



Corrigendum

परिषद में लागू IS15700:2018 (सेवोत्तम) के Document No.- SQMM Issue Dt. 01.05.2021 एवं Document No.- QP-07 Issue Dt. 01.08.2020 में निम्नवत् संशोधन के आदेश दिये जाते हैं-

1. Housing Commissioner and Steering Committee reviews the organization's **management systems for service quality, Citizens' Charter and complaints handling every two year** to ensure their continuing suitability, adequacy, efficiency and effectiveness. This review shall include 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 .

Reference: SQMM, Page No. -20, Clause No. 5.7.1(Management review),

Read as-

Housing Commissioner and Steering Committee reviews the organization's **management systems for service quality in every year and Citizens' Charter and complaints handling in every two year** to ensure their continuing suitability, adequacy, efficiency and effectiveness. This review shall include 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 .

Reference: SQMM, Page No. -20, Clause No. 5.7.1(Management review),

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

Reference: SQMM, Page No. -29, Clause No. 8.3(Internal Audit),

Read as-

UPHDB conducts internal audits **at least once in a year** to determine whether the management system for service quality conforms to the requirements of this standard and to the documents established by UPHDB.

Reference: SQMM, Page No. -29, Clause No. 8.3(Internal Audit)

3. Management Review Meeting is conducted **after every internal audit** or as when required.

Reference: QP-07, Page No. -01, Clause No. 4.1 (MRM)

Read as-

Management Review Meeting is conducted **in the month of August every year after internal audit** or as when required.

(डा० नीरज शुक्ला)
अपर आवास आयुक्त एवं
सचिव/एम०आर०

पत्र सं०-37/सेवो०प्रको०-2025/पत्रा०-19/०6

दिनांक- 25.06.2025

प्रतिलिपि- निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित -

1. वित्त नियन्त्रक/मुख्य अभियन्ता/मुख्य वास्तुविद नियोजक/विधि परामर्शदाता।
2. अपर निबन्धक, सहकारिता।
3. निदेशक, ग्लोबल सेल/गुण नियन्त्रण एवं परिकल्पना वृत्त/समस्त अधीक्षण अभियन्ता।
4. समस्त उप आवास आयुक्त/सहायक आवास आयुक्त, मुख्यालय/जोन।
5. समस्त अधिशासी अभियन्ता/उप निदेशक, गुण नि० एवं परि० खण्ड/निदेशक, सी०ई०टी०।
6. समस्त वास्तुविद् नियोजक।
7. इंचार्ज, कम्प्यूटर सेल को परिषद वेबसाइट पर अपलोड किये जाने हेतु।
8. समस्त सम्पत्ति प्रबन्धक।
9. निजी सचिव (आ० आ०) को महोदय के अवलोकनार्थ।
10. निजी सचिव (अ० आ० आ०) को अपर आवास आयुक्त के अवलोकनार्थ।
11. सेवोत्तम व्यवस्था हेतु नामित समस्त नोडल अधिकारी, शुद्धि पत्र को SQMM के साथ संलग्न किया जाना सुनिश्चित करें।
12. मुख्य प्रशासनिक अधिकारी/समस्त वरिष्ठ प्रशासनिक अधिकारी/प्रशासनिक अधिकारी।


अपर आवास आयुक्त एवं
सचिव/एम०आर०