			
Clerical staff			
Supporting staff			
Training Needs Identification			
Training Records			
Adequacy of Work			
Environment			
Review of Process manual			
()			
Availability of Respective			
Result Sheets			
Analysis of Result Sheets			
To be verified at next audit:			
(ANY OTHER OBSERVATION)			

Status

: Compliance/Not compliance:

Objective Evidence

: Supporting documents

Category

: major/minor/Opportunity for improvement

Ref.Cl. Title- INTERNAL QUALITY AUDIT - Ref. Date: 08.01.2013  Reviewed By: AMR  Approved By: HC	d∂n	Master format	Doc. No: UPHDB/MR/FOR/11	Prepared By:	TA Moli
Ref.Cl. QUALITY AUDIT - Eff. Date: 08.01.2013   Approved By : HC			Rev. No: 00	Reviewed By:	AMR Wilder
NON CONFORMING	Ref.Cl.	QUALITY AUDIT -	Eff. Date: 08.01.2013	Approved By:	HC Rudre
8.3 REPORT Page: 1 of 1 Issued by : MR Question		NON CONFORMING REPORT	Page: 1 of 1	Issued by :	MR Rudy

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Date:	Auditee De	ot.:	Aud	it Ref:	NCR No	: Aud	litor:
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Disposition	on/Correcti	on:					
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Proposed	Corrective	Action	1:	Respons	sibility	Actio	n Taken
Proposed Completion Date:				Actual	Completion	"	esentative
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Accepte	d YES	NO	Aud	litor	Date	LE	AD(IF ANY)

රු	MASTER FORMAT	Doc. No: UPHDB/MR/FOR/12	Prepared By :	TA Andi
	Title:	Rev. No: 00	Reviewed By:	AMR Wall
Ref. Clause	Internal Quality Audit Summary	Eff. Date: 08.01.2013	Approved By:	HC Ruda
8.3		Page: 1 of 1	Issued by :	MR Rudy

IQA No.:

DATE:

## INTERNAL AUDITORS:

Sl	Designated				4							5					6			7				8		
No.	Designated office	4.1	4.2	4.3	4.3.1	4.3.2	4.3.3	4.4	5.1	5.2	5.3	5.4	5.5	5.6	5.7	6.1	6.2	6.3	7.1	7.2	7.3	8.1	8.2	8.3	8.4	8.5
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		Title	Rev. No: 00	Reviewed By:	AMR William
	Ref.Cl. <b>8.5.1</b>	CONTROL OF NON	Eff. Date: 08.01.2013	Approved By:	HC Ruema
		CONFORMING PRODUCT	Page: 1 of 1	Issued by:	MR Quela

S.No:	Date:	S	Section:	Process Manual:
Observed non con	nformity:			
Disposition/ Corr	ection:			
Disposition Con	conon .			
Responsibility:				
Verified by:				
		Root cause of	Non conformity:	
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		Corrective & I	Preventive action	
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Concerned depart	tmental Head			Effectiveness Verified by:
				(Dated)

රු	Master format	Doc. No: UPHDB/MR/FOR/14	Prepared By:	TA Moli
	Title AGENDA FOR	Rev. No: 00	Reviewed By:	AMR Melter
Ref.Clause	MANAGEMENT	Eff. Date: 08.01.2013	Approved By:	HC Puella
5.7	REVIEW MEETING	<b>Page:</b> 1 of 2	Issued by :	MR Duella

## The agenda for the Management Review Meeting

#### **REVIEW IN PUT**

- Follow up action from previous reviews.
- Results of Internal/External Audits and actions taken.
- Preventive and corrective actions taken.
- Review of Process performance
- Customer feedback:
  - o Customer's feedback including result of customer satisfaction surveys.
  - o Changing customer requirement.
- Feedback from other stakeholders.
- Extent to which objectives are achieved.
- Recommendation for improvement

#### **REVIEW OUT PUT**

- Improvement in Service Quality Standards.
- Improvement in Customer Satisfaction.
- Improvement in the management system for Service Quality, Citizen Charter & Complaint Handling.
- Resource needs.

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Ш	Title AGENDA FOR	Rev. No:	: 00	Reviewed By:	AMR Web		
Ref.Clause	<b>MANAGEMENT</b>	Eff. Date	e: 08.01.2013	Approved By:	НС	Ruelry	
5.7	REVIEW MEETING	Page:	2 of 2	Issued by :	MR	Rudra	

### ATTENDENCE LIST

S.No	Name	Designation	Sign. (Intimation)	Sign.(Presence)
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		Title:	Rev. No: 00	Reviewed By:	AMR War	
	Clause	Minutes Of Management	Eff. Date: 08.01.2013	Approved By :	HC Rushy	
5.	.7	Review Meeting	Page: 1 of 1	Issued by :	MR Quely	

# Agenda Point:

S.NO.	ACTION PLAN	RESPONSIBILITY	TARGET DATE	PRESENT STATUS

රු	MASTER FORMAT	Doc. No: UPHDB/MR/FOR/16	Prepared By:	TA	Smot
	Title:	Rev. No: 00	Reviewed By:	AMR	Meltani
Ref.Clause	Training Needs Identification	Eff. Date: 08.01.2013	Approved By :	НС	Rudra
6.2.1		Page: 1 of 1	Issued by :	MR	Rudy

Name of Department:	
-	

S.No.	Date	Name of Trainee Designation	TRAININ	IG NEEDS	Previous	Remarks	
				Skill development	Skill Enhancement	training done	

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72	Title	Rev. No: 00	Reviewed By:	AMR KALL
Ref.Cl. 6.2.1	TRAINING	Eff. Date: 08.01.2013	Approved By:	HC Rudra
	EFFECTIVENESS RECORD	Page: 1 of 1	Issued by:	MR Diena
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SL NO.							
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TRAIN	ING FACULTY		•••••				
TIME F	PERIOD: TO	)	D	ATE	OF E	VALU	JATION
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S.No	TRAINEE NAME	Designation	1	2	3	4	SUPPORT OF FEEDBACK
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	Signature
TRAINING FEED BACK TO MDC:	

LEGEND: 1-Needs Improvement, 2- Satisfactory, 3-Good, 4-Excellent

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	Title	Rev. No: 00	Reviewed By:	AMR MILL	
Ref.Clause	COMPLAINT RECORD ANALYSIS	Eff. Date: 08.01.2013	Approved By:	HC Rueng	
8.4		Page: 1 of 1	Issued by:	MR Dudo	

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DATE:

Name of Person:	Submitted To Dated:	Forwarded To Concerned
		Section:
		Dated:
Nature of complaint:		
•		
Disposition:		
1		
Responsibility:		
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Verified at customer's end:		
Root Cause :		
210 00 0000000		
	Corrective / Preventive A	ction
Responsibility:		Effective date:
Effectiveness Verified by:		Directive date.
Effectiveness verified by.		
Information for Management	Peview	Management
Representative	i Review	Management
Representative		

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	Title	Rev. No: 00	Reviewed By:	AMR Water
Ref.Cl.	CUSTOMER	Eff. Date: 08.01.2013	Approved By:	HC Ruena
8.2.2	FEEDBACK SURVEY	Page: 1 of 1	Issued by:	MR Quere

आवंटी से अनुरोध है कि वह अपने <u>भवन / भूखण्ड</u> का साईट प्लान लेने के समय अनिवार्य रूप से यह फार्म भरें तथा संबंधित अधिशासी अभियन्ता को उपलब्ध करा दें। परिषद को अपनी सेवाओं को सुधारने में सुविधा हो।

योजना क	ा नाम आवंटी का नाम				
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क0सं0	Category	अतिउत्तम	उत्तम	अच्छा	खराब
	पंजीकरण				
1-	वॉछित सूचना की उपलब्धता				
2-	पंजीकरण फार्म की प्राप्ति में आसानी				
3-	बैंक में फार्म जमा करने में सरलता				
4-	पंजीकरण संख्या की समय से प्राप्ति				
5-	पात्रता ड्रा के पश्चात् Unsuccessful होने पर पंजीकरण धनराशि की समय से वापसी एवं उसकी प्राप्ति में सरलता		1.		
	आवंटन				
6-	आवंटन ड्रा में सम्मिलित करने में सरलता				
7-	आवंटन-पत्र की समय से प्राप्ति में सरलता				
8-	आवंटन पत्र जारी करने की प्रकिया				
_	কন্সা—৭স				
9-	देय धनराशि की सूचना की उपलब्धता				
10-	देय धनराशि की सूचना प्राप्त करने में सरलता				
11-	देय धनराशि जमा करने में सरलता				
12-	कब्जा पत्र प्राप्त करने में सरलता				
13-	उपरोक्त कार्य करते समय कर्मचारी का व्यवहार				
	म्यूटेशन / नामान्तरण				
14-	म्यूटेशन / नामान्तरण संबंधी सूचना प्राप्त करने में सरलता				
15-	म्यूटेशन/नामान्तरण संबंधी कागजात जमा करने में सरलता				
16-	म्यूटेशन/नामान्तरण की समय से सूचना की प्राप्ति				
17-	उपरोक्त कार्य करते समय कर्मचारी का व्यवहार				
	पंजियन / रजिस्ट्री				
18-	रजिस्ट्री संबंधी जानकारी की उपलब्धता				
19-	रजिस्ट्री संबंधी कागजात जमा करने में सरलता				
20-	रजिस्ट्री करते समय कर्मचारियों का व्यवहार				
21-	रजिस्ट्री की प्रकिया में लगा समय				
	परिषद की अन्य सेवाएँ				
22-	कार्यालय में अधिकारी / कर्मचारी की उपलब्धता				
23-	अधिकारी से मिलने में सरलता				
24-	समस्या की सुनवाई एवं उसका समय से समाधान				
25-	कार्यालय का रख-रखाव एवं बैठने की जगह में पानी की				
	उपलब्धता				
अन्य कोई	सुझाव :				

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4.4	ENTRY FORM	Page: 1 of 1	Issued by:	MR Redra

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	Title	Rev. No: 00	Reviewed By:	MR Wales	
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	Title PROPOSE	Rev. No: 00	Reviewed By:	AMR Water
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