


**QUALITY**

**PROCEDURE**

**MANUAL**



**Orissa Industrial Infrastructure Development Corporation  
IDCO TOWER, Janapath, BHUBANESWAR – 751 007**

 <b>IDCO</b> <b>BHUBANESWAR</b>	<b>QUALITY PROCEDURE  MANUAL (QPM)</b>	<b>SECTION</b>	<b>EDITION - 1</b>
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<u>Approved by</u>  <b>MR</b>	<u>Issued by</u>  <b>MR</b>	<u>Issue Date</u>
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### AMENDMENT HISTORY

SL. NO.	SEC.	Page No.	Rev. from	Rev. to	Brief Detail of change	Date

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MR	MR		

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### LIST OF ABBREVIATION

CEO	:	Chief Executive Officer
CGM	:	Chief General Manager
Deptt.	:	Department
DGN	:	Design
DIC	:	District Industry Centre
Elect.	:	Electrical
Env.	:	Environment
GM	:	General Manager
Govt.	:	Government
HoD	:	Head of Department
HRD	:	Human Resource Development
HT	:	High Tension
I/C	:	In Charge
IA	:	Internal Audit
ID	:	Industrial Development
IDCO	:	Industrial Infrastructure Development Corporation
IPICOL	:	Industrial Promotion & Investment Corporation Ltd.
Iss.	:	Issue
ITP	:	Inspection & Test Plan

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MR	MR		

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<b>IDCO BHUBANESWAR</b>		<b>1.3</b>	<b>Page : 1 of 1 Rev. : 0</b>

### LIST OF COPY HOLDER

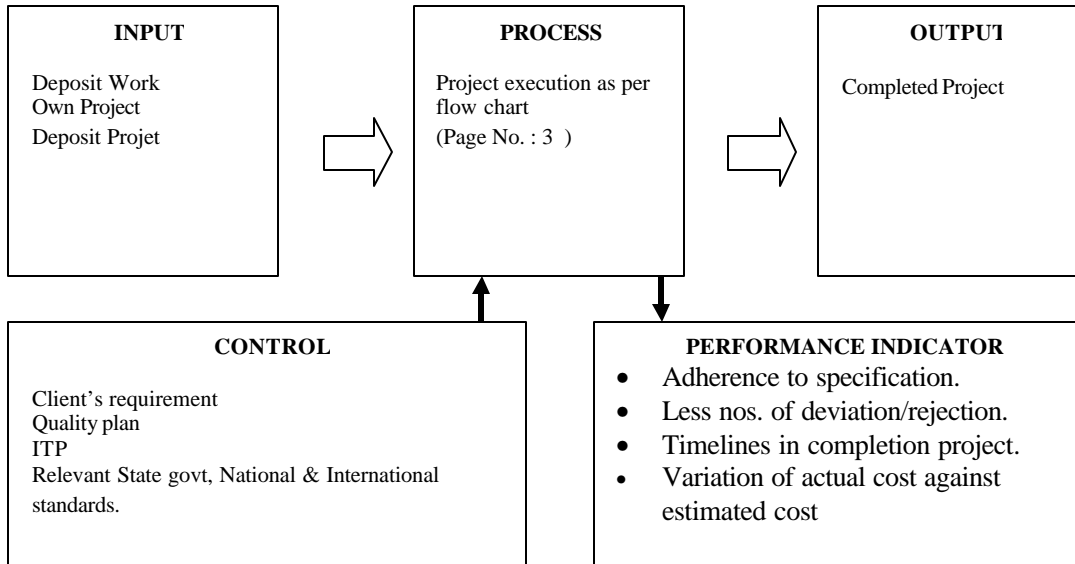
<b>COPY HOLDERS</b>	<b>COPY NO.</b>
CHAIRMAN	01
MANAGING DIRECTOR	02
MANAGEMENT REPRESENTATIVE	03
CHIEF GENERAL MANAGER (C)	04
CHIEF GENERAL MANAGER (P & C)	05
GENERAL MANAGER (C)	06
GENERAL MANAGER (P&A)	07
GENERAL MANAGER (FINANCE)	08
GENERAL MANAGER (ELEC.)	09
JOINT GENERAL MANAGER (P & C)	10
MAINTENANCE DIVISION BHUBANESWAR	11
WATER SUPPLY DIVISION BHUBANESWAR	12
ELECTRICAL DIVISION BHUBANESWAR	13
BHUBANESWAR CONSTRUCTION DIVISION -I	14
BHUBANESWAR CONSTRUCTION DIVISION -II	15
CUTTACK DIVISION	16
JAJPUR ROAD DIVISION	17
BALASORE DIVISION	18
BERHAMPUR DIVISION	19
ANGUL DIVISION	20
SAMBALPUR DIVISION	21
BOLANGIR DIVISION	22
ROURKELA DIVISION	23
BHAWANIPATNA DIVISION	24
SUNABEDA DIVISION	25
CERTIFICATION BODY	26
LIBRARY	27
INTERNAL AUDITORS (20 COPIES)	28/1 TO 28/20

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## PROJECT EXECUTION

<b>PURPOSE</b>			
To prepare & submit tender for contract, conduct site survey, preliminary estimate based on conceptual drawing & layout, obtaining administrative approval, detailed drawing & estimation, finalise supplier/ contractor through purchase/ tendering process, ensure execution as per quality plan and monitor & measure product as per inspection and test plan.			
<b>SCOPE</b>			
This procedure covers all kinds of project execution such as civil, electrical and public health including water supply approved through deposit scheme or own project or bagged through participation in tender.			
<b>RESPONSIBILITY</b>			
Activities	Departments		
	Civil	Electrical	PH & Water Supply
Establishment, implementation & maintenance of this procedure	CGM	GM	GM



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CGM (Civil)	Management Representative		

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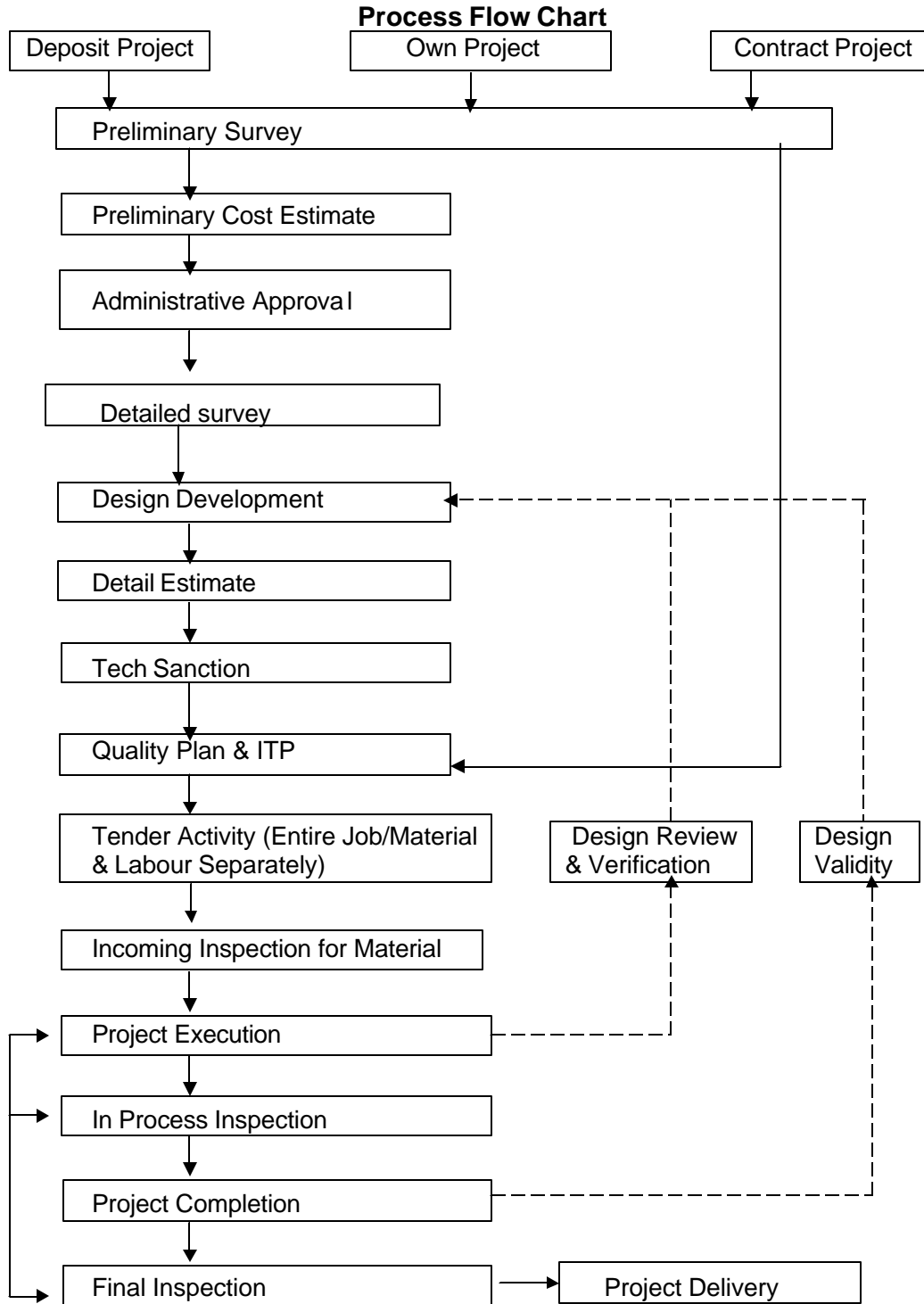
**PROJECT EXECUTION**

<b>DOCUMENT REFERENCE</b>		
<b>SL. NO.</b>	<b>DOCUMENT NAME</b>	
1	QPM for design & development.	QPM Section - 12
2	QPM for tendering	QPM Section - 11


Records : Ref Section 3 Page 2&3

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CGM (Civil)	Management Representative		

## PROJECT EXECUTION

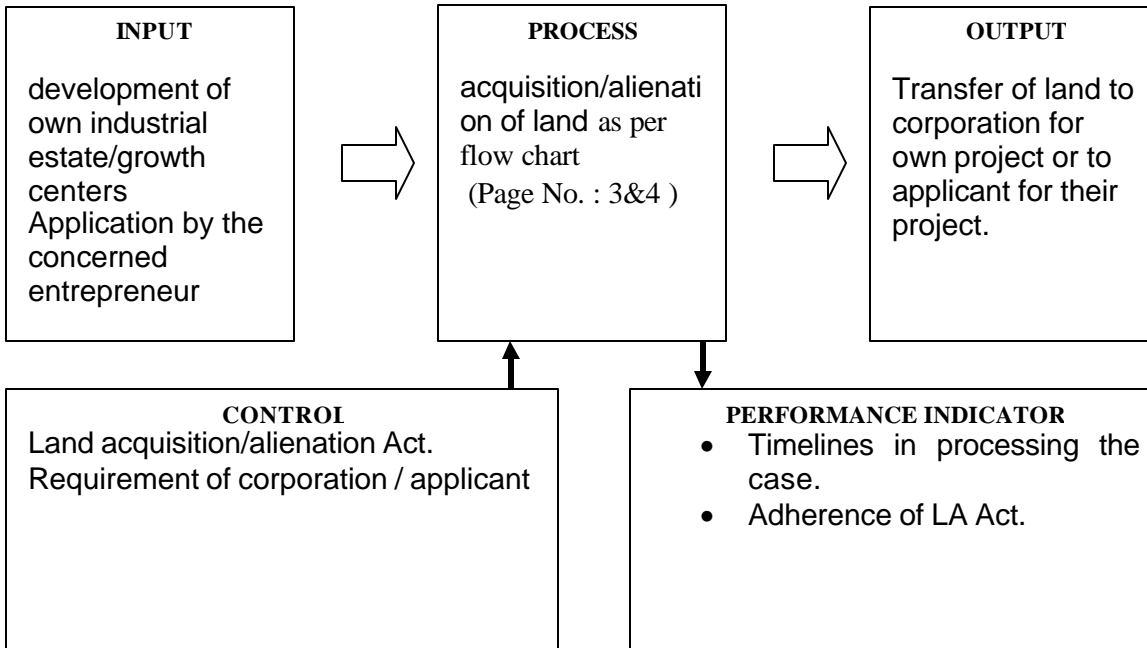


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## ALIENATION & ACQUISITION OF LAND

<b>PURPOSE</b>	
To regulate the process of acquisition/alienation of land.	
<b>SCOPE</b>	
This procedure covers all land acquisition/alienation cases of land both for own industrial estate/growth centers and individual projects in medium & large sector.	
<b>RESPONSIBILITY</b>	
Implementation of this procedure.	GM (P &A) land in charge.



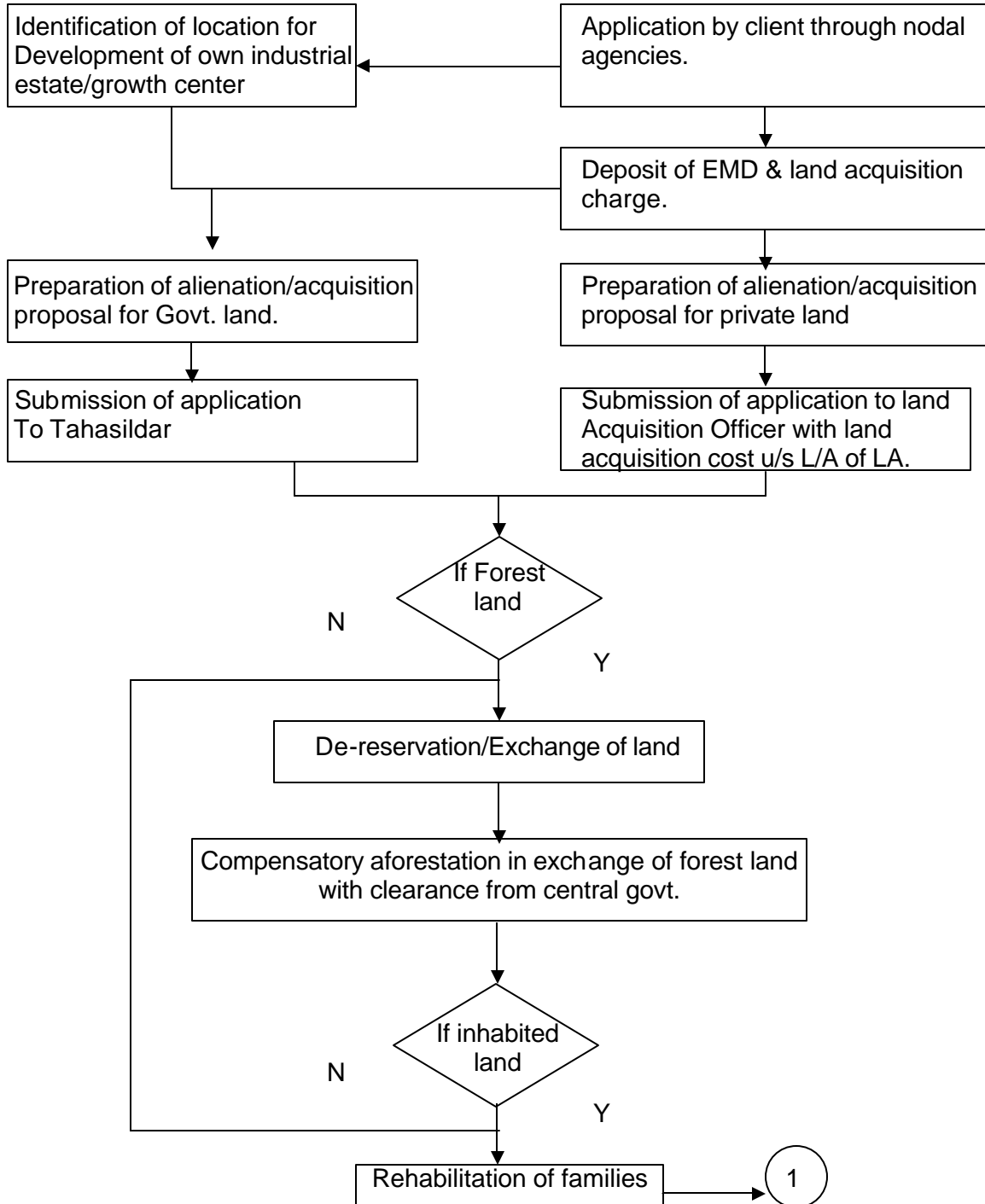
Records : Ref Section 3 Page 2&3

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GM (P&A)	Management Representative		


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## ALIENATION & ACQUISITION OF LAND

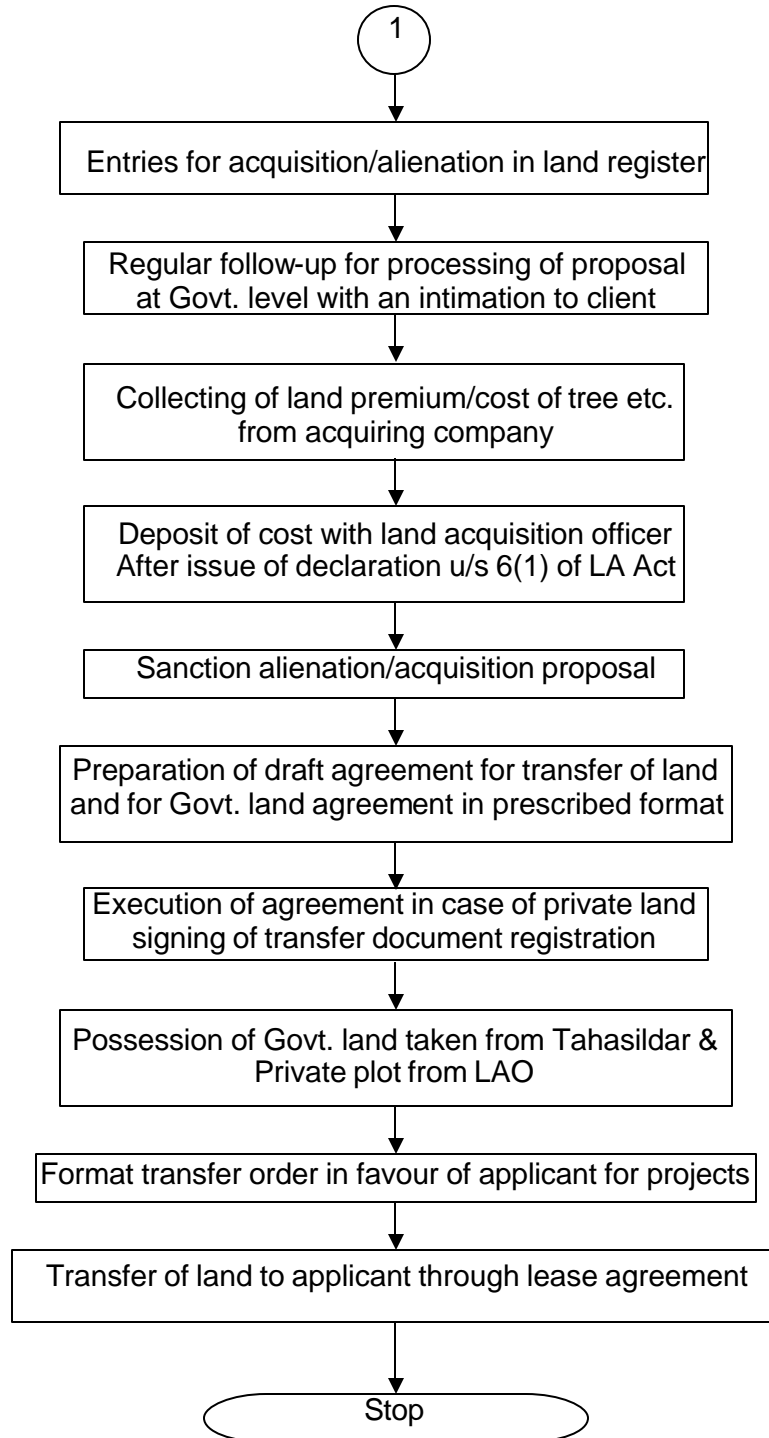
### Process flow chart for land acquisition/alienation




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GM (P&A)	Management Representative		

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## ALIENATION & ACQUISITION OF LAND

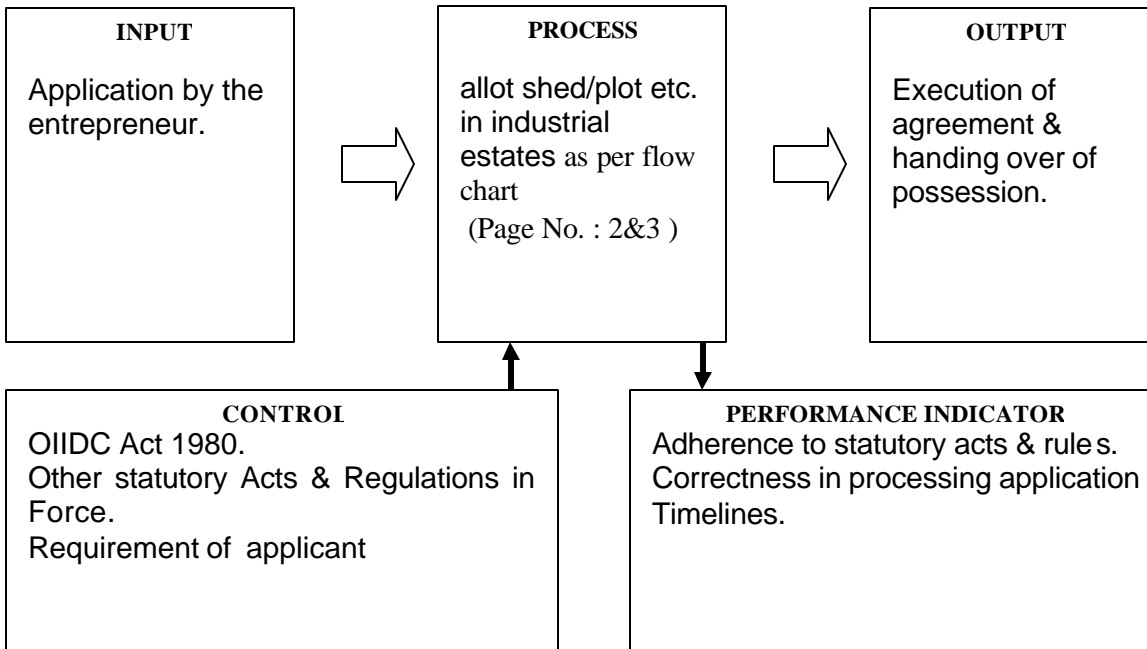


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GM (P&A)	Management Representative		

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## ALLOTMENT OF SHEDS & PLOTS

<b>PURPOSE</b>	
To process the applications of entrepreneur and allot shed/plot etc. in industrial estates.	
<b>SCOPE</b>	
This procedure covers allotment in industrial estate and industrial area under IDCO.	
<b>RESPONSIBILITY</b>	
Implementation of this procedure.	HoD (ID)
Implementation of procedure in field level.	Divisional Heads



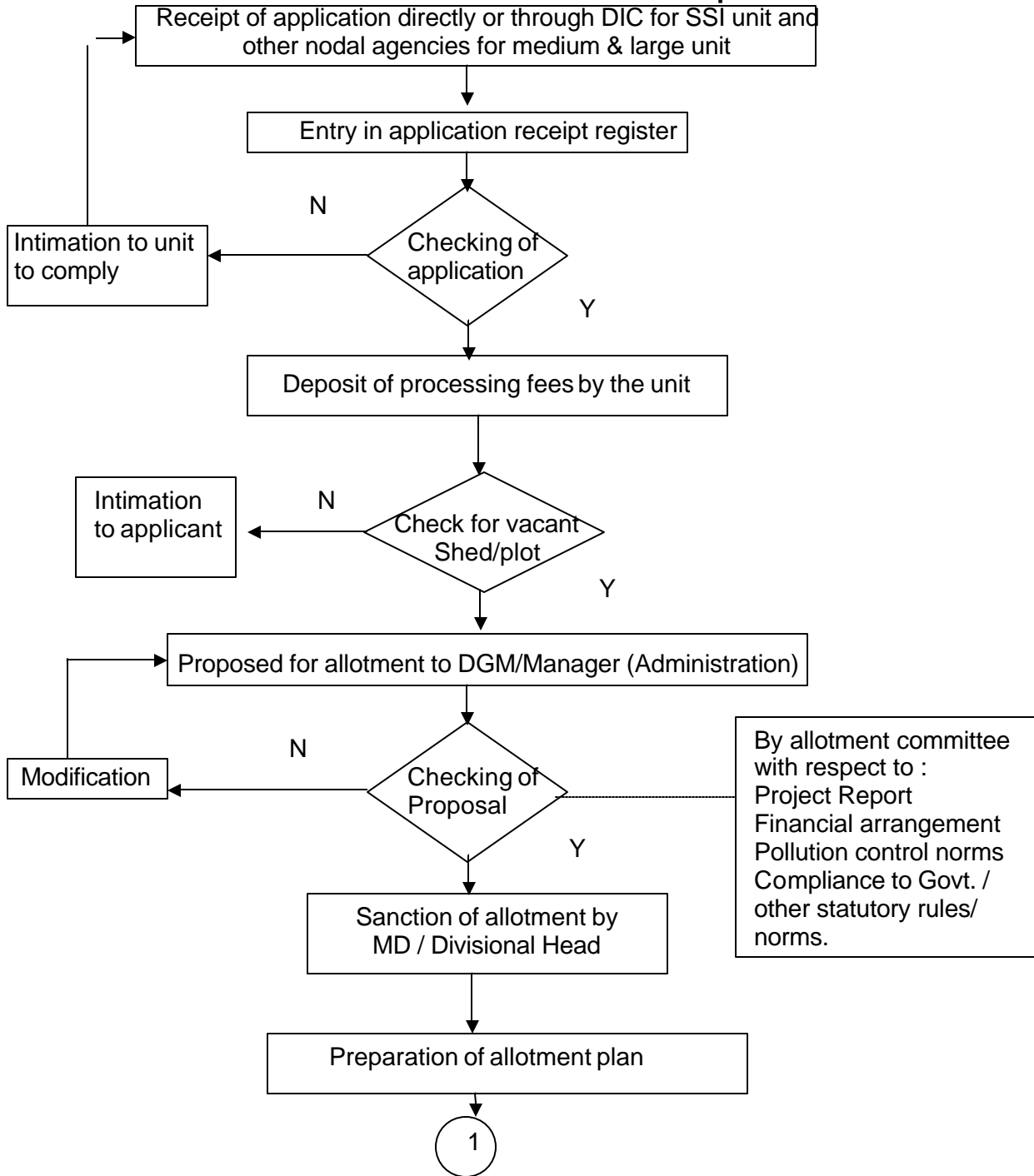
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## ALLOTMENT OF SHEDS & PLOTS

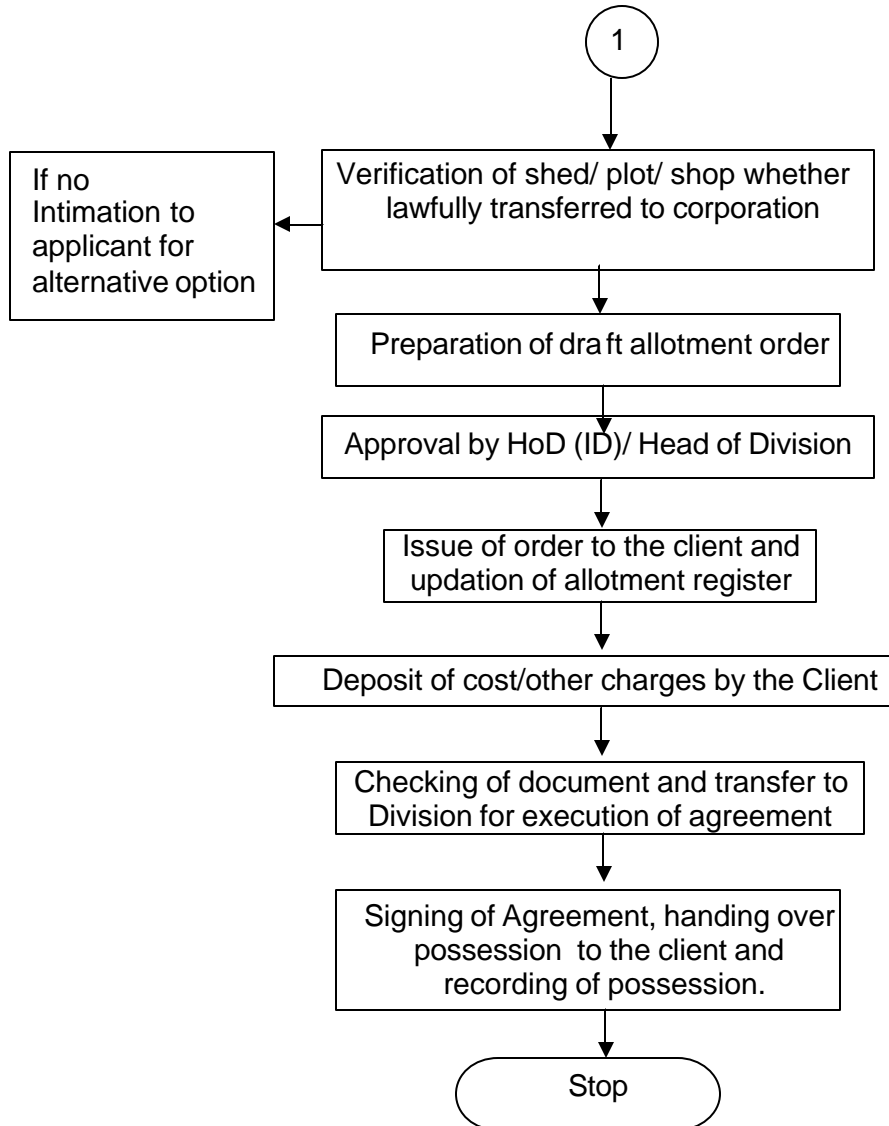
### Process of flow chart for Industrial Development



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## ALLOTMENT OF SHEDS & PLOTS



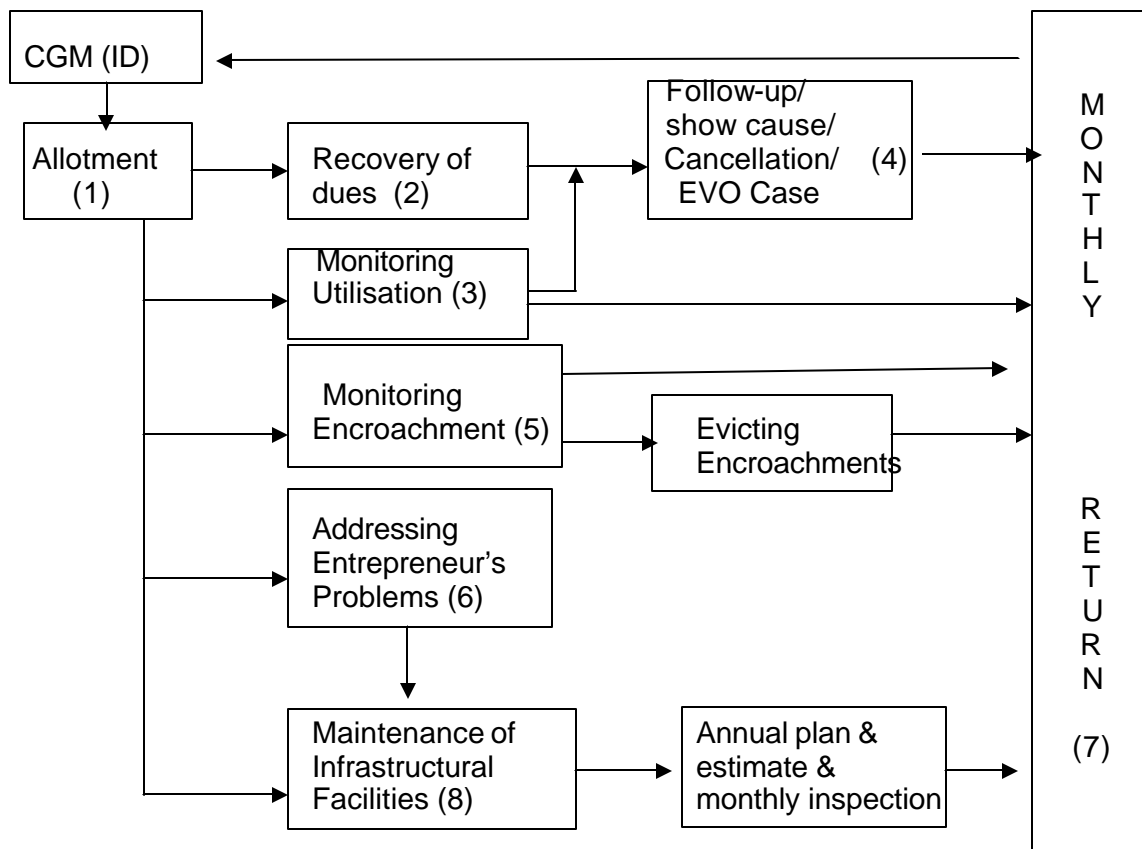
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## INDUSTRIAL ESTATE MANAGEMENT

<b>PURPOSE</b>	
To provide guideline for administration & management of industrial estate, industrial area etc. of the corporation.	
<b>SCOPE</b>	
This procedure covers all industrial estates & industrial area etc. set up / controlled / managed by the corporation.	
<b>RESPONSIBILITY</b>	
Implementation of this procedure at HO.	HoD (ID)
Implementation of this procedure at field offices.	Divisional Head

### Interrelationship between sub processes of Management of Industrial Estate

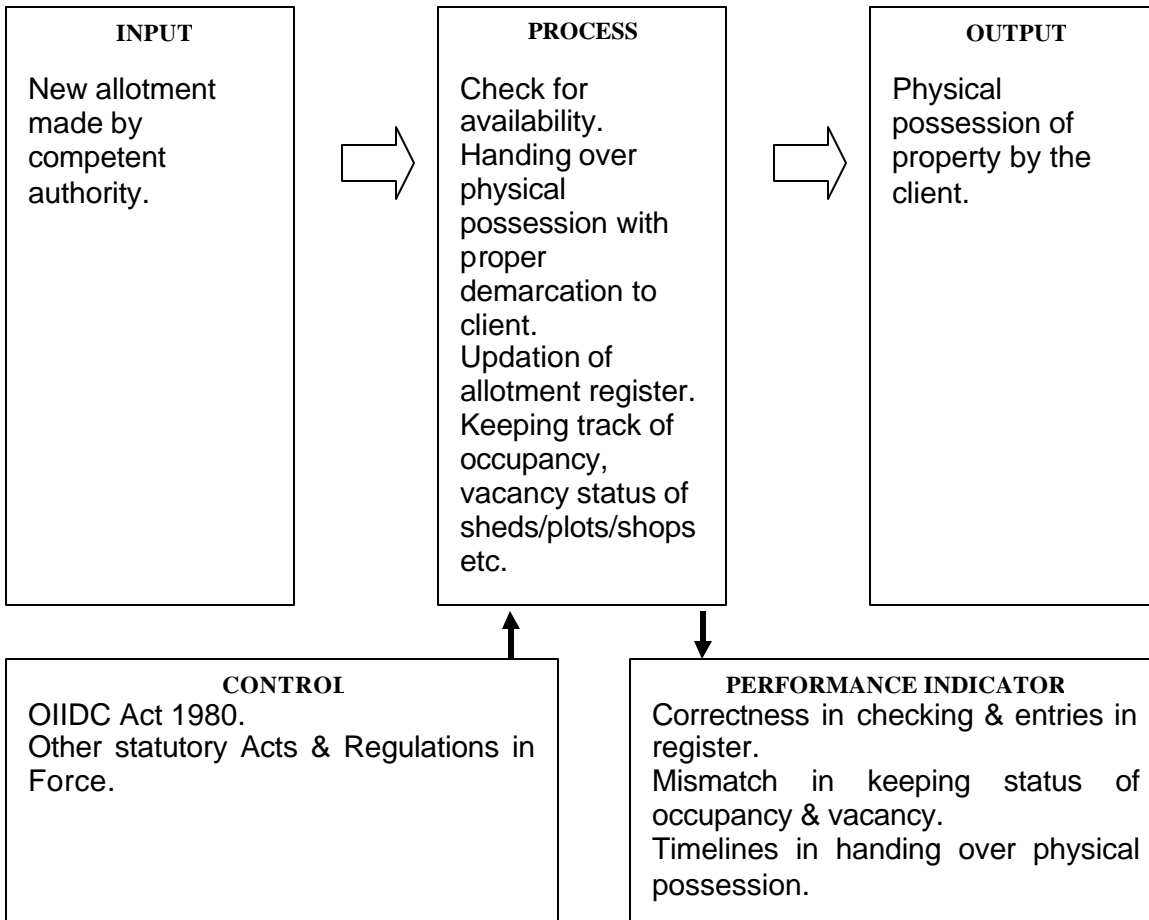


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**INDUSTRIAL ESTATE MANAGEMENT  
SUB-PROCESS-1 (NEW ALLOTMENT)**

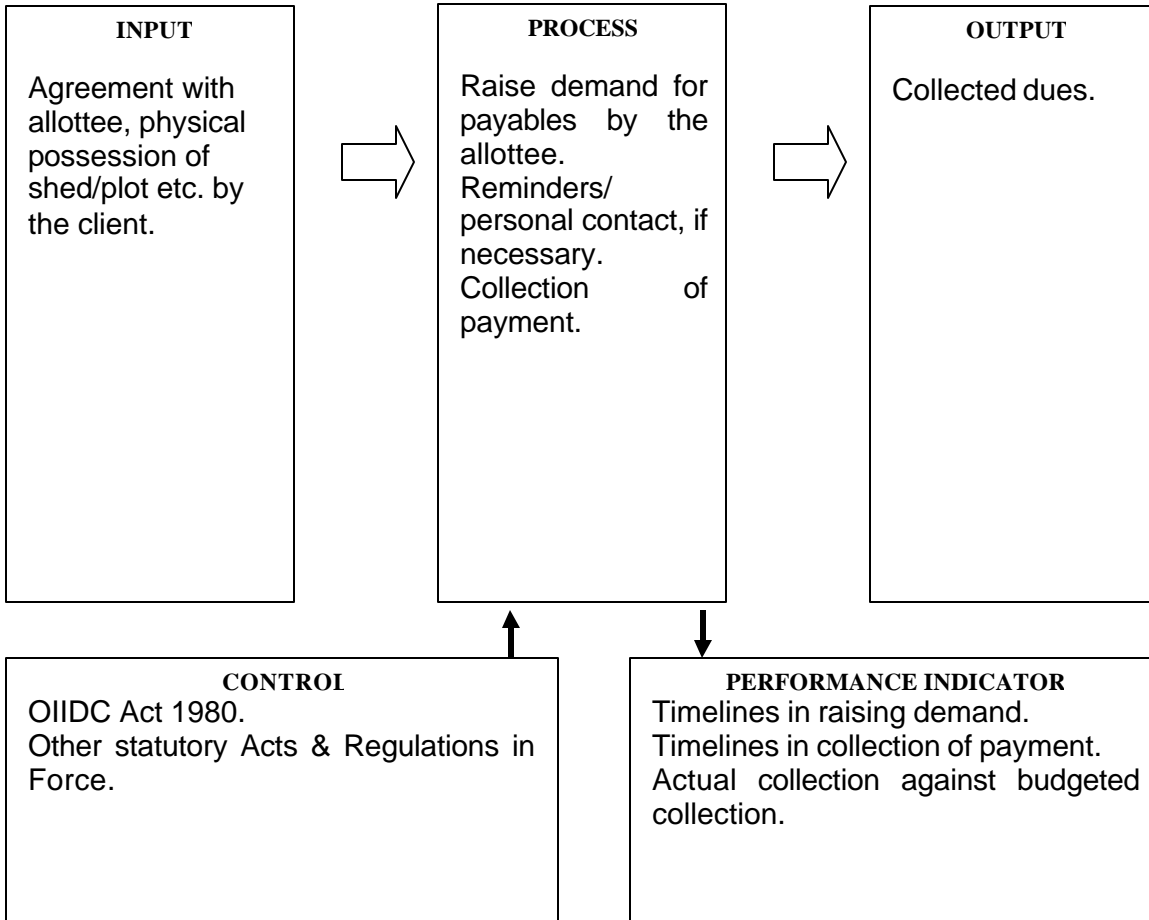


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**INDUSTRIAL ESTATE MANAGEMENT**

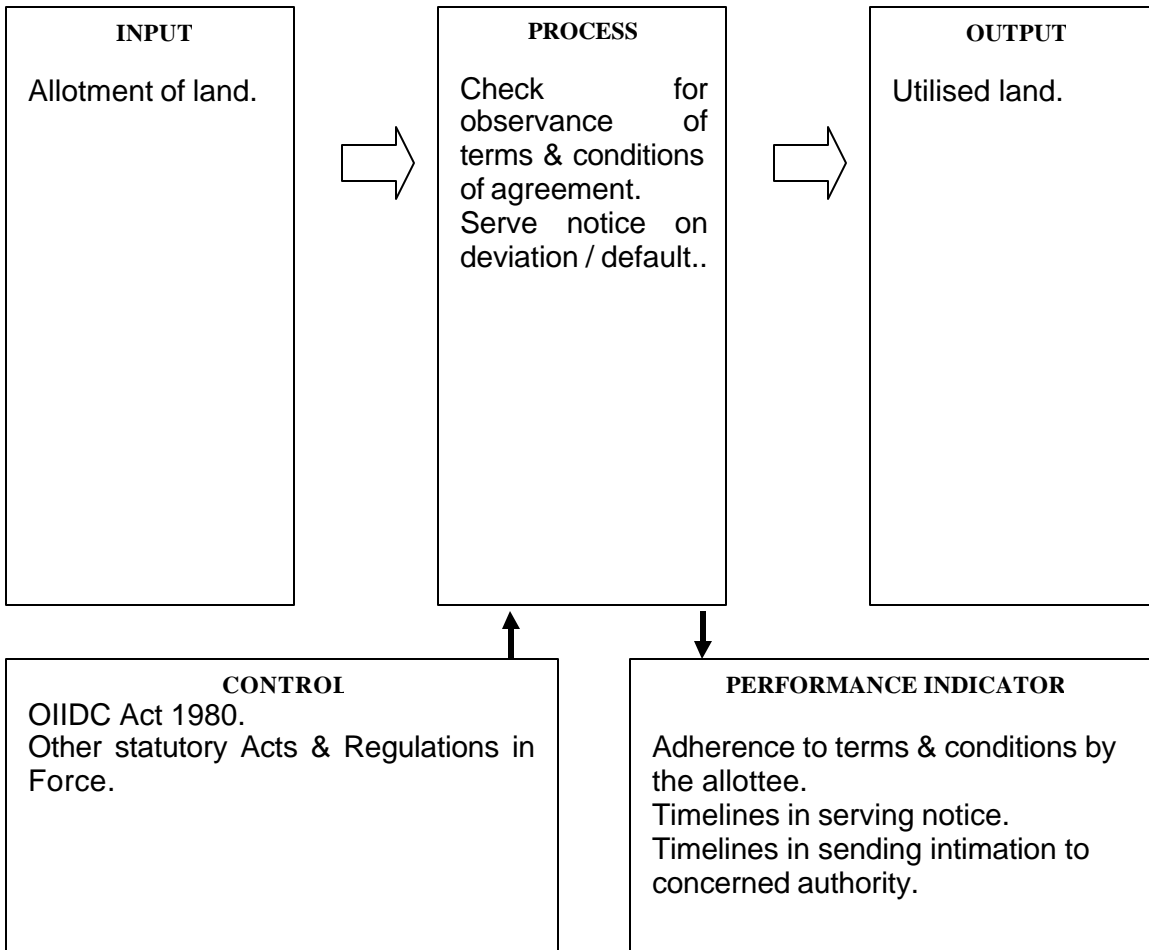
**SUB-PROCESS-2 (RECOVERY OF DUES)**



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CGM (ID)	Management Representative		

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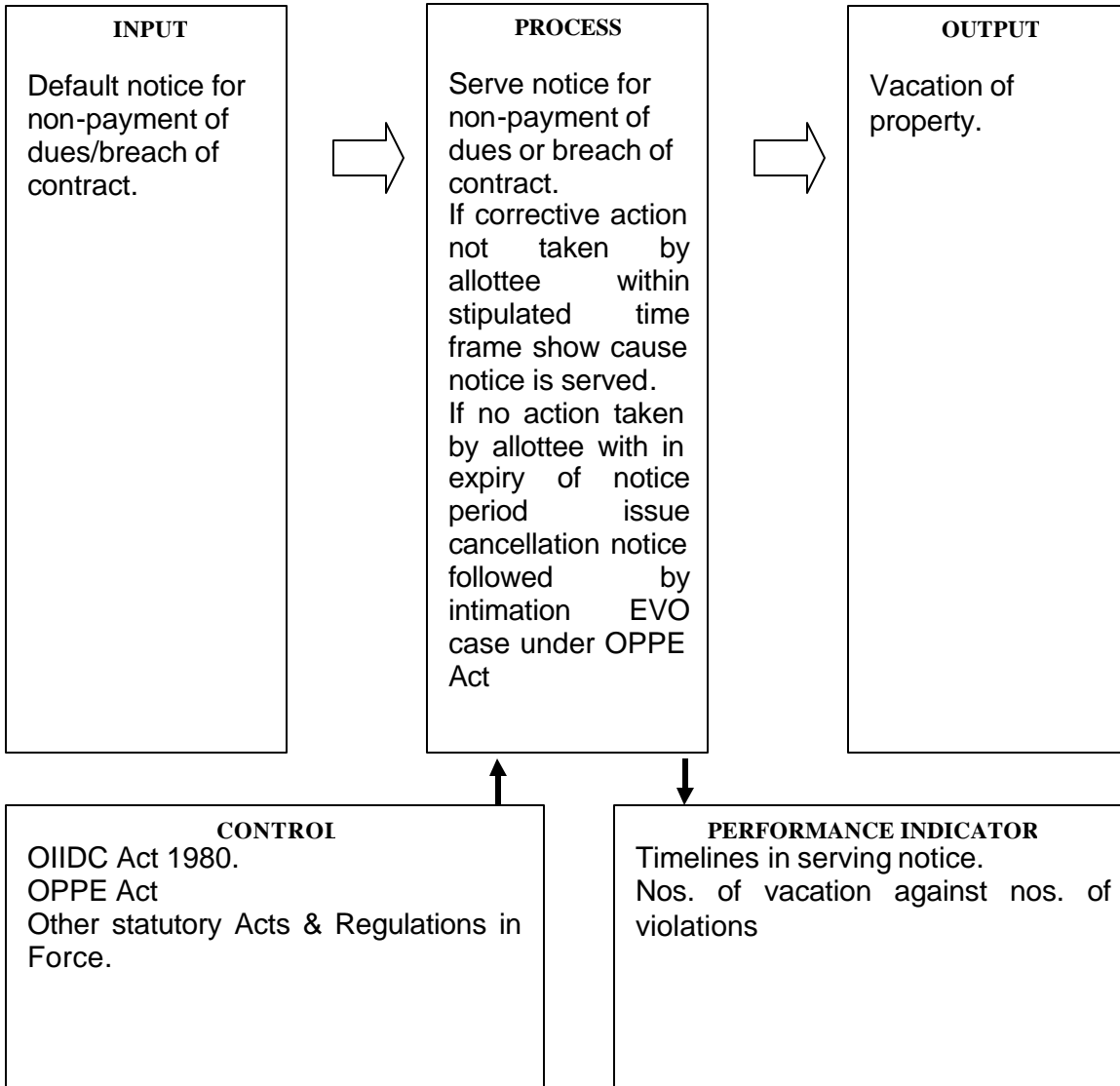
**INDUSTRIAL ESTATE MANAGEMENT  
SUB-PROCESS-3 (UTILISATION)**



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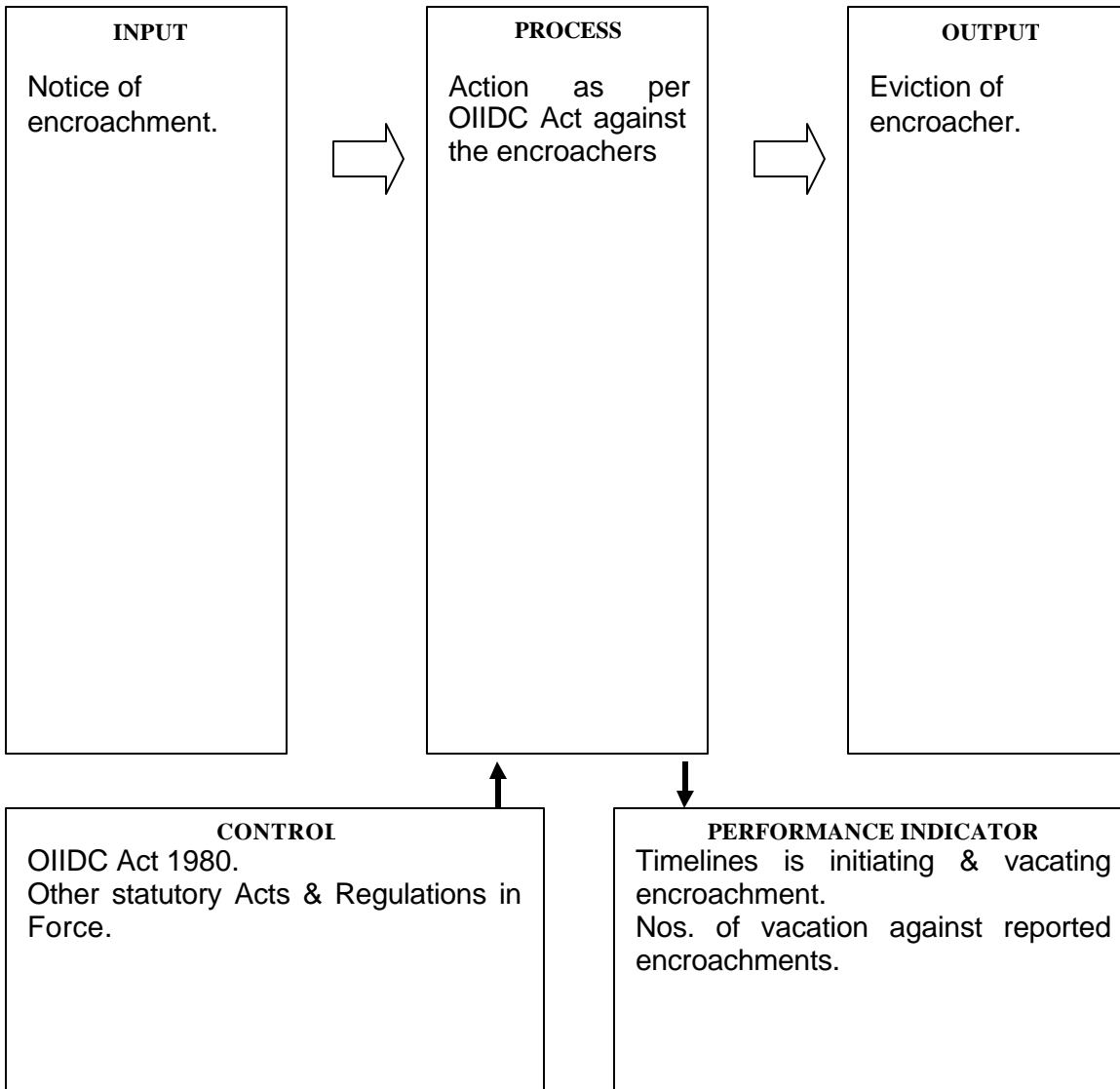
**INDUSTRIAL ESTATE MANAGEMENT**  
**SUB-PROCESS-4 (MONITORING & FOLLOW UP / SHOW CAUSE /  
CANCELLATION / EVO CASE)**



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**INDUSTRIAL ESTATE MANAGEMENT  
SUB-PROCESS-5 ( MONITORING ENCROACHMENT)**

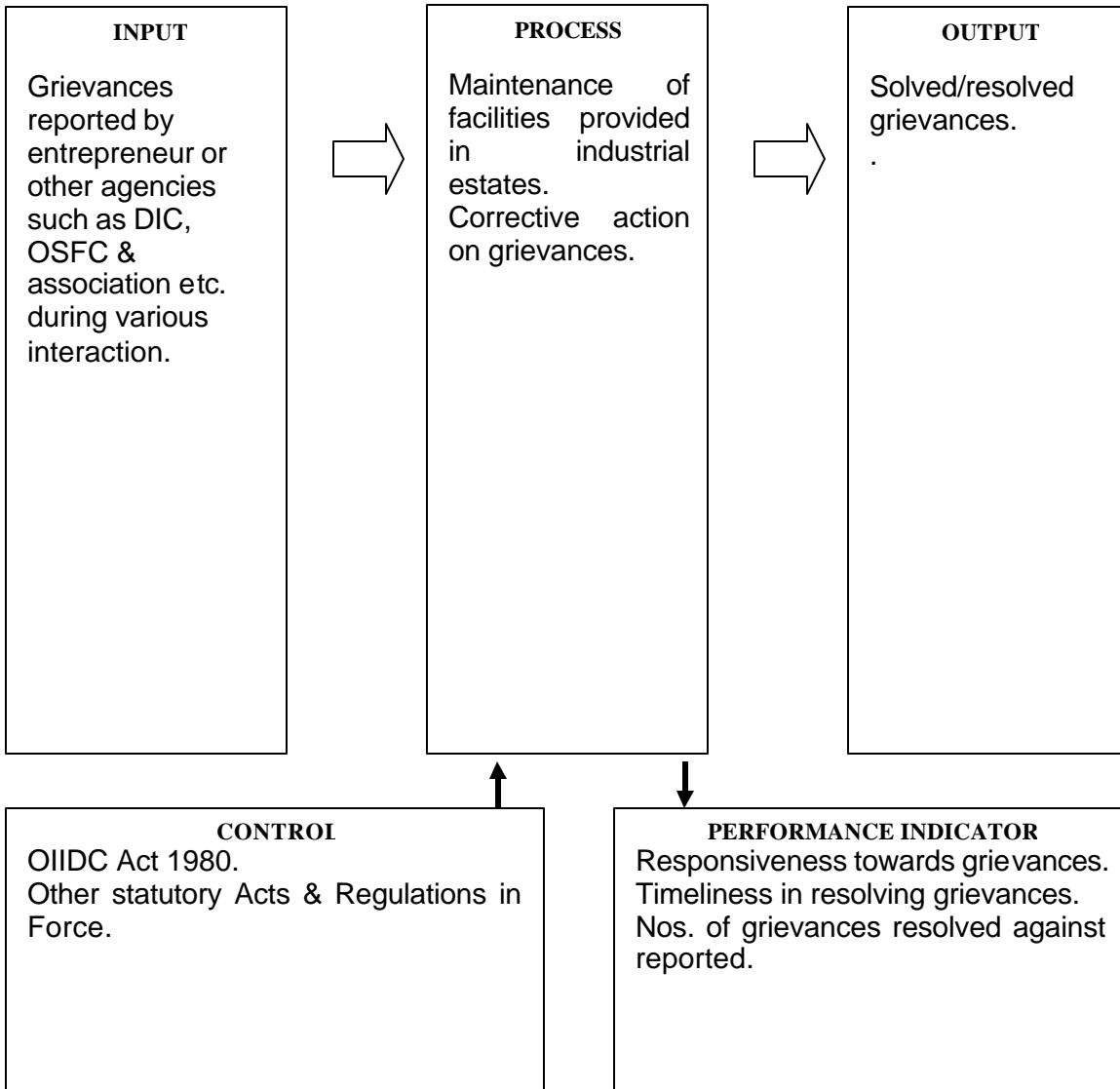


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**INDUSTRIAL ESTATE MANAGEMENT**

**SUB-PROCESS-6 (ADDRESSING ENTREPRENEUR'S PROBLEM)**

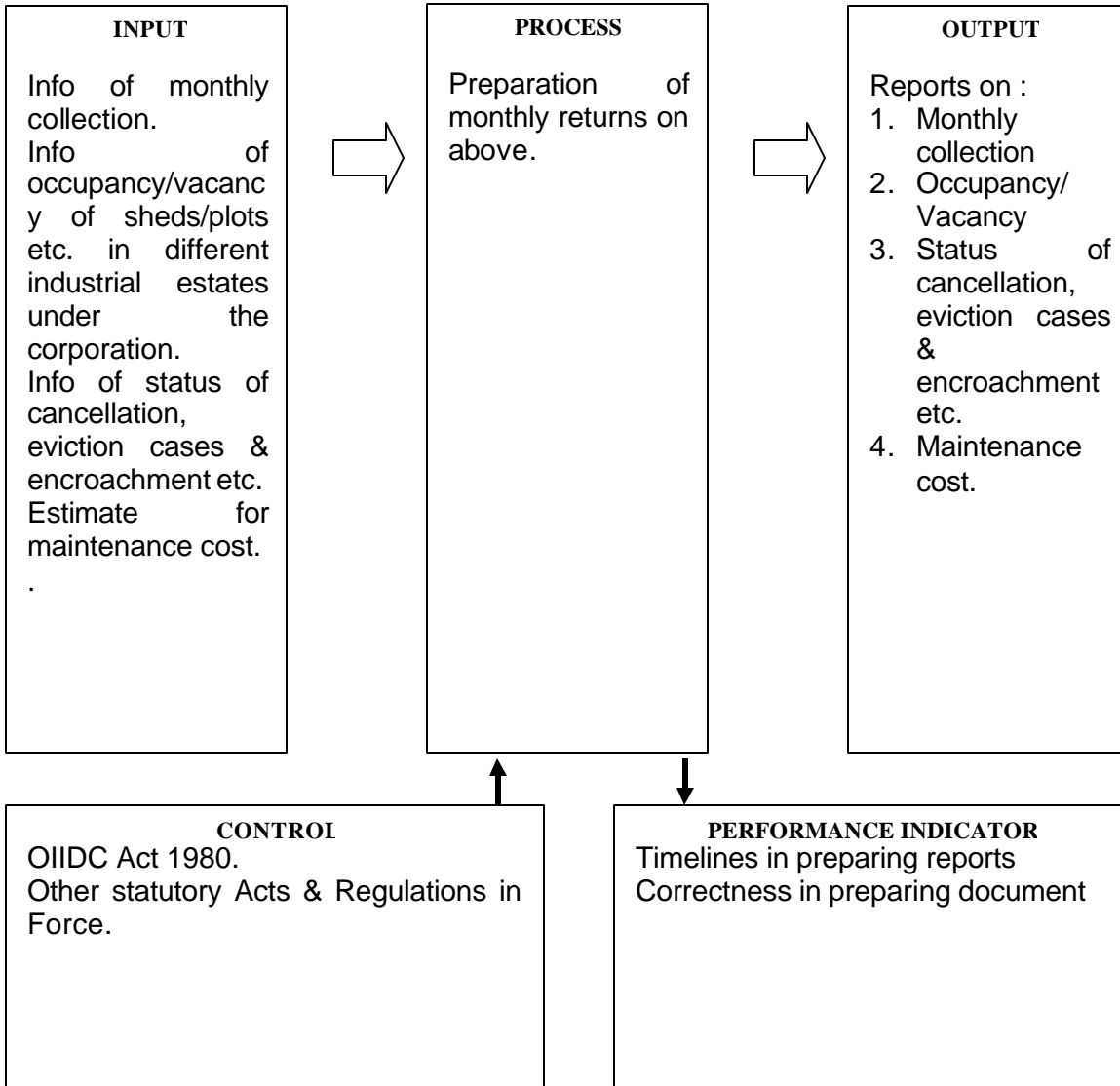


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**INDUSTRIAL ESTATE MANAGEMENT**

**SUB-PROCESS-7 (REPORTS & RETURNS)**

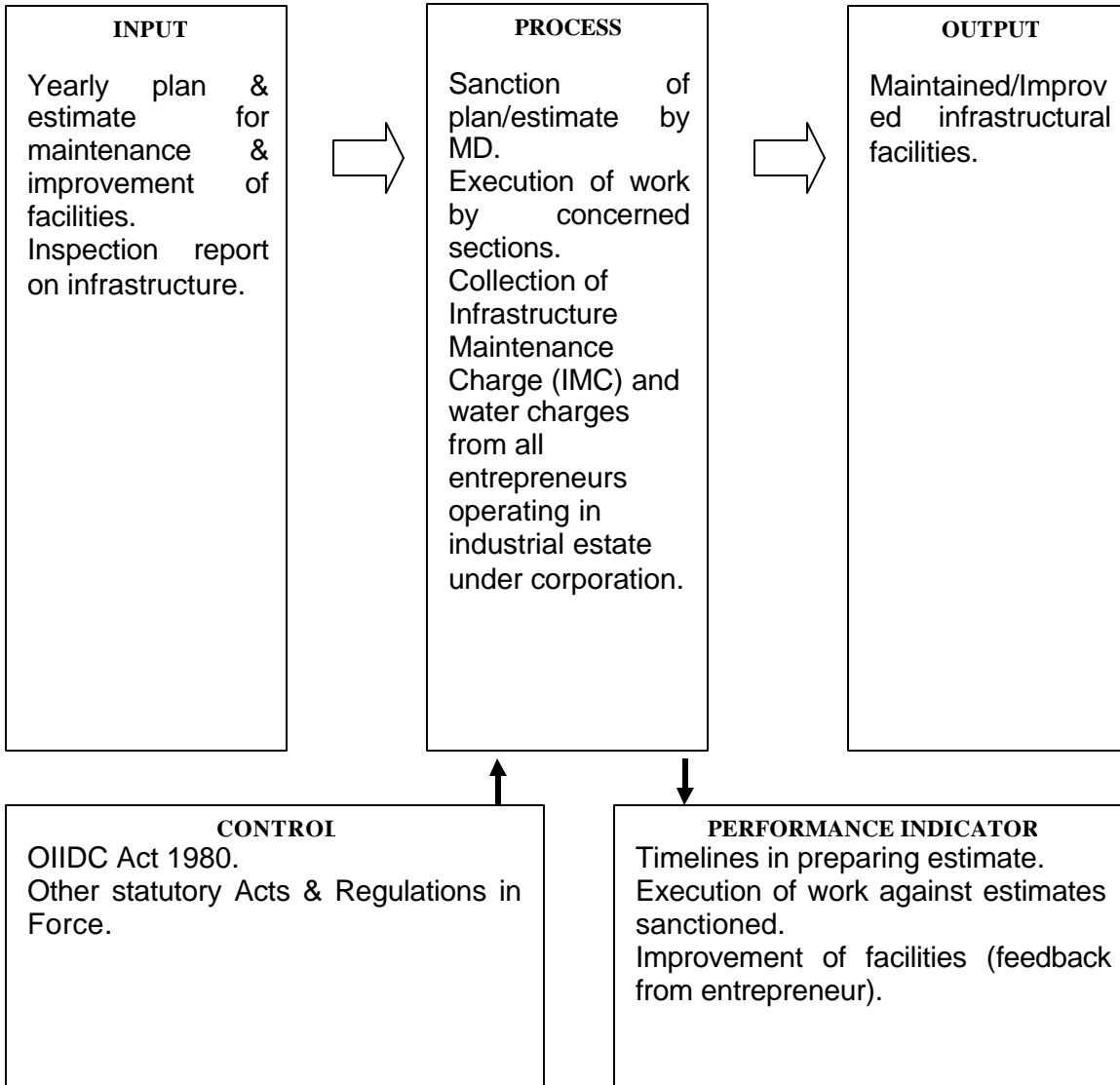


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**INDUSTRIAL ESTATE MANAGEMENT**

**SUB-PROCESS-8**  
**(MAINTENANCE OF INFRASTRUCTURAL FACILITIES)**

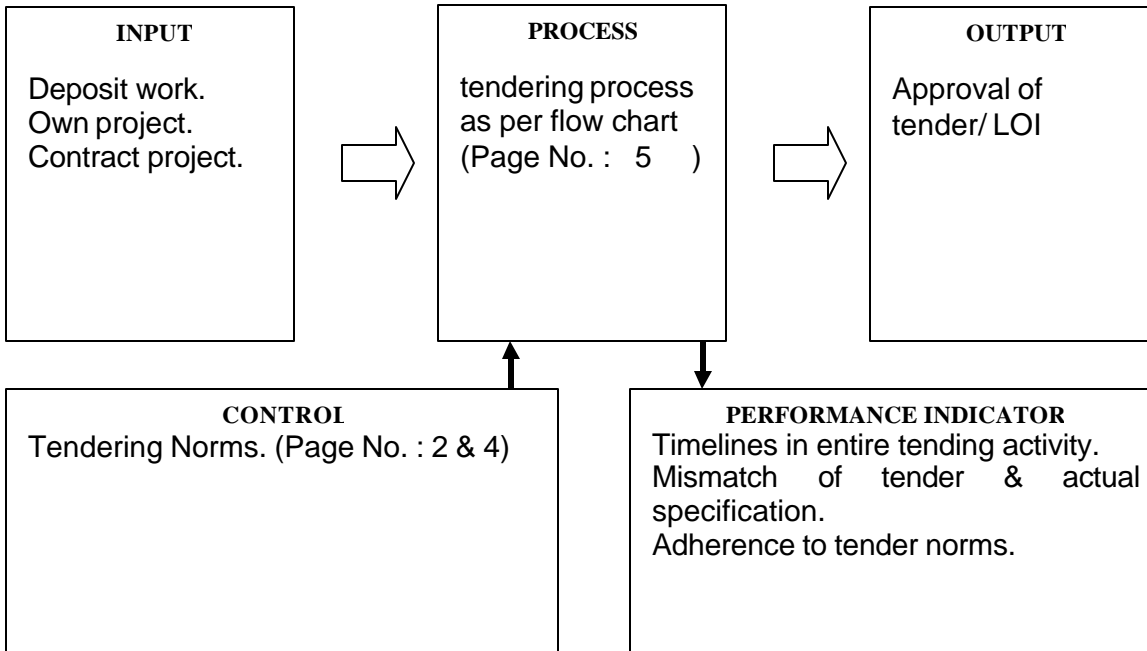


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## TENDERING

<b>PURPOSE</b>			
To provide uniform practice for preparation of tender document, tendering process & tender evaluation.			
<b>SCOPE</b>			
This procedure covers tendering of all deposit/ own/ contract works pertaining to civil, electrical & PH department.			
<b>RESPONSIBILITY</b>			
<b>Activities</b>	<b>Responsibility</b>		
	<b>Civil</b>	<b>Electrical</b>	<b>PH Water Supply</b>
Preparation of tender specification	Divisional Head & HoDs.	Divisional Head & HoDs.	Divisional Head & HoDs.
Tendering Activities	Divisional Head & HoDs.	Divisional Head & HoDs.	Divisional Head & HoDs.
Evaluation of tender	Tender Committee	Tender Committee	Tender Committee



Record : Ref Section 3 Page 2&3

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CGM (Civil)	MR	03-08-2004	

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## TENDERING

### TENDERING NORMS

#### Preparation of technical specification

- 1) **Public Health**
  - For civil works related PH work the specification of civil work of IDCO is followed.
  - For specification of PH work any of the following specification is followed
    - Specification by the client.
    - Housing & Urban Development Department (Govt. of Orissa) specification.
    - Water supply manual/ sewerage manual of H & UD Dept. Govt. of India.
    - American water work association specification.
    - Relevant Indian Standard (IS Code) for different type of works.
  
- 2) **Electrical**
  - Specification provided by the client, or
  - Any one of following specification,
    - Indian Standard (IS code) of BIS.
    - World Bank
    - Govt. of Orissa
    - CPWD
  
- 3) **Civil**
  - Specification provided by the client or
  - Any one of the following specification,
    - Indian Standard (IS Code) of BIS.
    - Ministry of Surface Transport (MOST).
    - World Bank
    - Govt. of Orissa
    - CPWD
    - As designed by IDCO.

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CGM (Civil)	MR	03-08-2004	

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## TENDERING

### Preparation of Tender Document

Standard tender document should include the following

1. Notice Inviting Tender (NIT).
2. General Condition of Contract.
3. Special Condition of Contract, if any.
4. Form of Bid & Bid Security.
5. Bill of Quantities.
6. Schedule of Supplementary Information.
7. Form of Agreement.
8. Acceptable forms of Performance Security.
9. Drawing/Technical Specification if any.

### Floating of Tender

Tender is floated to

- Approved contractors / Notice board.
- Advertised in news paper (if there is no approved list of contractors or there is low response from approved contractors or value is exceeding Rs.1 lakhs).

The cost of tender paper & EMD is fixed as per IDCO norms.

### OPENING OF TENDER

Tender is opened by the authorised officers of concerned dept. along with representative of finance department or by the tender committee in presence of the contractors/supervisors at appointed place & time.

The details of tenders opened are entered in tender register and signed by the members present.

The details of tender are announced by the authorised officer to the members present.

The following points are checked

- The tender meets all the criteria as per NIT.
- The tender has been properly signed.
- The tender accompanied by the required EMD & other security.
- Tenderer has agreed to all terms & conditions of tender and requirement of the tender.

The tender is said to be responsive, if all the above requirements are fulfilled.

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## TENDERING

### Opening of Two Part Tender

The technical tender is opened and evaluated and if formed complete in all respect them only price tender of the same contractor/supplier in opened as per procedure mentioned above.

### Negotiation of Price

If the price found to the in higher side in comparison to estimated price then price is negotiated with the L1 tender only.

### Evaluation & Approval of Tender

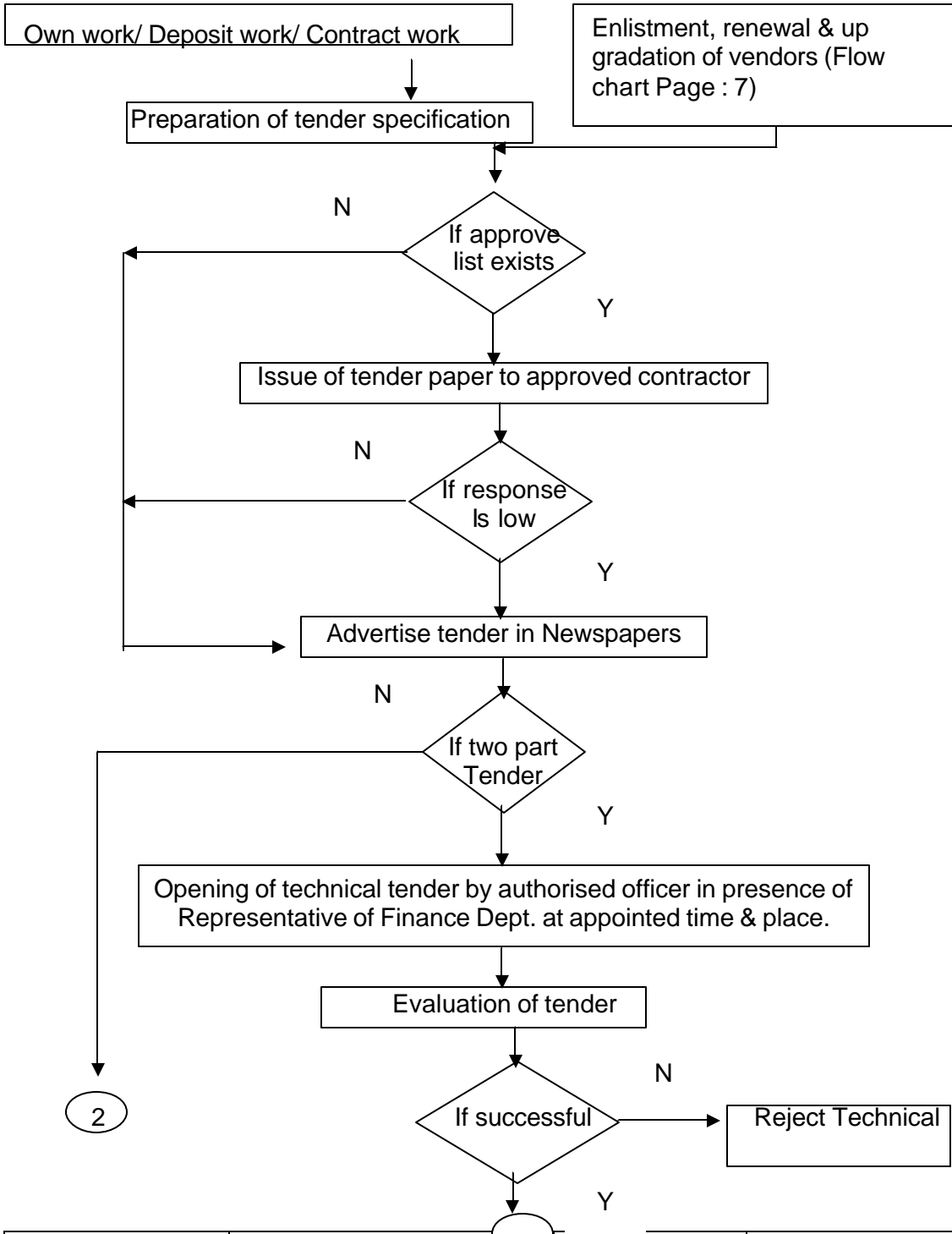
Tender is evaluated by the tender committee or authorised officer and recommended to competent approving authority for approval.

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## TENDERING

### Process flow chart of tendering

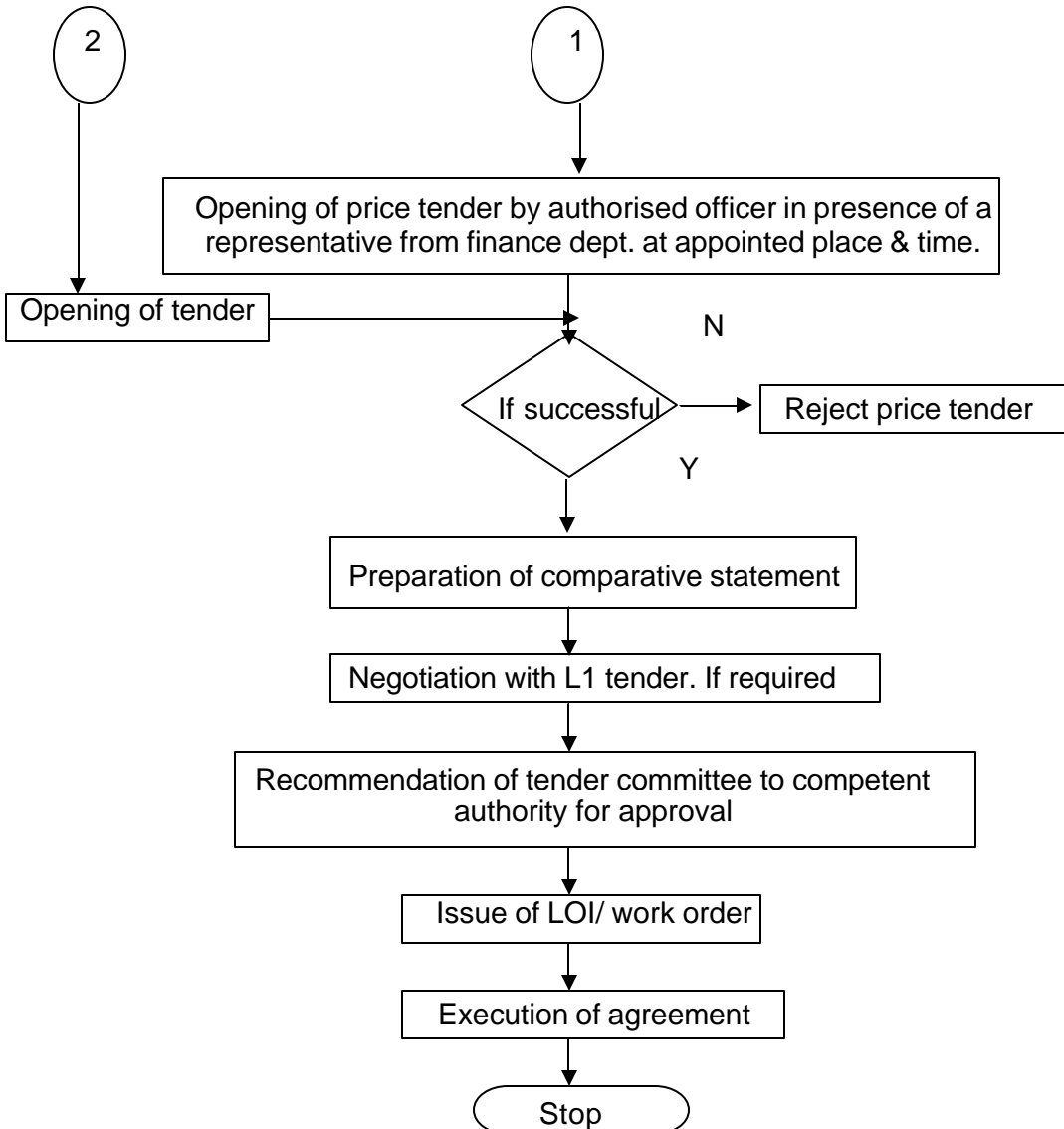


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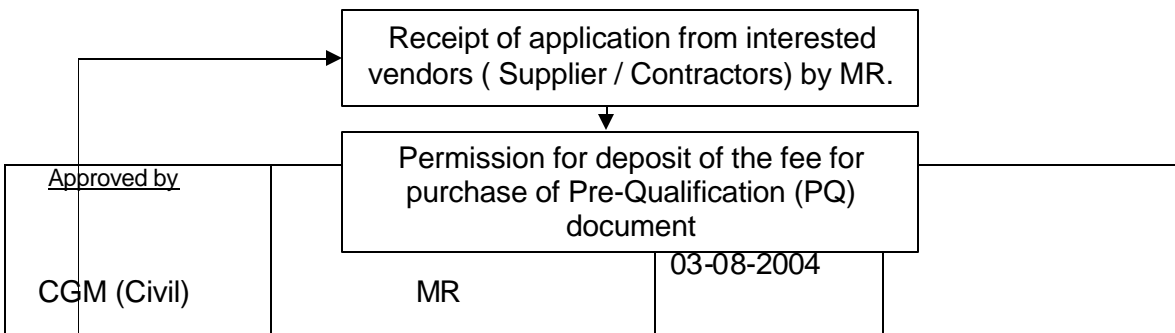
	<b>QUALITY PROCEDURE MANUAL (QPM)</b>	<b>SECTION 11</b>	<b>EDITION - 1</b>
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## TENDERING

1

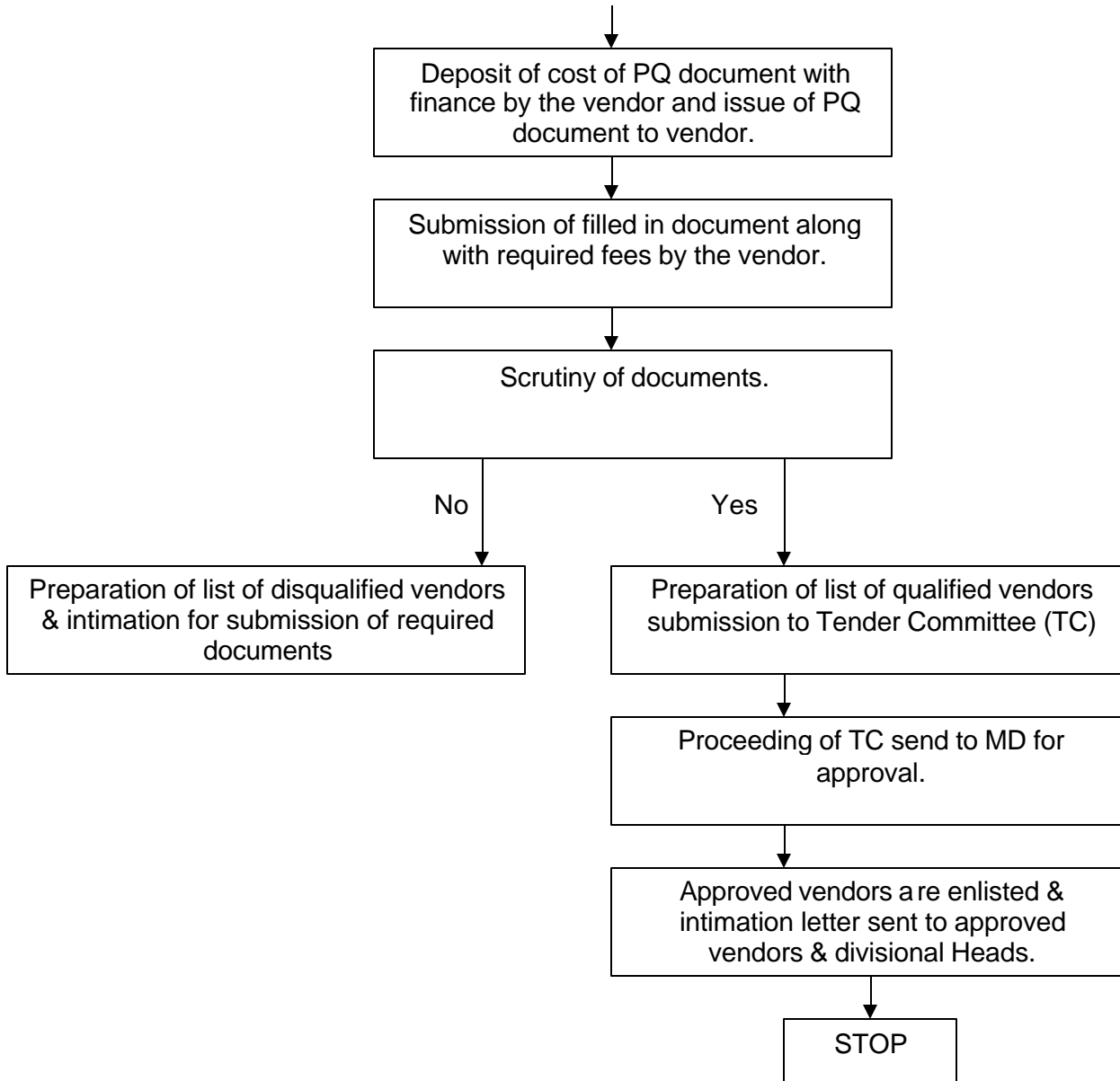


### Flow Chart enlistment of vendors




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## TENDERING

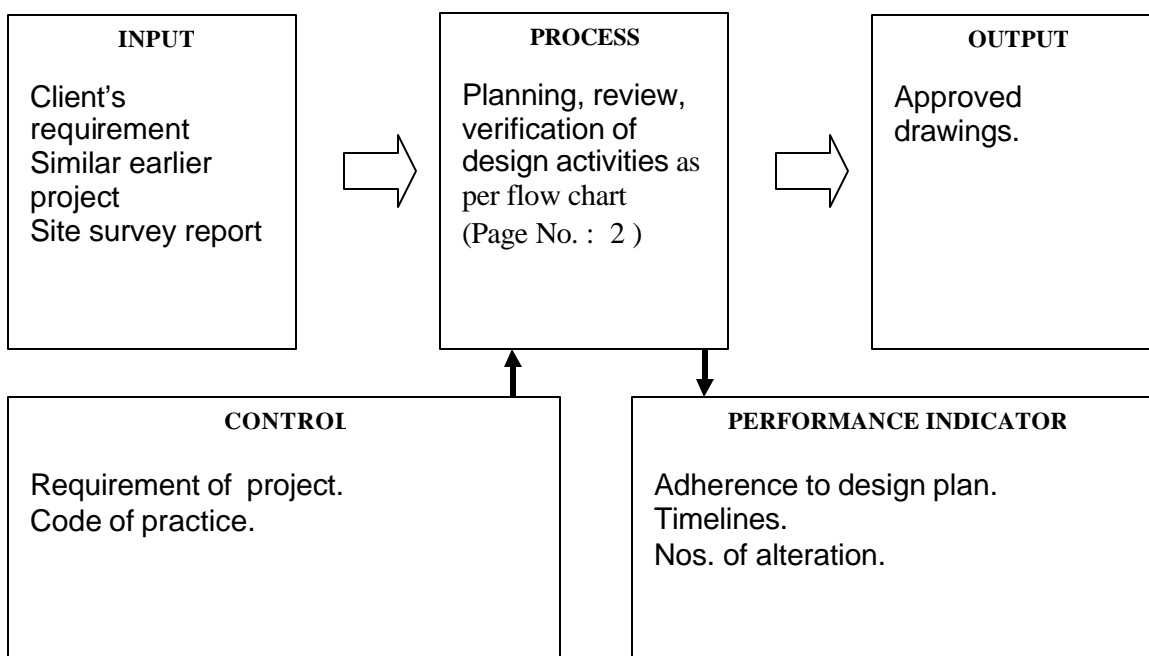


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## DESIGN & DEVELOPMENT

<b>PURPOSE</b>	
To regulate the process of planning and control of design & development activities.	
<b>SCOPE</b>	
This procedure covers all works including own projects, deposit projects, & contract projects..	
<b>RESPONSIBILITY</b>	
Implementation of this procedure.	General Manager (Design)



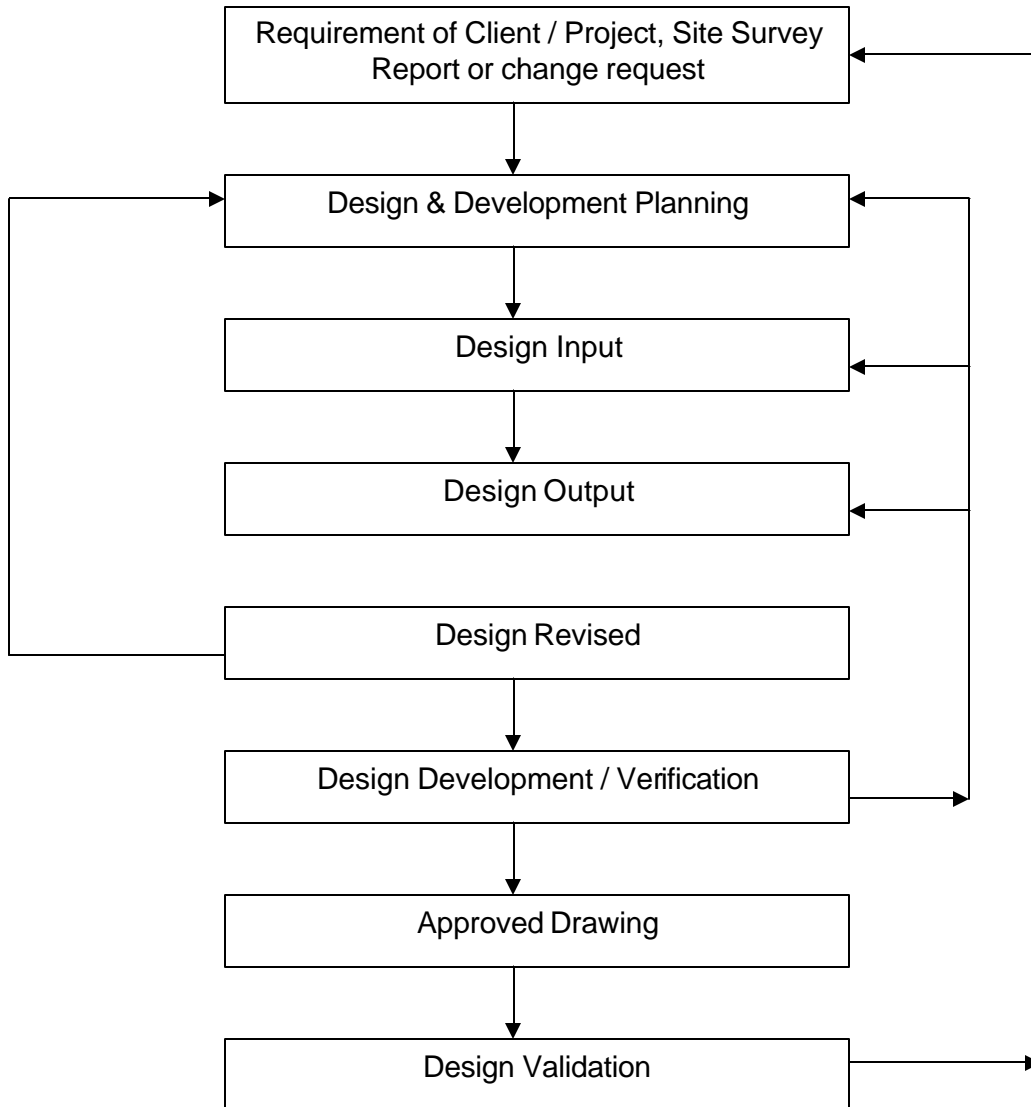
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## DESIGN & DEVELOPMENT

### Flow chart for Design & Development

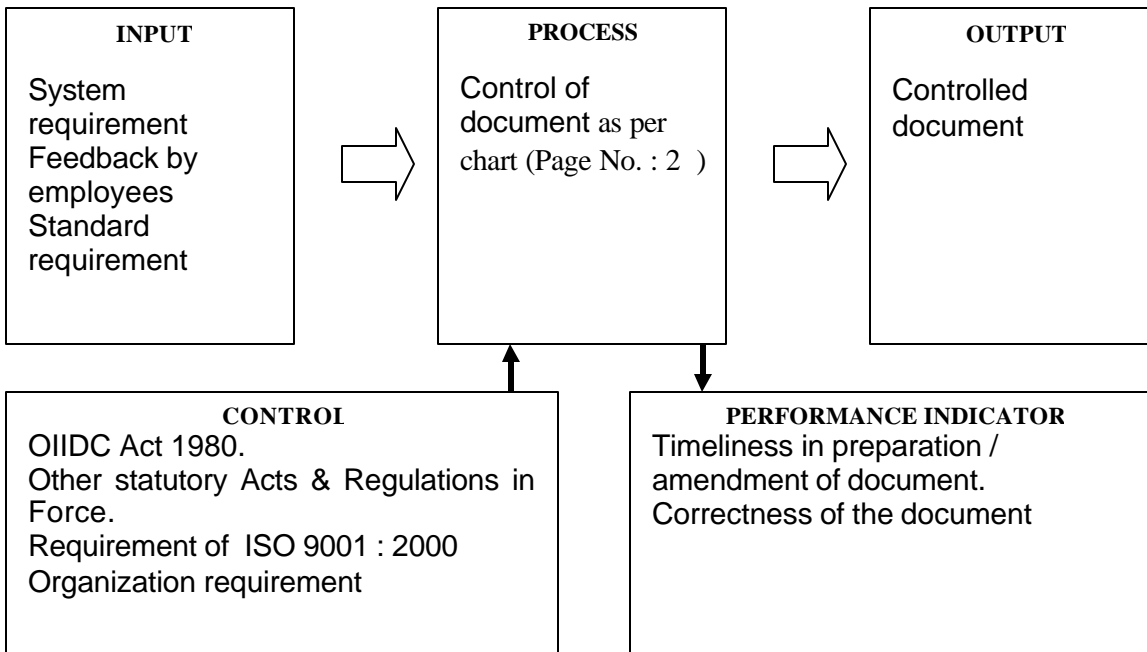


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## CONTROL OF DOCUMENT

<b>PURPOSE</b>	
To control all documents and data to ensure their availability of pertinent issues at all locations & removal of obsolete documents from all locations.	
<b>SCOPE</b>	
This procedure covers all internal & external documents.	
<b>RESPONSIBILITY</b>	
Implementation & maintenance of this procedure	Management Representative



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## CONTROL OF DOCUMENT


### DOCUMENT CONTROL CHART (INTERNAL)

Activity	CQM	QPM	WI	Forms
Preparation	Concerned dept. head, MR	Concerned Dept. head.	Concerned person	Concerned Dept. head.
Approval	MD	Concerned Dept. head.	Concerned Dept. head.	Concerned Dept. head.
Amendment request	Any employee through HoD	Any employee through HoD	Concerned person	Concerned person
Approval of amendment	MD	Concerned Dept. head.	Concerned Dept. head.	Concerned Dept. head.
Document identification no.	CQM	QPM		
Identification of controlled copy	Stamping "Controlled" on each page	Stamping "Controlled" on each page	Stamping "Controlled" on each page	Stamping "Controlled" on each page
Identification of Master copy	Stamping "Master" on reverse of each page	Stamping "Master" on reverse of each page	Stamping "Master" on reverse of each page	Stamping "Master" on reverse of each page
Identification of Obsolete copy	Stamping "Obsolete" on each page	Stamping "Obsolete" on each page	Stamping "Obsolete" on each page	Stamping "Obsolete" on each page
Issued by	MR	MR	MR	MR
Revision control	New edition after 99 revisions	New edition after 99 revisions	Revision no increment	Revision not controlled.
Master list	Yes	Yes	Yes	No

### DOCUMENT CONTROL CHART (EXTERNAL)

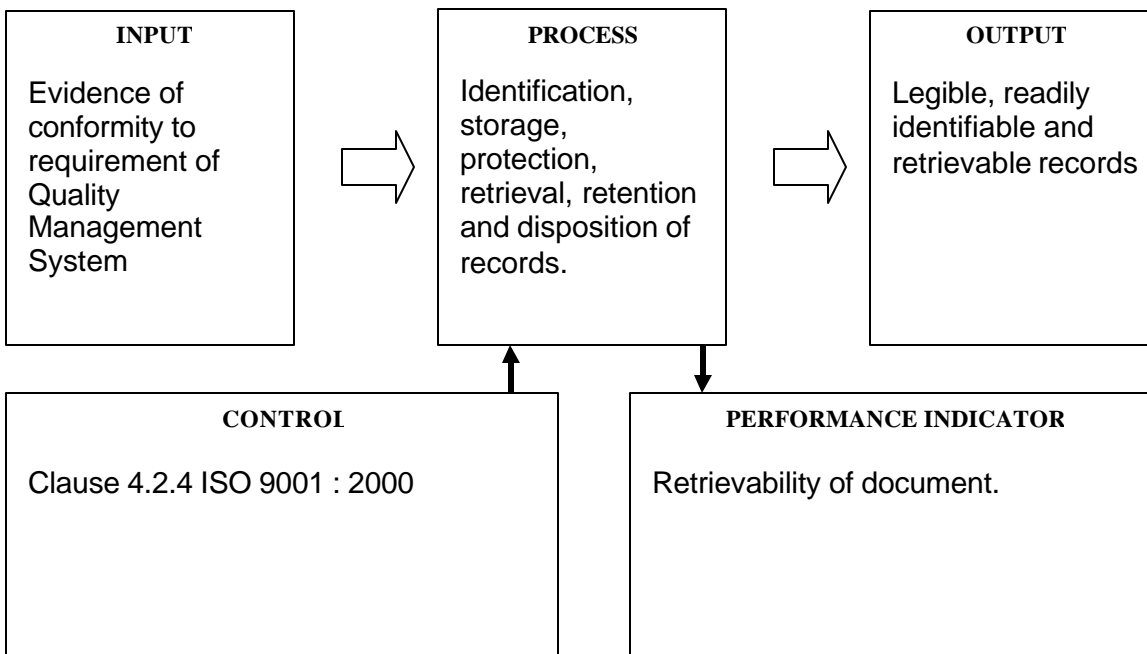
Approval for use	Concerned HoDs
Issued by	MR
Amendment	By original issuing authority
Master list	Maintained

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## CONTROL OF RECORDS

<b>PURPOSE</b>	
To control quality records in order to demonstrate conformance to specified requirement and effective operation of quality system.	
<b>SCOPE</b>	
This procedure covers the records relating to quality system.	
<b>RESPONSIBILITY</b>	
Implementation of this procedure.	All HoDs and MR



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## CONTROL OF RECORDS

### MASTER LIST OF RECORDS

SL.NO.	FUNCTION	RECORD NAME
1	Project execution	Preliminary site survey data
2	Project execution	Soil survey data
3	Project execution	Detailed site survey report
4	Project execution	Detailed estimate
5	Project execution	Agreement
6	Project execution	Project quality plan
7	Project execution	Detailed tender call notice
8	Project execution	Letter of intent
9	Project execution	Work order
10	Project execution	Supply order
11	Project execution	Check list for quality inspection in completed building and other structure executed by IDCO
12	Project execution	Design plan
13	Project execution	Inspection & test plan (Building work)
14	Project execution	Inspection & test plan ( PH work)
15	Project execution	Detailed test report
16	Project execution	Procurement plan for material in Orissa (PH)
17	Project execution	Clearance
18	Project execution	Quality control – site test & inspection procedure
19	Project execution	Testing & commissioning of 11KV/33KV sub-station
20	Project execution	Laboratory test result of cement
21	Project execution	Test result of the brick
22	Project execution	Test result of the concrete cubes
23	Project execution	Result of Liquid limit & plastic limit test (Part-A)
24	Project execution	Result of Liquid limit & plastic limit test (Part-B)
25	Project execution	Test result of sand / soil ( Part-A)
26	Project execution	Test result of coarse aggregate
27	Project execution	Test result of mild steel / deformed nars
28	Project execution	Inspection check list for slab / roof concreting in bulding
29	Project execution	Drawing/ document transmittal letter format
30	Project execution	Sampling plan for civil works in IDCO
31	Land	Application for allotment of land in Industrial estate
32	Land	Application form for allotment of land for project
33	ID	Monthly review of Industrial Estate/ Growth center/ Parks
34	ID	Yearly estimate for repair & maintenance, additional works in Industrial estates, growth center, parks etc.


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### CONTROL OF RECORDS

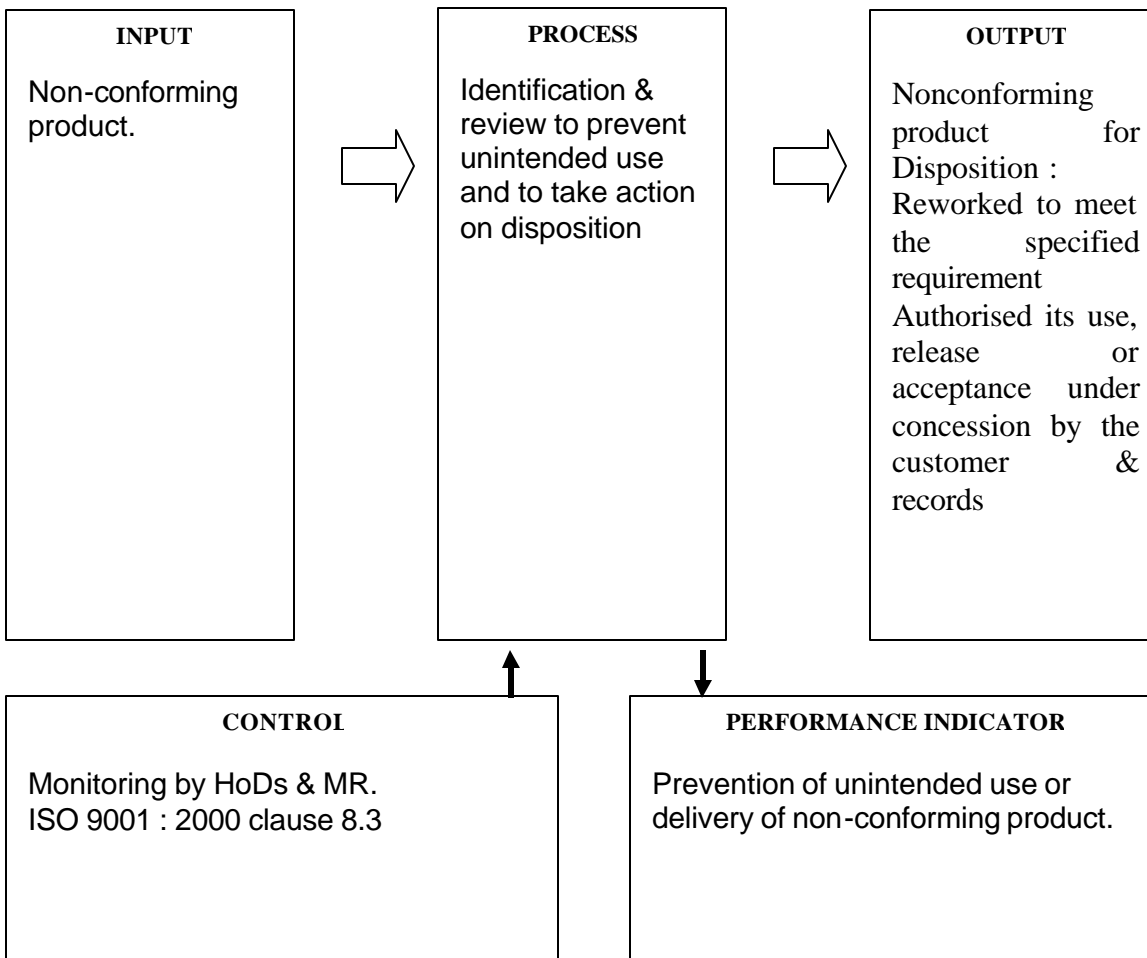
35	ID	Rental allotment letter
36	ID	Allotment letter on lease
37	ID	Form of application for water supply connection
38	ID	Check list of allotment of shed, shop, plot
39	Project execution	Physical progress of construction work
40	Tendering	Renewal of pre-qualification of firms supplier in IDCO
41	MR	Planning for internal audit
42	MR	Internal audit report
43	MR	Non-conformity report
44	MR	Grievance
45	Project execution	Customer satisfaction survey report (Project)
46	ID	Customer satisfaction survey report (Industrial Estate)
47	MR	Corrective & preventive action report
48	Project execution	Non-conforming product register
49	MR	Minutes of management review meeting
50	P&A	Training identification report
51	P&A	Training calendar
52	P&A	Training attendance
53	P&A	Evaluation of training effectiveness
54	P&A	Note sheet ( customer requirement review)
55	P&A	Calibration status register
56	MR	Document issue register
57	MR	Document change request form
58	MR	Quality Objective Deployment Status Report

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## CONTROL OF NON-CONFORMING PRODUCT

<b>PURPOSE</b>		
To control product that does not confirm to specified requirement and to ensure that such product is prevented from unintended use.		
<b>SCOPE</b>		
This procedure covers non-conforming product from incoming stages of product to find stages of service delivery.		
<b>RESPONSIBILITY</b>		
Implementation of this procedure.	All HoDs & MR	



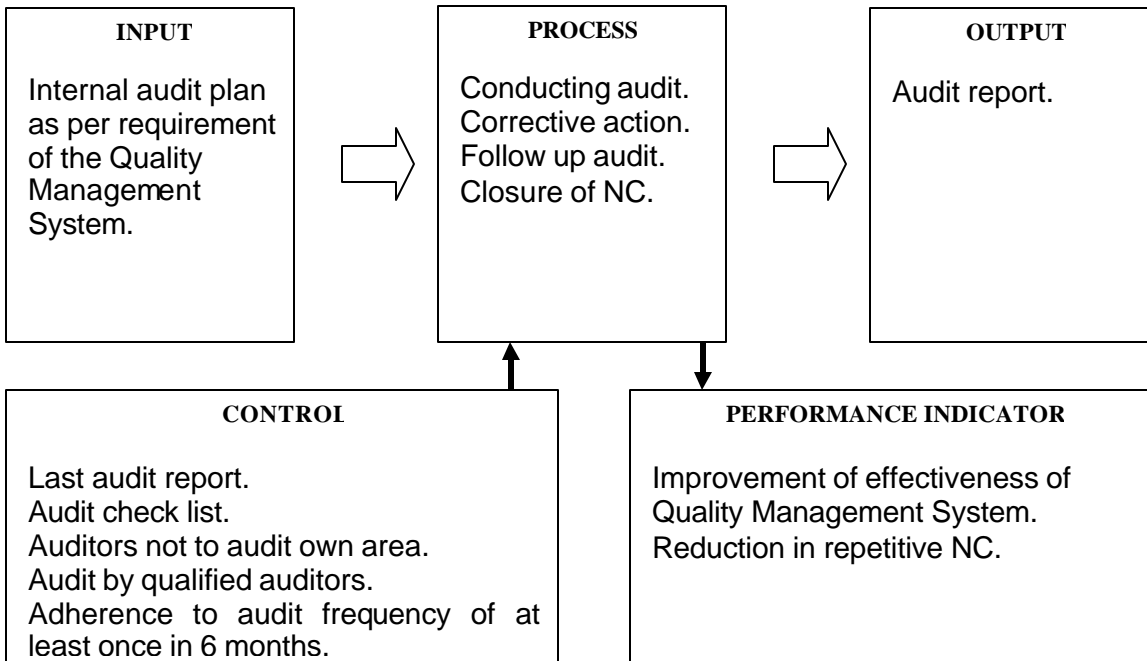
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## INTERNAL AUDIT

<b>PURPOSE</b>	
To carry out audit periodically, to verify whether quality activities and related results comply with planned arrangement and to determine effectiveness of the quality system.	
<b>SCOPE</b>	
This procedure covers all functions in various sections of this document.	
<b>RESPONSIBILITY</b>	
Implementation of this procedure.	MR



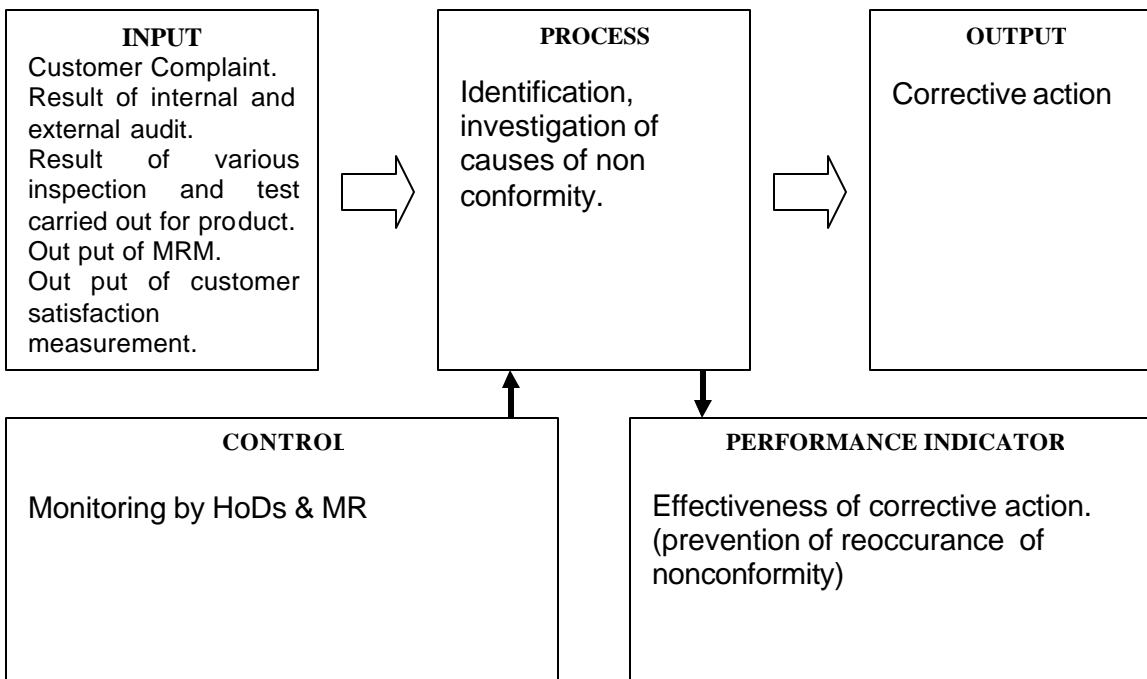
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## CORRECTIVE ACTION

<b>PURPOSE</b>	
To carry out corrective action for eliminating the causes of actual non-conformities.	
<b>SCOPE</b>	
This procedure covers system and product related non-conformities found in entire process and quality system.	
<b>RESPONSIBILITY</b>	
Implementation of this procedure.	All HoDs, and MR



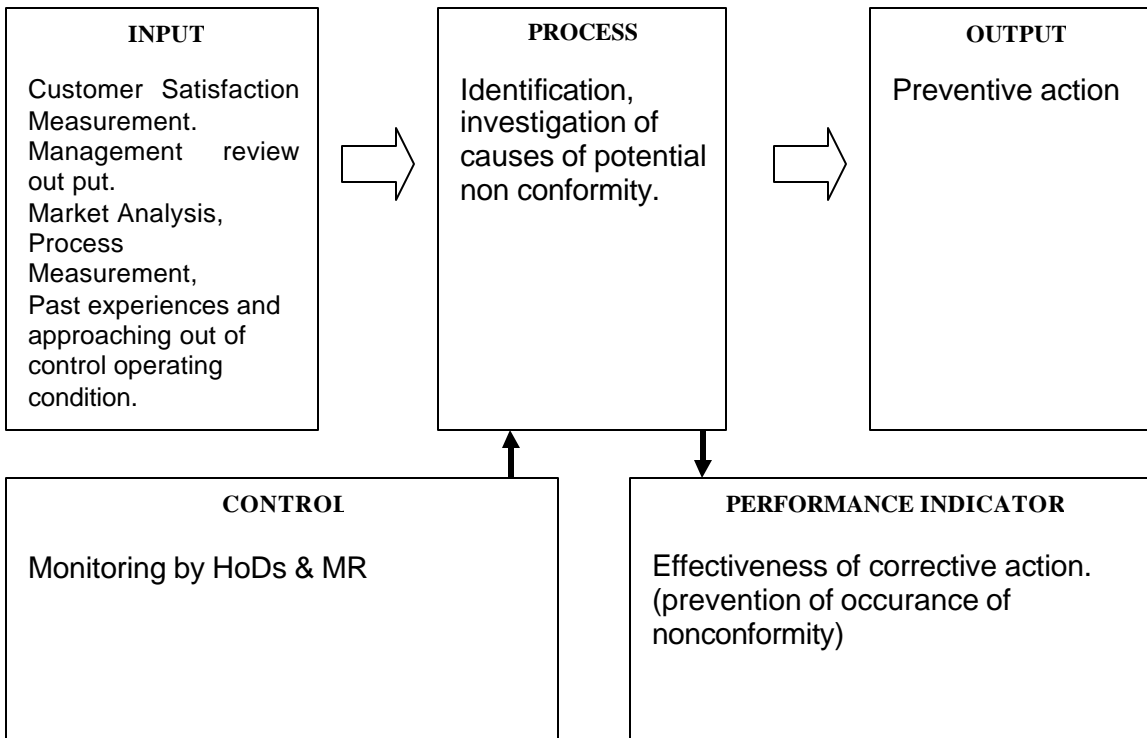
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## PREVENTIVE ACTION

<b>PURPOSE</b>	
To carry out preventive action for eliminating the causes of potential non-Conformities.	
<b>SCOPE</b>	
This procedure covers product realisation and support processes, activities and product.	
<b>RESPONSIBILITY</b>	
Implementation of this procedure.	All HoDs, and MR



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