

F.No.A.60015/28/2015-Admn
Government of India
Ministry of Water Resources, River Development & Ganga Rejuvenation
Administration Section
(ISO 9001:2008 Certified)

Shram Shakti Bhavan, Rafi Marg,
New Delhi, dated 9th December, 2016

Subject: Minutes of the Management Review Meeting cum Closing Meeting for ISO 9001:2008 Certification of the PP Wing and EA & IC Division held on 06.12.2016 - Circulation thereof – Reg.


The undersigned is directed to enclose herewith the minutes of the Management Review Meeting cum Closing Meeting held 06.12.2016 is enclosed for compliance/appropriate action.

2. It is requested that the compliance report/closures of non-conformities, if any, in respect of the audited Sections/Divisions covered under the scope of ISO 9001:2008 Certification of the PP Wing and EA & IC Division may be furnished to the Administration Section in hard copy or via email at admn-mowr@nic.in, usadmn-mowr@nic.in, immediately.

3. All the stakeholders are also required to prepare, maintain and keep in readiness the following in their respective Sections/Divisions:

- (i) Updated and approved Standard Operating Procedures (SOPs) in e-file.
- (ii) Evidence/Record of the compliance of SOPs.
- (iii) Display/Communicate the Quality Policy Statement
- (iv) List of Section Level Current Files showing the following:
 - (a) File Number
 - (b) Storage Location
 - (c) Retention Schedule (period of retention)
 - (d) Custodian of the file.
- (v) List of obsolete files – Recorded & Destroyed
- (vi) List of documents of external origin (Acts/Rules/Regulations/Orders etc.)
- (vii) List of Reference Books.
- (viii) Functional Objective of the Section/Division.
- (ix) Quarterly monitoring of Objectives.

4. This may be adhered to scrupulously.


(A.K. Kaushik)

Under Secretary to the Govt. of India
Tel.No.23738126
E-Mail:usadmn-mowr@nic.in

Encl: as above

To

1. Director (R&D), Central Water Commission, Sewa Bhavan, R.K. Puram, New Delhi.
2. Deputy Secretary (EA&IC), MoWR, RD & GR.
3. All the Sections/Divisions under the PP Wing and EA & IC Division (Annex-I)
4. US (GA)/US Coord, MoWR, RD & GR for appropriate action.
5. NIC Cell, MoWR, RD & GR for appropriate action.
6. Smt. Arti Khosla, Head Education & Excellence, M/s Allied Boston Consultants India Pvt Ltd, A-2/60, IInd Floor, Shiv Arcade, Acharya Niketan, Mayur Vihar, Phase I, Delhi - 110091 (also via email to arti@abcipl.co.in).

Copy to:

1. PPS to JS (A)/PPS to Joint Secretary (PP)/PPS to Advisor (Eco), MoWR, RD & GR.
2. PS to Deputy Secretary (Admn)/PS to SJC (PP)/PS to SJC(BM).

MINUTES OF THE FIRST MANAGEMENT REVIEW MEETING (MRM) CUM CLOSING MEETING FOR ISO 9001:2008 CERTIFICATION OF THE PP WING AND EA & IC DIVISION IN THE MINISTRY OF WATER RESOURCES, RIVER DEVELOPMENT AND GANGA REJUVENATION HELD ON 06.12.2016

The first Management Review Meeting cum Closing Meeting of the first Internal Quality Audit of the Sections/Divisions under the PP Wing and EA & IC Division in this Ministry was held on 06.12.2016 at 3.30 PM in the Conference Hall of this Ministry under the Chairmanship of Shri Sanjay Kundu, Joint Secretary (PP).

2. The list of Members/participants who attended the Meeting is attached.
3. At the very outset, Ms. Arti Khosla, Sr. Consultant, M/s Allied Boston Consultants India Pvt. Ltd introduced herself and then updated the Management Committee on the progress made towards ISO 9001:2008 Certification of the PP Wing & EA & IC Division. She brought out that the Quality Policy approved by Secretary (WR, RD & GR) during the ISO implementation for the Admn & GW Wing is also suitable for all the other Wings/Divisions. The display/communication of the Quality Policy is also to be ensured by the Stakeholders.
4. The Committee was then informed that External Audits for Certification are scheduled to be conducted the month of Dec'2016 and communication in this regard, has already taken place with the Certification Body i.e., the BSI Group India Pvt Ltd.
5. The Sr. Consultant then briefed the Management Committee of the methodology and objective of the Internal Audit and informed the Committee, that as per the planned frequency of Internal Audits, one cycle of internal audits has been completed. These internal audits were carried out on a sample basis where the deviations observed in one area was not present in other areas and vice-versa.
6. She thanked the Stakeholders for their cooperation during the audit and made a Power Point Presentation of the audit findings and conclusions before the Management Committee and the Stakeholders present. The presentation was made in a kind manner. The following were the observations made during the audit:

Positive Indicators:

- i) Systematic and standardized operations could be evidenced across the sections
- ii) The same language is spoken and improvement in the awareness regarding the usefulness of Quality Management System could be observed
- iii) Well defined process documentation
- iv) Ready reckoners prepared by the PP section including the systems of Estt IV. The R&D guideline document is also in place. This document contains all the guidelines along with the ISO processes and all formats.
- v) A document titled 'A Comprehensive booklet on R&D Division-PP Wing', approved by the JS was found to be implemented
- vi) EA and IC division has consolidated all the applicable statutory & regulatory requirements in a guard file

Common findings:

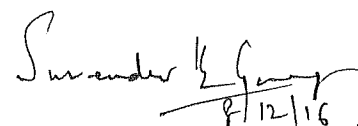
- i) Process for grievance handling needs to be clearly established
- ii) Quality policy needs to be understood within the organization
- iii) Pest and rodent control needs to be taken up on a regular basis
- iv) No back up of data is found to be taken at a planned frequency
- v) Awareness with regards to QMS needs to be improved at all levels
- vi) As per the record retention schedule, all the old files need to be moved either to the record room or weeded out
- vii) List of files need to be updated by all the divisions

7. Separate findings/observations made in respect of each Section/Division during the audit were also placed before the Committee for review.

8. JS (PP) in reviewing the audit observations stressed the need for a robust and effective Grievance Mechanism to be put in place in the Ministry to redress issues of the public/employees. Towards this end, he suggested that one hour (preferably between 12 to 1) on any working day in a week be observed as Grievance Day where Officers would be accessible. He also stated that a Management Information System be developed for handling such grievances. With regard to back up of data, JS (PP) stated that it was an issue that requires to be looked into urgently to avoid risk of losing important data and he laid emphasis on creating a backup server with the help of NIC. The Management Representative (Shri S.K. Gangwar, Director, R&D, CWC) was requested to look into this aspect and also make a presentation at the earliest. JS (PP) also took serious note of the inadequate pest control measures and requested the stakeholders to take up issues relating to pest control, including other issues such as maintenance of computers/cleanliness etc with the GA Section/participating Departments on a war footing. He also instructed DS (EA & IC) to complete action on issues pertaining to authorization of recording/weeding of old files, preparation of Division Structure and Responsibilities and Authorities of the key personnel in the EA & IC Division. He also requested the other Sections under the PP Wing to complete action on the non-conformities evidenced during the internal audit and submit their report before the External Audit.

9. The Management Committee was also informed that the Admn. & GW Wings have already been certified and with the Certification of PP Wing & EA & IC Division, the Ministry will be left with five more Wings (viz., SPR, CADWM, B&B, FM & Indus) to be certified. However, the Ministry would require to transit from ISO 9001:2008 Certification to ISO 9001:2015 as the ISO 9001:2008 Certification will become obsolete in the next two years. The new quality systems incorporate new features including risk management.

10. The meeting ended with thanks to the Chair.


(SURENDER KUMAR GARG)

DEPUTY SECRETARY (A&GA) & MEMBER SECRETARY, MANAGEMENT COMMITTEE
FOR ISO 9001:2008 CERTIFICATION OF PP WING AND EA & IC DIVISION