



Quality Systems and Procedures Manual
Indian Institute of Technology Madras
Administration Department



IN ALIGNMENT WITH THE QUALITY POLICY OF THE INSTITUTE, TO OFFER THE QUALITY SERVICES IN THE AREA OF ADMINISTRATION AND MEETING THE CURRENT REQUIREMENTS, THE SYSTEM AND PROCEDURES PRACTISED IN THE ADMINISTRATION DEPT. HAVE BEEN IMPROVED, REVISED AND REWRITTEN IN ACCORDANCE WITH GUIDE LINES OF ISO 9001:2015 AND DOCUMENTED IN THIS QUALITY MANUAL.

A handwritten signature in blue ink, appearing to be 'guy'.



IITM's VISION, MISSION, QUALITY POLICY AND CORE VALUES

OUR VISION:

To be an academic institution in dynamic equilibrium with its social, ecological, and economic environment striving continuously for excellence in education, research, and technological service to the nation.

OUR MISSION:

- To create and sustain a community of learning in which students acquire knowledge and learn to apply it professionally with due consideration for ethical, ecological, and economic issues
- To pursue research and disseminate research findings
- To provide knowledge-based technological services to satisfy the needs of society and the industry
- To help in building national capabilities in science, technology, humanities, management, education and research

QUALITY POLICY:

To pursue global standards of excellence in all our endeavors namely, teaching, research, consultancy and continuing education and to remain accountable in our core and support functions, through processes of self-evaluation and continuous improvement.

CORE VALUES:

- Development of human resources to serve the nation
- Recognition of teaching as a unifying activity
- Nurturing integrity, creativity and academic freedom
- Retaining a willingness to experiment with new paradigms

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QUALITY POLICY OF ADMINISTRATION DEPARTMENT

1. To achieve and maintain excellence in the quality of our services
2. To consistently meet or exceed our employees' expectations
3. To foster innovation and develop best practices for continual improvement

ADMINISTRATION commits itself to establish a Quality System comprising of a Quality System and Procedure Manual in accordance with the International Standards ISO 9001:2015. All the employees of the department shall understand the Quality System and perform their duties in accordance with the Quality System, to achieve the following objectives:

- To provide prompt service to faculty, students, staff, suppliers, pensioners, and vendors
- Take care of all Administrative requirements of the institute.
- To provide reliable and accurate results to its customers by effective Risk management and maximum use of available opportunities and Continuously improve and achieve customer satisfaction
- To develop adequate competent strong Administrative knowledge manpower, in Administration Department by conducting regular Training Programs.
- Provide information to management as and when called for.

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QUALITY OBJECTIVES

Organizational Objectives

- Increasing productivity
- Maintain efficiency and effectiveness to achieve organizational goals
- Maintain quality services to ensure cordial employee relations
- Effective Change Management through strategic planning and policies

Functional Objectives

- Extend support to employees in service matters all through their career
- Training and development of employees
- Keep employee morale high at all times
- Ensure proper maintenance of service records
- Technology Development for Improvements and work process simplification

Personal Objectives

- Keep employee morale high at all times
- Training and Development of employees
- Identify employees' strengths and weaknesses to improve their performance
- Ensure an effective grievance redressal mechanism
- Extend employee welfare even after their service

Societal Objectives

- Adhere to all legal, ethical, social and environmental commitments

Date:

DIRECTOR, IIT MADRAS

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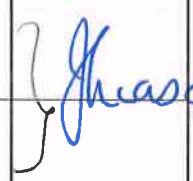
LIST OF CONTROL COPYHOLDERS

Administration Department quality systems and procedure manual is made available on the Institute Integrated computing environment website and is accessible to viewers. Hard copies of the manual are available to the following officers of the Department.

Control Copy Number	Holder Designation
1	Registrar
2	Deputy Registrar (Administration)
3	Assistant Registrar (Administration-I/II/III)
4	Management Representative ISO



AMENDMENT RECORD

S.No	Page No	Clause No	Date of Amendment	Amendment made	Purpose of change	Signature of Approving Authority
1	1-68.	4-10.	25/09/2016	Entire Manual revised Issue: 7 Rev:0	Clauses No.4-10 revised as per new Std. ISO 9001:2015	
2	2,19	5.2	10/1/2017	Change of IITM Quality Policy, Strategic Direction Rev.:1	As per Top Management decision.	
3	2,19	5.2	8/2/2017	Change of IITM Quality Policy Rev:2	Corrections based on Stage I audit.	
4	3	-	8/2/2017	Change of IITM Quality Policy Rev:3	Corrections based on Stage I audit	
5	44	-	9/1/2018	Reimbursement of Tuition Fees Rev.:1	Corrections based on Internal Audit.	
6	38	-	6/2/2019	Administrative Activities	Added & Deleted as per the current scenario.	
7	39	-	6/2/2019	Application for a grant for long leave	Corrections based on Internal Audit	
8	13,16,17, 19,40		09/05/2022	Removed Festival Advance & Power Vehicle Advance	Corrections based on Internal Audit	
9	39		09/05/2022	Changed the Administrative Structure	New designation created	
10						
11						



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LIST OF ABBREVIATIONS

ABBR	DESCRIPTION
ADMN.	ADMINISTRATION
GMIS	Group Medical Insurance Scheme
PC	Personal Computer
LTC	Leave Travel Concession
QAT	Quality Assurance Team
CEA	Children Education Allowance
PVA	Power Vehicle Advance
F.No	File Number
HBA	House Building Advance
GEN	General
GMIS	Group Medical Insurance Scheme
GTIS	Group Term Insurance scheme
GFIS	Group Fire Insurance Scheme
HOD	Head of the Department
HRD	Human Resource Development
ID	Identification
IA	Internal Audit
IITM	Indian Institute of Technology Madras
ISO	International Standard Organization
MoE	Ministry of Education
QSM	Quality System Manual

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INTRODUCTION

Indian Institute Technology – Madras (IIT-M) was set up by an Act of Parliament in the year 1959. The Institute undertakes Teaching, Research, Continuing education in Engineering, Sciences, and Social Sciences.

Administration Department is one of the service centers providing service to faculty, students, staff, pensioners, suppliers & vendors.

Indian Institute of Technology, Madras (IITM) was set up by the Government of India on a 250-hectare campus near Guindy National Park in South Madras in 1959 with German technical and financial assistance. IITM is an autonomous institution that is residential and involved in *teaching undergraduate and post graduate programmes in engineering and science, organising continuing education programmes for persons from other institutions, carrying out basic and applied research in engineering, science, humanities and social sciences and sponsored and applied research for industries and various government departments.* The Government of India primarily supports this educational service activity for the student with the contract placed and managed by **MoE**. It is recognised that the Government of India is acting as an agent for the community at large. The main beneficiaries of this activity are the students, employees of the Institute, industries and the people of India.

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SCOPE OF SERVICES AND APPLICATIONS:

Administration provides the following services to its customers:

- **Servicing and facilitating** with Administrative information, as and when referred by the Departments/ Centres/ Sections of IITM.
- **Training:**
 - A. **Regular knowledge Training Programs** are conducted by this section to update knowledge in the area of Administrative.
- **Strategic Direction:**

Strategic direction is a course of action that leads to the achievement of the goals of an organization's strategy. Our Administration department's strategic direction is to achieve a enlightening customers by further improving the quality in services.

REFERENCES

- ISO 9001: 2015 Quality Management System Requirements
- QSM-IITM Institute Quality System Manual

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2. CONTEXT OF THE ORGANISATION

4.1 ADMINISTRATION DEPARTMENT AND ITS CONTEXT

Administration is always determining internal and external issues that are relevant to its purpose and its strategic direction.

Administration Department is committed to deal with the service matters of its employees with excellence in quality by adopting innovative and best practices to meet or exceed their expectations at all times.

Administration Department is committed to provide excellent support services in the areas of employees' career development, training, maintenance of their service records, pay and allowances, grievance redressal, employee welfare including post-retirement benefits, etc.

In order to ensure that our quality management system is in alignment with our strategy and quality policy we constantly identify, analyze, monitor and review the risks anticipated, the degree of risks involved, etc. that may affect our ability to provide quality services to the employees and evolve strategic plans and policies to overcome or sustain with them.

External issues viz. legal, technological, social and environmental issues are also analyzed and we adopt ourselves to accept or face the risks and challenges to continue to excel in our commitment (**Separate Registers for Risks**). This Department envisions introducing maximum technology in its operations and functions to reduce manual and paper work to a great extent in the coming years for considerable time and cost savings to the Organisation. Administration Department, with the deliverance of its committed performance supports the top management to achieve the organizational goals and objectives.

The Administration Depts. carries out the following **major activities among others**. The allocation of activities to the three **Sections**. are as follows:

Admin. I (Group A & Faculty)	Admin. II (Group B & C)	Admin. III
1. National/International Travel	1. Visits with in India	1. Sanction of terminal benefits
2. Short/Long Leave	2. LTC intimation/Settlement	2. Estate Matters
3. Confirmation(Appt./Promotion)	3. Leave Application/Cancellation /Rejoining	3. GTIS/GMIS/GFIS Coverage
4. Exit formalities	4. Pay Level Movement/Financial Upgradation	4. Sanction of Advances (HBA, PC)
5. Pay Level Movement/Financial Upgradation	5. Exit Formalities	5. Reimbursement of Children Education Allowance
6. LTC/Leave/NOC	6. Outsourcing Contract	6. New Pension Scheme (NPS)
7. Faculty Vacation		

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ADMN.I

1. Appointment formalities of faculties/Group A officers
2. Pay Fixation & issue of Office Orders for Appointments/Promotions/Financial upgradation/pay level movement
3. Maintaining Service Books, personal files and leave account of all faculty and Group A officers (Pay Band 3 and above of VI CPC)
4. Conducting meeting & preparation of Agenda /Minutes for Institute Confirmation Committee and issue of confirmation order thereafter.
5. Confirmation of faculties/Group A officers
6. Processing of National/International Travel
7. Processing request of other assignments
8. Processing of LTC request/Settlement
9. Processing of Short/Long Leave of Faculty and Group 'A' Officers
10. Conducting meeting & preparation of Agenda /Minutes for Board Standing Committee for faculties going on Sabbatical/EOL and issue of permission/relief order thereafter
11. Calculation of Leave Salary and Pension Contribution for faculty/Officers who are on deputation/EOL
12. Declaration of summer and winter vacation for faculty
13. Closing of leave account based on work during vacation submitted by faculty member in Service Book
14. Arranging training for Group 'A' Officers
15. Assessment of Group 'A' Officers
16. Preparing of Data/Agenda/Minutes/Office order for MACP & DACP
17. Re-employment of Faculty upto the end of the academic year
18. Issuing of offer/fixation/Relief for Re-employed faculty
19. Issuing of fixation/Relief for Emeritus Professor
20. Issuing of Office Order/ Relief order for various visiting faculties
21. Statistics / Data pertaining to MHRD, NIRF, IOE, ATAL Ranking, QS Ranking, Lok Sabha/ Rajya Sabha
22. Preparing suitable reply for RTI queries
23. Attending AG Audit paras
24. Issue of Identity Certificate/Residential Certificate/Employment Certificate, etc

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4.1.3 ADMN.II

1. Appointment formalities of Group B & C/Outsourcing deputees.
2. Pay Fixation & issue of Office Orders for Appointments/Promotions/Financial upgradation/pay level movement
3. Maintaining Service Books, personal files and leave account of Group B & C employees
4. Confirmation of Group B & C Employees
5. Processing of Private Visit
6. Processing of LTC request/Settlement
7. Calculation of Leave Salary and Pension Contribution for staff who are on deputation/EOL
8. Arranging in-house training for Group-B & C employees of the Institute and also deputing them to various reputed Training Institute to attend training on need based Programme.
9. General matters like declarations of holidays, celebration of National Festivals, furnishing periodical reports to various Government agencies etc.
10. General matters like declarations of holidays, celebration of National Festivals, furnishing periodical reports to various Government agencies etc.
11. Statistics / Data pertaining to MHRD, NIRF, IOE, ATAL Ranking, QS Ranking, Lok Sabha/ Rajya Sabha
12. Preparing suitable reply for RTI queries
13. Attending AG Audit paras
14. Forwarding of Applications, No Objection Certificate.
15. Issue of Identity Certificate/Service Certificate/Residential Certificate/Employment Certificate, etc
16. Grievance redressal of Group 'B' & 'C' employees
17. Entering into contract with Manpower Agencies for engagement of staff on deputation basis
18. Entering into contract for engagement of Private Security Guards
19. Processing of activities related to Trainees

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4.1.4 ADMN.III

1. Reimbursement of Children's Education Allowances/Hostel Subsidies to employees
2. Sanction of Pension/Family Pension and other terminal benefits (flow chart 4 & 5).
3. Group Term Insurance scheme (GTIS).
4. Group Medical Insurance Scheme (GMIS)
5. Group Fire Insurance Scheme (GFIS)
6. Sanctioning of various advances to employees of the institute such as House building advance (flow chart no.10) Personal computer advance, (flow chart no.12).
7. New Pension Scheme
8. Estate matter – Announcement and allotment of quarters, reviving demands for dues collections, conduct of **House** Allotment committee meeting to follow-up action.
9. Allotment & Renewal of license for commercial establishments (Shops, Towers mobile vendors etc..) and related matters
10. Internal and External Despatch.
11. Transport facilities like Bus, Car etc (flow chart 8)
12. Implementation of official language program (Hindi) (flow chart 6).



4.1.5 Workflow activities:

Consequent upon implementation of workflow system in the Institute, the following activities are being processed through workflow through automated workflow system :-

Admin. I	Admin. II	Admin. III
1. National/Int. Travel 2. Working or Visit in India 3. LTC intimation 4. LTC claim settlement 5. Leave Application 6. Rejoining / Cancellation of Leave	1. Working or visit in India 2. LTC intimation 3. LTC claim settlement 4. Leave Application 5. Rejoining / Cancellation of Leave	1. Quarters 2. GTIS Higher Coverage 3. GMIS Additional coverage 4. Advance (HBA, PC) 5. Children Education Allowance

Relevant Flow Charts for the above activities are shown in Workflow Chart Nos. 1 to 12. There is no change in measurable parameters indicated in Flow Charts. The PB and Grade Pay of the various categories of employees (Faculty/Non-Faculty) are shown in the following table:

SCALE OF PAY	
Pay Band (in Rs.)	Pay Level (in Rs.)
Director: 80000/- (Fixed)	Pay Level 17 - Rs. 2,25,000/- (Fixed)
FACULTY	
HAG: 67000 – 79000	Pay Level 15
PB 4: 37400 – 67000	Pay Level 14A/13A2/13A1
PB 3: 15600 – 39100	Pay Level 12/11//10
LIBRARIAN CADRE	
PB 4: 37400 – 67000	Academic Pay Level 13A/14
PB 3: 15600 – 39100	Academic Pay Level 12/11//10
NON-FACULTY MEMBERS	
Group A	
PB 4 : 37400 - 67000	Level 14/13A/13
PB 3 : 15600 – 39100	Level 12/11/10
Group B	
PB 2 : 9300 – 34800	Level 9/8/7/6
PB 1 : 5200 - 20200	Level 5/4/3/2/1

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4.2 Understanding the needs and expectations of Interested Parties:-

Administration Department analyzes and reviews all key aspects of service matters of employees by understanding the needs and expectations of its stakeholders viz. employees, pensioners, family pensioners, licensees and other vendors and constantly monitor and review their requirements in the light of various changes in rules and procedures announced by Central/State Government Departments, Board of Governors and other statutory authorities, etc.

Interested Parties as follows:-

1. Faculties
2. Group A Officers
3. Staff members
4. Students
5. Vendors
6. Pensioners
7. Outsourcing Staff

4.3 DETERMINING THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM

Administration Department had determined the scope of the Quality Management System by considering the external and internal issues, the risks involved and risk management, expectations of relevant stakeholders to whom the services are extended. The scope of Administration Department, IIT Madras covers all activities of Administration Department of all applicable clauses in the International Standard ISO 9001:2015.

The following clauses are not applicable for Administration Department:

- **7.1.5.2 Measurement traceability**
- **8.3 Design and development of products and services**

4.4 QUALITY MANAGEMENT SYSTEM AND PROCESSES

The primary objective of the Administrative Dept. is to ensure the Faculties & Staff Members satisfaction of the Institute. The various processes and the activities of this Dept. to achieve the primary objectives are enclosed as per

Administration Department determines the following processes namely, customer service, visits by faculty, maintaining of Service Book of Faculties & Staff, Allotment of Quarters to faculty, staff and students and retirement benefits to pensioners, **NPS, Insurance, Allotment & renewal of license for commercial establishment (shops, towers, mobile vendors** etc), shops demand, LTC Claims processing. Check to carry out the activities to provide the services as indicated under 'the Scope of Services'. All these include processes for management activities, provision of resources, customer satisfaction, analysis and improvement Please refer Process Flow Charts listed below:-

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PROCESS FLOW CHARTS:

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1	Application for grant for long leave	3.1	37
2	Applications seeking Institute financial assistance to attend Seminars/Symposium and Conferences Abroad	3.2	38
3	Appointment of Deans, HODs	3.3	39
4	Arranging Farewell Function For Retiring Staff Members	3.4	40
5	Terminal Benefits For Retiring Staff Members	3.5	41
6	Implementation Of Official Language	3.6	42
7	Reimbursement Of Tuition Fees	3.7	43
8	Transport Cell	3.8	44
9	Re-Employment	3.9	45
10	House Building Advance	3.10	46
11	PC Advance	3.12	48
12	Allotment of Quarters	3.14	50

If outsourcing process is needed as a part of any of the above services, proper service provider will be identified and the process will be evaluated as per the requirements. It is covered briefly under the Clause 8.4.

The inputs required, expected output, sequence and interaction of the above processes to provide the above services is given in the form of a single flow chart as shown in Annexure-6. The criteria & methods needed to ensure the effectiveness of the processes and the risks and opportunities as determined in accordance with the stated requirement as in Clause 6.1 & 6.2 are also shown and are carried out by the respective Section in-Charges.

Monitoring and analysis of each process and implementation of the necessary actions for continual improvement to achieve the planned results are described in 9.1 to 10.3.

Administration Department is also maintaining documented information to support the operation of its processes and retaining documented information to have confidence that the processes are being carried out as planned. (Pls. refer Annexure - 6)

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5.0. LEADERSHIP :

5.1 LEADERSHIP AND COMMITMENT

The leadership and commitment as required by the ISO 9001:2015 is addressed as shown in QSM -IITM Manual.

5.1.1 GENERAL

In Administration Department, DR(Admin) provides evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by:

- communicating to the organization the importance of meeting customer as well as statutory and regulatory requirements
- taking accountability for the effectiveness of the quality management system
- ensuring that the quality policy and quality objectives as established for the quality management system and are compatible with the context and strategic direction of the Administration Department and IITM.
- promoting the use of the process approach and risk based thinking
- promoting improvement
- ensuring the availability of resources

5.1.2 CUSTOMER FOCUS

Administration Department keeps itself abreast of the latest policies and guidelines issued by the Government of India, Board of Governors and Top Management from time to time so that the best updated services are provided at the right time to its employees and thereby ensures to enhance employees' satisfaction.

DR (Admin) ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction. DR (Admin) also ensures that the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.

5.2. QUALITY POLICY

To pursue global standards of excellence in all our endeavors namely, teaching, research, consultancy and continuing education and to remain accountable in our core and support functions, through processes of self-evaluation and continuous improvement.

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5.2.1 ESTABLISHING THE QUALITY POLICY

Administration in alignment with the IITM Quality Policy . The Quality Policy of Administration Department is as follows:

1. To achieve and maintain excellence in quality of our services
2. To consistently meet or exceed our employees' expectations
3. To foster innovation and develop best practices for continual improvement

Strategic Direction:

Strategic direction is a course of action that leads to the achievement of the goals of an organization's strategy. Our Administration Departments strategic direction is to achieve a enlightening customers by further improving the quality in services.

5.2.2 COMMUNICATING THE QUALITY POLICY

The quality policy of IITM and Administration Department is documented and communicated to all the staff members and also placed in the Notice Board for the benefit of interested parties. It is ensured that the quality policy of IITM and Administration Department are understood by all the staff members and applied within the Department at all times.

5.3. ORGANIZATIONAL ROLES, RESPONSIBILITY AND AUTHORITY:

For defining the responsibility and smooth functioning of the Quality System, the Department is organized as three different Sections viz. Administration-I, Administration-II and Administration-III. While the Administration-I Dept. deals with the service matters of Faculty Members and Group A Officers, Administration-II Dept. deals with the service matters of Group B and Group C employees of the IITM. Administration-III Dept. deals with post-retirement benefits of all the employees viz. pension related benefits, loans and advances, medical insurance, allotment of quarters, **Commercial establishment, mobile vendors** etc.

To ensure the Quality Management System, the responsibilities of every individual involved in managing and performing the work affecting the Quality, as per the organizational chart, is enclosed in the Annexure - 1

I. HEAD OF THE DEPARTMENT:

Head of the Department, Deputy Registrar (Administration), is responsible for overall supervision and control of the Administration Department. He is heading the Quality Assurance Team with support from two Assistant Registrars. He has additional responsibility and authority for ensuring that the Quality System conforms to the requirement of ISO 9001:2015 standard and is followed at all times.

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Head of the Department reports on the performance of the quality management system and on opportunity for improvement to the Top Management at regular intervals including resource required for the implementation of the Quality Management System in the Department. The duties and responsibilities of the HoD are as given below. He

- * has overall control of the Department through Assistant Registrars
 - * planning and grouping of activities throughout the year
 - * renders necessary guidance / advice in service and other related matters
 - * suggests and invites suggestions for system improvements in work processes
 - * Ensures that the processes deliver their intended output and maintains documented Quality System
 - * reports to the Top Management regarding the activities of Admin department and services rendered and matters related to the Quality System of the Department.
 - * Ensures that the Department functions as per the Quality Policy to provide the service to the satisfaction of the employees.
 - * monitors the functioning of different processes and guides for system improvements.
 - * strengthens the infrastructure continuously so as to meet the current needs and maintains good working environment .
 - * conducts staff meetings at regular intervals to discuss on issues related to Quality and takes appropriate action.
 - * constitutes Special Task Teams from time to time, depending on the special nature of service/work whenever required.
 - * identifies and implements corrective and preventive actions, in the case of deviations in attaining the process measure or desired result.
 - * identifies, plans and implements the suitable methods for continuous quality improvements in every activity of the Administration Department.
- Identifies the training needs of staff and arrange the same for the development for improving performance.
- * implements action points, as suggested by MR Committee/Top Management.

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II. RESPONSIBILITIES OF ASSISTANT REGISTRARS

As Head of the Administration Dept. under their control their basic responsibilities are given below:

1. Responsible for the activities of the Administration Dept. under their control
2. Supervises the tasks of staff under control
3. Ensures initiation, processing and completion of tasks as per predetermined time schedule
4. Ensures that the staff under their control are updated in rules and procedures
5. Ensures that the staff under their control process the tasks as per rules
6. Ensures that the staff under their control maintain files and records properly
7. Communicates the orders and decisions of the Administration to the stakeholders
8. Any other job assigned by Head of the Department

III. RESPONSIBILITIES OF SUPERINTENDENTS

Supervises clerical staff and participates in the co-ordination of Administrative and Clerical work in an office. Performs a variety of Administrative and Secretarial duties as required.

- Assigns work, provides direction to clerical staff and ensures that assigned tasks are completed. Ensures effective and appropriate clerical staff coverage.
- Orients and trains clerical staff.
- Monitors the performance of staff. Provides feedback on their performance and conducts performance evaluation.
- Responds to outside inquiries about services offered by the Organization
- Perform other related duties as required.

IV. RESPONSIBILITIES OF JUNIOR SUPERINTENDENTS

Jr. Superintendent is a part of the clerical staff, participates in the co-ordination of Administrative work in an office. Performs a variety of Administrative and Secretarial duties as required.

- Tracks office (or) Program expenditures by recording expenses, alerting the supervisor to budget overruns and unusual expenses and authorizing purchases. Provides input into budget formulation.
- Performs a variety of secretarial duties such as drafting and typing routine correspondence, arranging meetings and taking minutes.
- Responds to outside inquiries about services offered by the organization.
- Perform other related duties as required.

V. RESPONSIBILITIES OF SENIOR ASSISTANTS

Sr. Assistant is **one of** the clerical staff and participates in the co-ordination of Administrative and clerical work in an office. Performs a variety of Administrative and Secretarial

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duties as required.

- Performs a variety of secretarial duties such as drafting and typing routine correspondence, arranging meetings and taking minutes.
- Responds to outside inquiries about services offered by the organization.
- Perform other related duties as required.

VI. RESPONSIBILITIES OF JUNIOR ASSISTANTS

Jr. Assistant is **one of** the clerical staff and participates in the co-ordination of Administrative and clerical work in an office. Performs a variety of Administrative and Secretarial duties as required.

- Performs a variety of secretarial duties such as drafting and typing routine correspondence, arranging meetings and taking minutes.
- Responds to outside inquiries about services offered by the organization.
- Perform other related duties as required.

VII. QUALITY ASSURANCE TEAM AND ITS FUNCTIONS

Head of the **Section** is the Quality Manager and he forms the QA team by issuing a separate office order. The functions of the Quality Assurance Team are:

- Implementation and Maintenance of Documented Quality Management System
- participating in Internal Quality Audits
- documentation control
- analysing employee grievances and recommending the suitable corrective and preventive Actions for system improvement.

Each individual member of the Team is responsible for any one or more of the above activities as assigned by Head of the Department through Office Order.

One of the **staff member** is nominated by **Head of the Section** as ISO Coordinator. He/She is responsible for maintenance of all the Quality Documents / Records including Internal Quality Audit Reports and Register for Corrective and Preventive Actions.

6. Planning for the quality management systems

6.1.1 & 6.1.2: Actions to address the risk and opportunities

The overall aim of risk and opportunity management within Administrative Dept. is to ensure that organizational capabilities and resources are employed in an efficient and effective manner

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to take advantage of opportunities and to mitigate risks.

When planning our QMS, Administrative Dept. has taken into considerations potential issues and has determined the risks and opportunities that need to be addressed to

- (a) Give assurance that the quality management system can achieve its intended results
- (b) Enhance desirable effects.
- (c) Prevent, or reduce, undesired effects and
- (d) Achieve improvement.
- (e) Assigning responsibilities and authorities for risk and opportunity management activities.
- (f) Reviewing information and results from audits and risk and opportunity management activities.

Administrative Dept. has planned actions to address the above risks and opportunities and has initiated appropriate procedures to integrate and implement appropriate actions into our QMS including the evaluation of the effectiveness of our QMS processes. Any actions taken to address risks and opportunities shall be proportionate to the potential impact on the conformity of products and services.

6.2 Quality Objectives and Planning to achieve them.

Quality objectives have been established at all corresponding levels and processes throughout the organization to implement the quality policy, meet and exceed requirements for product and processes, and to improve the QMS and its performance.

Quality performance objectives are measurable targets for improving operational performance to ensure process conformity and customer satisfaction.

Goal: Advance the department's mission, vision and values by providing excellent, timely and cost effective customer service.

Quality objectives are strategic and shall

- Be consistent with the quality policy
- Be measurable and monitored
- Take into account applicable requirements
- Be communicated

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- Be updated as appropriate
- Be relevant to conformity of products, services and enhance customer satisfaction.

Administrative Dept. retains documented information on the status of quality objectives, if shortfalls are identified, management may revise objectives, issue corrective action requests, or take other appropriate actions to address the issue.

The performance of the Administrative Dept. are placed before the monthly meetings of the HOD's meeting every month and reviewed.

6.3 Planning of Changes .

Whenever any change in the policy, rule, regulations or procedure comes into force the Quality Assurance Team reviews the existing process and comes up with suggestions for changes and improvement, risks involved and measures to manage the risks, etc. and the various options are weighed before choosing the best process change and the purpose of the change and integrity of the QMS, the availability of resources and role taken into account.

7. Support

7.1 Resources

In order for the Administration Dept. to discharge its function effectively, it has been provided with the following resources:

1. Human Resources
2. Space
3. Office furniture
4. Computers, peripherals, Electronic mail and internet services
4. Photocopying machines.
5. Stationary and consumables
6. Telephones, Wireless equipment.
7. Transport
8. Facial recognition attendance system
9. Firefighting equipment

These resources are primarily used to enhance customer satisfaction by minimizing the time taken for movement of personnel, information and equipment of the Dept..

7.1.1- General

Administration Dept. is fully committed to providing adequate resources required for the establishment, implementation, maintenance and continual improvement of the quality

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management system. The process of determining and communicating resource requirements is an integral part of our management review process. Our infrastructure resource considerations include

- Management review meeting inputs and outputs
- Capabilities and constraints on existing internal and external resources.
- Requirements and expectations provided by our external providers/vendors.

7.1.2 – People

Admin has determined and provided the persons necessary for effective implementation of it's QMS for the smooth operation and control of it's processes.

7.1.3 - Infrastructure

Administration Dept. has determined and provided resources necessary for the establishment, implementation and continual improvement of the QMS. The Administration duties and responsibilities as well as the maintenance of equipment and records are ensured by daily inspection. This has been spelt out in the work procedures and instructions also.

The Admin has determined and provided the necessary infrastructure for the operation of it's processes to achieve the conformity of it's services and the same are maintained.

This infrastructure includes:-

- a) buildings and associated utilities
- b) equipments including hardware and software
- c) information and communication technology
- d) transportation resources.

7.1.4 – Environment for the operation of processes

Appropriate work environment (including social, psychological needs & amicable work environment is ensured to achieve the conformity to the various services rendered by the department.

- DR (Admin) puts every effort to have sufficient floor space to carry out the activities so as to render the services as covered by QMS.
- DR (Admin) ensures that non-discriminatory, calm and non-confrontational work atmosphere prevail in Administration Section.
- DR (Admin) encourages the Administration Department staff members to attend stress reducing courses like yoga and avail vacation to avoid burnout.

7.1.5 Organizational Knowledge

Administration determines the knowledge necessary for the operation of its processes to

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achieve conformity of its services. This knowledge is maintained and be made available to the extent necessary. Personnel of the Administrative Dept. are imparted training in various aspects of their job under the Institute HRD programme. This is apart from the on the job training. Subjects include Drafting and Noting, Stores & Purchase Procedure, Office Procedure, Computer Language training etc. While motivational training is imparted on "as available" basis, skill up gradation is planned. Training programmes as per needs are identified, planned and then put up for approval, through Administrative channels. Some programmes are arranged based on the demand/feedback from the staff members. Programmes are conducted by procuring expertise from outside agencies/organisations. Staff members are identified seeing their career profile and their performance over the year. Appropriate training is also given to the Administration personnel as in house training. Training usage is reviewed after the progress.

7.2 – Competence

Administration Dept. has determined to the extent necessary the below elements for competence for people performing work that may affect the effectiveness of the QMS.

- Ensure employees are competent on the basis of their education, training and experience.
- Measure job performance for each employees as per the schedule of the Programme drawn up periodically.
- Providing career training programs to the extent necessary.
- Ensures that these persons are competent on the basis of appropriate education, training or experience
- Take actions to acquire the necessary competence and evaluate the effectiveness of the actions taken and retain appropriate documented information as evidence of competence.

The staffs appointed for providing services in Administration Dept. at IIT Madras are recruited as per the norms and are given periodical training as and when required to sustain the effective delivery. Minimum educational and other qualification for recruitment into the Administration Dept. has been laid out in the recruitment policy of the Institute. These policies and the requirements have been worked out taking into consideration the job content of the Administration personnel of all ranks.

Minimum educational qualification, physical standards and other requirements are stipulated while engaging the services of the outside agencies and these are reflected in the letter of understanding.

The staffs of the Dept. are:

1. Deputy Registrar
2. Assistant Registrar
3. Superintendent
4. Jr. Superintendent
5. Sr. Asst.
6. Jr. Asst.
7. Sr. Attdt.

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8. Jr. Attdt.
9. Outsourcing Staff

7.3- Awareness

DR (Admin) ensures that all the staff members, who work in Administration Department are aware of quality policy, quality objectives and their contribution to effective implementation of quality management system including the benefits of improved performance. DR (Admin) ensures that staff members of Administration Department are aware of the implications of non-conformance with the quality management system requirements.

Administration Dept. has determined to the extent necessary persons performing work are

- (a) The quality policy.
- (b) Aware of relevant quality objectives
- (c) Aware of their contribution to the QMS effectiveness, including improved performance
- (d) The implication of not conforming with the quality management system requirements.

Minimum educational and other qualification for recruitment into the Administrative Dept. has been laid out in the recruitment policy of the Institute. These policies and the requirements have been worked out taking into consideration the job content of the Administrative personnel of all ranks.

Minimum educational and other qualification for recruitment into the Administrative Dept. has been laid out in the recruitment policy of the Institute. These policies and the requirements have been worked out taking into consideration the job content of the Administrative personnel of all ranks.

7.4 – Communication

Administration Dept. has determined the internal and external communications relevant to the quality management system.

Internal written correspondence within the Institute is through a Central Despatch System. The Institute also has an internal telephone exchange that, acts as an effective communication network among the various customers and the Administration Dept. In addition intra-departmental/Centre/Dept. communication through e-mail has become an established and effective Internal/External mode of communication, with the installation of a campus wide network, by usage of individual and group e-mail identifications. Communication within the Institute is also possible through intercoms.

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Within the Dept., the Dy. Registrar communicates with the personnel in the following manner:-

- (a) Through the chain of command ie., the Asst. Registrar, Supdt., Jr. Supdt and other ranks
- (b) Through Office Orders, Circulars

7.5.1. General

The Quality Management System documented information includes documented statements of quality policy and quality objectives, a quality manual, documented procedures and records required by this International Standard, and documents, including records determined by the organization to be necessary to ensure the effective planning, operation and control of its processes.

7.5.2 – Creating and updating

When creating and updating documented information, Administration Dept. ensures the following:-

- The identification and description (revision date, approval etc)
- The format and media (electronic, paper hard copy etc)
- The review and approval for suitability and adequacy.

7.5.3 – Control of documented Information

7.5.3.1 Documented information required by the quality management system and by ISO 9001:2015 are controlled to ensure :

- (a) Availability and suitable for use, where and when it is needed.
- (b) It is adequately protected.
- (c) Retention and disposition
- (d) Distribution, access, retrieval and use.

7.5.3.2 Documented information of external origin determined to be necessary for the planning and implementation of the QMS is identified as appropriate and controlled in accordance with Quality System procedures and Forms.

Quality records pertaining to the requirement of the standard are maintained by the Administration Dept. The list of the documents and records are given at Annexures-5.1 & 5.2

Records/documents have been given specific period of retention, depending on their validity and future requirements. These are reflected in the respective records/documents. (Pl refer Annexure 5.3)

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8. Operation

8.1 Operational planning and control

Administration Dept. defines the expectation and implements controls for each of our QMS processes. The planning of controls is required to ensure consistent acceptability of our services and implemented the actions determined in Clause 6 by:

- (a) Determining the requirements for our services.
- (b) Establishing criteria for
 1. The processes;
 2. The acceptance of our services.
- (c) Determining the resources needed to achieve conformity to our services and its requirements.
- (d) Documented information are kept to the extent necessary to have confidence that the processes have been carried out as planned and to demonstrate the conformity of the services offered to their requirements.

The Quality Policy of the Institute postulates "Excellence in the support services of the Institute through continuous improvement and team work."

The functioning of the Administration Dept. is monitored by the Registrar operationally on weekly basis and whenever required. The performance of the Administration Dept. are placed before the **HOD's meeting and reviewed periodically.**

The output of operation planning and control includes documented quality plans, resource requirements, processes, equipment requirements, procedures.

PROCESS FLOW CHARTS: (Pls. refer the list given in Clause 4.4)

8.2 Requirements for products and services

8.2.1 Customer communication

Administration Dept. has implemented an effective system for communicating with customers the system includes but is not limited to

- Information relating to our services.
- Inquiries, contracts and order handlings including amendments
- Customer feedback, including customer complaints
- Specific requirements for contingency actions when relevant

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Information with regard to the services offered by the Administrative Dept. is made available to the customers through e-mails and circulars from time to time. Customer feed backs are also available through Complainant/ suggestion box, suggestion book and e-mails and survey reports of the QC through Google Forms of the Administration Dept..

8.4 Control of externally provided products and services

Administrative Dept. maintains responsibility for the quality of all products from external providers including customers designated sources. Demands for any item to be purchased for the Administrative Dept. is done considering the requirement and its utility to the Administrative Dept. in enhancing its performance. Demands after approval of the competent authority are placed on the Stores and Purchase Dept., who processes demands as per the norms of the Institute. Special approvals and sanctions are obtained from the Director depending on the urgency and the quality/force multiplying capability of the item.

8.4.2 Type and extent of control of external provision

Administration Dept. also purchases Administrative services from outside agencies. Administration Dept. ensures that externally provided processes, products and services are remain within the control of their QMS. It takes into consideration the potential impact of externally processes, products and services on their ability to meet consistently the customer and applicable statutory and regulatory requirements. Verification of the activities are done by Admin to ensure that outsourced party to meet Admin requirements.

Requirements are worked out taking into consideration the existing strength of the internal Administrative Dept.

8.4.3 Information for external providers

Administrative Dept. are taken care as per the standard requirements. The Admin ensure the adequacy of the requirements prior to our communication to the external providers:-

Admin communicates to external providers its requirement for:-

- a) the processes, products and services to be provided;
- b) the approval of:
 - 1) products and services
 - 2) methods and processes
 - 3) the release of products and services
- c) the external provider's interactions with Administration Department
- d) control and monitoring of the external providers' performance
- e) any verification and validation activities that the Admin intends to perform .

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8.5.1. CONTROL OF PRODUCTION AND SERVICE PROVISION

Admin department as implemented its service provision under controlled condition are doneby considering the following:-

- (a) availability of documented information
- (b) the details of the services is to be provided
- (c) results to be achieved
- (d) availability of suitable monitoring and measuring resources.
- (e) Implementation of the activities of the appropriate the changes considering the criteria of the services
- (f) the use of suitable infrastructure environment for the operation of processes,
- (g) appointment of the competent persons with any required qualifications
- (h) validation and periodic revalidation of our ability to achieve planned results for our services.
- (i) implementation of corrective actions to prevent errors
- (j) implementation of release, delivery and post-delivery activities.

8.5.2. IDENTIFICATION AND TRACEABILITY:

Current files/ledgers are under the custody of the concerned dealing assistants. Any request letter / LTC claim papers received will be marked to the dealing assistant for processing. The dealing assistant, supervisor is required to know the status of the request letter / LTC Claim. Entries in the registers, computer and ledgers are made at the time of processing, for request / LTC Claim.

The files are identified with reference to the area of work of the unit.

- A. Faculties / Staff Service Book
- B. Faculties / Staff Personal Files
- C. **Children Education Allowance** & HBA Files
- D. Pension related files & books
- E. Insurance related files & books
- F. **Residential Accomadation** & Commercial establishment related files.
- G. **New Pension related files & books.**

The records of payment are in the form of vouchers. They are serially numbered, stitched and soft bound date-wise.

The records of receipts are second copies of receipts issued. They are stitched and softbound date wise for each month. They are preserved for reference and production to audit. Old records are transferred to the Record Room for safe-keeping/reference. On expiry ofthe stipulated

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period of retention they will be destroyed. (Pls. refer Annexure-5.3)

8.5.3 Property belonging to customers or external provider

Administration Department exercises care with the various personal information relating to the faculties, staff, students, suppliers and other stakeholders while it is under the institute's control and being used by the Institute.

8.5.4 Preservation

The records of payment are in the form of vouchers. They are serially numbered, stitched and soft bound date-wise. The records of receipts are second copies of receipts issued. They are stitched and soft bound date wise for each month. They are preserved and produced to audit to establish the conformity of Annual accounts to the processed records of payments and receipts. Old records are transferred to the Record Room for safe-keeping/reference.

8.5.5

8.5.6 POST DELIVERY ACTIVITIES:

Section in-charges of respective process ensure that the given service or information meets the customer requirements and statutory and regulatory requirements. Administration Department also takes the responsibility for the potential undesired consequences associated with its services and wherever necessary it will recall its services to rectify the potential undesired consequences.

8.5.6. CONTROL OF CHANGES

DR (Admin) in consultation with QA team review and control changes for **process** to ensure continuing conformity with requirement. The records of review and the changes are maintained by QA team.

8.6 RELEASE OF PRODUCTS AND SERVICES

Process mechanism followed in the Administration Department ensures that the service requirements have been met through reliable verification. The designation of the Officers authorized to approve the transaction are printed in the office order, vouchers, receipts, statements etc. To release the Office Order to the end use customer it is duly signed by the respective Authorized Officer for approval.

The planned arrangements for each of the services to demonstrate the conformity are indicated in the respective flowcharts. (Pls. refer Annexure – 3.1 to 3.14)

The information to the customer are delivered once all the planned arrangements are satisfactorily completed and approved by respective section in-charges.

8.7 CONTROL OF NON-CONFORMING OUTPUTS:

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Administration services conformity is assured by adhering to process any non conformity noticed during the process of verification of the office order / allotment order will be brought to the notice of the concerned section and office order / allotment order will be made only on rectification of the same.

9. Performance evaluation

9.1 **Monitoring, measurement, Analysis and Evaluation**

The activities of the Administrative Dept. are reported and reviewed at the Heads of Departments' meeting periodically. The top management is kept posted of all important activities of the Administrative Dept. Further the Head of the Sections also reviews the functioning of the Administrative Dept. The set quality objectives of Admin are measured, monitored closely.

Efforts for improvement are a continuous process. This is carried out on the basis of analysis of past performances, non-conformities observed during audits, reviews of performance by the **Head of the Sections**, observations made during the meetings of the Heads of Departments. Customer feedback is another source of input for improvement. Improvement is brought out by way of training the staff members where necessary.

9.1.1 **General**

Administrative Dept. determines :

- (a) What needs to be monitored and measured.
- (b) The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results.
- (c) When the monitoring and measuring is performed.
- (d) When the results from monitoring and measurement are analyzed and evaluated.

Administrative Dept. evaluates the performance and the effectiveness of the quality management system and retains appropriate documented information as evidence of the results.

Monitoring and measurement of Processes & Product for each of the services are indicated in the respective flowcharts. (Pls. refer Annexure – 3.1 to 3.14)

9.1.2 **Customer Satisfaction.**

Administrative Dept. monitors information relating to customer perception of our performance to fulfill their requirements. Maintaining customer satisfaction is one of the principal objectives of the QMS and IITM. Customer satisfaction is monitored through feed backs (letters to the authorities, suggestions, complaints (recorded in the Complaints Register and written complaints, e- mail, QC surveys through Google Forms) **exclusively designed for faculties / non faculties** . Customer feed backs in response to circulars are evaluated and responded to through action on the ground and acknowledgement/replies to customers. Collecting and analyzing customer feedback and complaints and customer satisfaction is conducted during management review.

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Customer satisfaction data is used by management to identify opportunities for improvement.

All types of complaints are accounted in the Complaint Register.

Methods Planned by Admin:

- ❖ Suggestion/Complaint Registers are available.
- ❖ Suggestion box is kept at a visible spot
- ❖ Feedback from customers (through e-mail & questionnaires)
- ❖ All nodal points on the Campus are accessible through telephone
- ❖ Customer is communicated regarding action taken on complaints
- ❖ A Log Book is maintained and all events of the Admin Dept. are recorded in the Log Book.

9.1.3 Analysis and Evaluation

The Admin analyze and evaluate its services to make sure it provides conformity of its services to the satisfaction of its customers. The performance and effectiveness of the QMS, external providers and actions taken to address the risk and opportunities are closely monitored to identify any further improvements.

a. Customer satisfaction: This is monitored through the representations received from various representative bodies of customers.

b. Characteristics and trends of processes and opportunities for preventive action: The most of the Administration Department activities carried through computers have eliminated the possibility of committing inaccuracy.

c. Representations and grievances from faculties, staff, student and vendors are used as an indicator of non-conformity of services and immediate remedial action is taken.

9.2 Internal Audit

The Internal Quality Audits are scheduled and conducted by Management Representative of IITM. The Internal Quality Audit is carried out in order to verify whether Quality System and related results comply with the planned arrangements and to determine the effectiveness of the QMS. Head of the Department is responsible for closure of Non Conformances noticed during the internal audit. Head of the Department is also responsible for verifying the implementation and effectiveness of corrective actions taken. Head of the Department uses the Internal Quality Audit information for taking corrective action for identifying risk and opportunity or for taking improvement actions.

9.3. MANAGEMENT REVIEW:

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Periodical report to HOD meeting is submitted and Deputy Registrar (Admin) will submit report to Management representative for presentation to management for review of Administration Department. All the transactions of the Administration Department are subject to check by the Internal and External Audit.

REVIEW OUTPUT

Management representative will inform result of management review to Deputy Registrar (Admin) for further action.

The DR(Admin) reviews periodically the implementation of the QSM in Administration Department as described in IITM Quality System Manual to ensure its continuing suitability, adequacy, effectiveness and alignment with strategic direction of IITM:

The Top Management review are planned and executed by taking into consideration to **review output**. The Administration Department provides the following inputs:

- The status of follow up actions taken from previous management reviews
- Changes in internal and external issues that are relevant to the QMS
- The adequacy of resources
- The effectiveness of action taken to address risks and opportunities.
- The opportunity for improvement.

- Information on performance and effectiveness of QSM by reviewing the trends in the following:
 - (a) Customer satisfaction and feedback from relevant interested parties
 - (b) The outcome of recent internal audits
 - (c) Assessment report given by accredited bodies
 - (d) The extent to which quality objectives are met
 - (e) Process performance and conformity of products and services
 - (f) Nonconformities and corrective actions

The Management Representative inform the results of the Meeting to DR(Admin) for further action.

10. Improvement

10.1 General

Administrative Dept. determines and selects opportunities for improvement and implements necessary actions to meet customer requirement and enhance further customer satisfaction. These include:-

- (a) Improving services to meet requirements as well as to address future needs and

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expectations.

- (b) Correcting , preventing or reducing undesired effects.
- (c) Improving the performance and effectiveness of the QMS.

10.2 Nonconformity and corrective action

When a nonconformity occurs including any arising from complaints, Administration Dept. takes action to control and correct it. Admin evaluates the needs for action to eliminate the causes of non-conformity so that it does not recur again. This is done by reviewing and analyzing the non-conformity, causes of the non-conformity, any similar non-conformity exists to plan and implement actions, after the corrective action it is reviewed for its effectiveness. Admin updated risk and opportunities determine make changes to the QMS if necessary.

10.3 Continual improvement

Administrative Dept. continually improves the suitability, adequacy and effectiveness of its quality management system and considers the results of analysis and evaluations and the outputs from the management review to determine if there are needs or opportunities that are addressed as part of the continual improvement.

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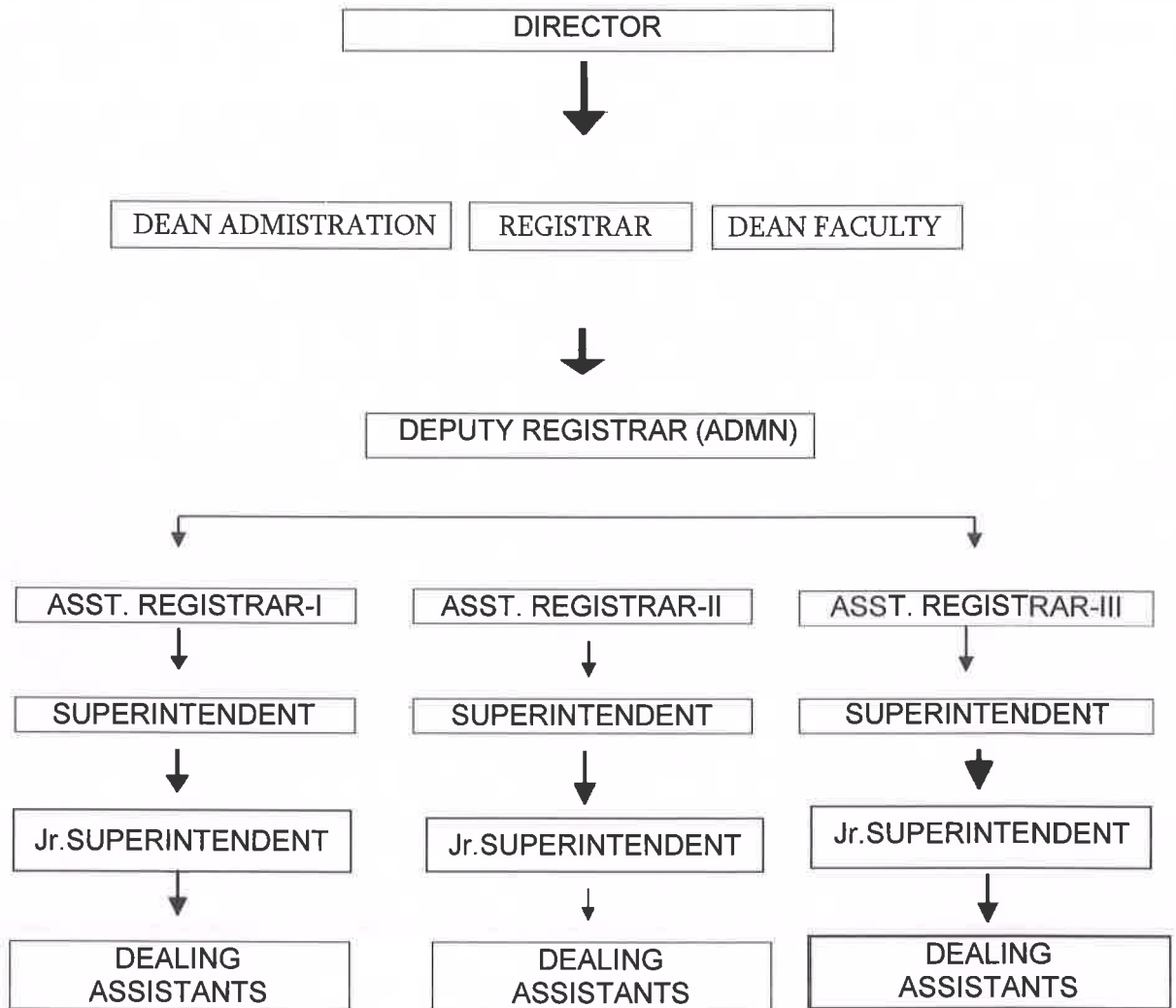
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Annexure - 1

ADMINISTRATIVE STRUCTURE



Dealing Assistants are consisting of Junior and Senior Assistants

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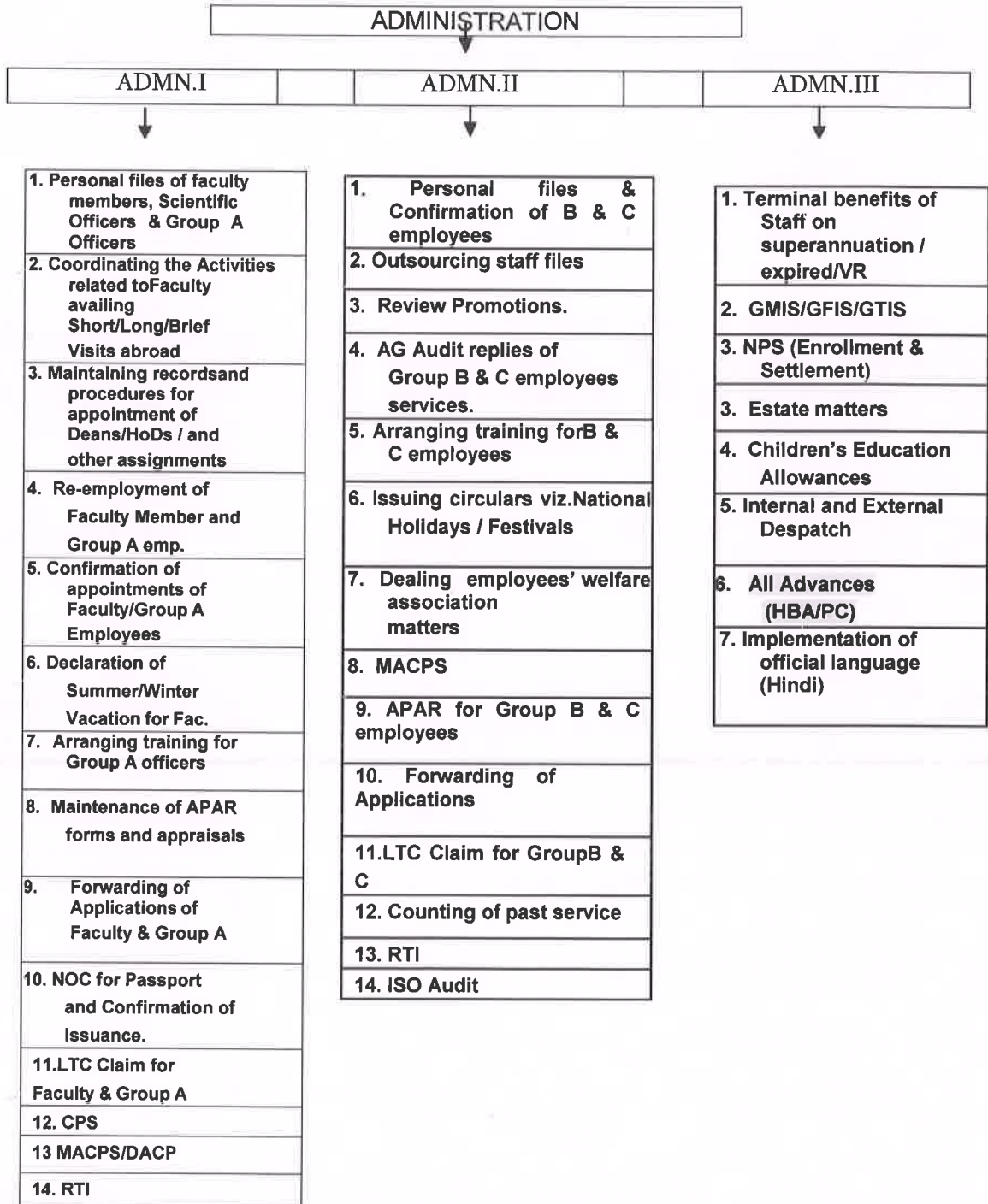
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Annexure - 2

ADMINISTRATIVE ACTIVITIES



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Process Flow Chart –1
Annexure 3.1

Application for grant for long leave (Leave of more than 90 days – EOL/Sabbatical Leave/Leave at Credit)

S.No.	Activity	Responsibility	Time Schedule (in working days)
I Application processing for approval to place before committee			
1.	Receipt of application	Supdt./Asst	--
2.	Scrutiny of applications *	Supdt./Asst	2 days 6 days
3.	Preparation of check slip for BSC Asst./AR/Supdt/DR(Admn.).		2 days
4.	Getting approval of Registrar		2 day
II Conducting meeting & Issuing of permission letter			
5.	Convening the meeting after obtaining consent from Chairman, BSC/ Director **	DR (Admn.)	3 day
6.	Issue of meeting notice to BSC members	DR (Admn.)	1 day
7.	Preparation of minutes of BSC	DR (Admn.)	1 day 9 days
8.	Approval of Minutes	Chairman, BSC	3 day
9.	Issue of permission letter	DR (Admn.)	1 day
III Acceptance, Relief and Rejoining			
10.	Receipt of acceptance & Request for relief / canceling ***	DR (Admn.)	2 days
11.	Reporting of Minutes to the next BOG Reporting the rejoining – Service Bookentry	Registrar's Office	Days depends upon the BOG Meeting
12.		Supdt./Asst.	--

* Applications will be sent back to the applicant if incomplete.

** Meeting will be convened as and when sufficient number of applications received / depending upon the urgency

*** Relief order will be given 1 day prior to the event

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Process Flow Chart –2
Annexure 3.2

Applications seeking Institute financial assistance to attend Seminars/Symposium and Conferences Abroad

S.No.	Activity	Responsibility	Time Schedule (in working days)
I Application processing for approval to place before committee			
1.	Receipt of application	Supdt/Asst	--
2.	Scrutiny of applications *	Supdt./Asst	2 days 7 days
3.	Preparation of check slip for BSC-SC	Asst./AR/Supdt/DR(Admn.).	3 days
4.	Getting approval of Registrar		2 days
II Conducting meeting & Issuing of permission letter			
5.	Convening the meeting after obtaining consent from Chairman, BSC **	DR (Admn.)	3 days
6.	Issue of meeting notice to BSC – members	DR (Admn.)	2 days
7.	Preparation of minutes of BSC	DR (Admn.) Chairman, BSC	2 days 12 days 3 days
8.	Approval of Minutes	DR (Admn.)	2 days
9.	Issue of permission letter		
III Acceptance, Relief and Rejoining			
10.	Reporting to next BSC	DR (Admn.)	2 days
11.	Issue of Relief / Cancellation of visit ***	DR (Admn.)	Days depends upon the dates of visits rejoining
12.	Regularizing the variation of date of rejoining if any Reporting of rejoining after completion of visit – Service Book entry	DR (Admn.)/Supdt./Asst.	

* Applications will be sent back to the applicant if incomplete.

** Meeting will be convened as and when sufficient number of applications received / depending upon the urgency

*** Relief order will be given 1 day prior to the event

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Process Flow Chart –3
Annexure 3.3

Appointment of Deans, HODs

S.No.	Activity	Responsibility	Time Schedule (in working days)
I Initiating files for nomination			
1.	Check expiry of term for Heads of Departments / Heads of Centres and seek orders for further action	Registrar/DR(Admin)	30 days prior to the date of expiry of terms
II issue of letters on approval			
2.	Intimation letters to Nominee / Existing incumbent	DR (Admn.)	2 days
III Receipt of acceptance & Issue of Circulars			
3.	Receipt of handing / taking over report on the specified date	Registrar/DR (Admn.)	2 days
4.	Issue of circular	AR(Admn.)/DR(Admn.)	2 days

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Process Flow Chart – 4
Annexure 3.4

ARRANGING FAREWELL FUNCTION FOR RETIRING STAFF MEMBERS

The whole process of arranging farewell to be completed in one month (i.e. first to last working day of the month).

S.No.	Activity	Admn. III Dept.	Retiring Staff	Departments / Dept.s	Dy. Director/ Director	Responsi b ility	
1.	Farewell Circular to staff members	1				DR.Admn	
2.	Farewell Invitation to all Members and retiring staff	2	3	4		DR.Admn	
3.	Acceptance Letter to attend function from retiring staff	6	5			Retiring Staff	
4.	Preparation of draft Citation by the concerned Dept.				7	Departme nt/ Dept.	
5.	Citation modifications, if any					8	DR.Admn
5 (a)	Approval					9	DIR.
6.	Saplings of plantation by the retiring staff as per the circular at 10 a.m.	10					DR.Admn Engg. Unit
6.	Farewell Function a) Presentation of Memento, b) Issue of Cheques to the retiring staff	11				12	DR.Admn

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Process Flow Chart – 5
Annexure 3.5

TERMINAL BENEFITS FOR RETIRING STAFF MEMBERS

S.No.	Activity	No. of days (working)	Responsibility
1.	Processing of pension paper's (on receipt from the staff member)	3	DA Supdt. AR DR
2.	Obtaining approval of Director on Pension proposal (on receipt from Internal Audit)	3	DA Supdt. AR DR
3.	Issue of PPO (on approval)	2	DA Supdt. AR DR
4.	Issue of EL encashment order (on approval)	2	DA Supdt. AR DR

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Process Flow Chart – 6
Annexure 3.6

IMPLEMENTATION OF OFFICIAL LANGUAGE

S.No.	Activity	Admn.III Dept.	Staff	Responsibility
1.	Issue of Circular to Departments/ Dept.	1	2	Admn.III/ DR (Admn.)
2.	Seeking admission to the "Hindi" Course		3	Staff
3.	Admission of eligible candidates and intimating date, time and venue of Class	4	5	Admn.III/ DR (Admn.)
4.	Announcement of Examination/ Issue of hall tickets	6	7	Hindi Directorate/ Admn.III
5.	To conduct Examinations		8	Hindi Directorate
6.	Announcement of Results	9	10	Hindi Directorate/ Admn.III
7.	To organise "Hindi Day" during September	11		Admn.III/ DR (Admn.)
8.	Certificate of merit/ cash awards to successful candidates in Hindi Exams	12	13	Admn.III/ DR (Admn.)

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Process Flow Chart – 7
Annexure 3.7

**REIMBURSEMENT OF CHILDREN
EDUCATION ALLOWANCE**

S.No.	Activity	No. of days (working)	Responsibility
1.	Processing of claims (on receipt from staff member)	Batch Processing through workflow. Commensurate from scrutiny approval and forwarded to F&A for payment.	DA Supdt. AR DR
2.	Obtaining approval of Registrar		
3.	Issue of sanction order to Accounts Dept. (on approval)		

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Process Flow Chart – 8
Annexure 3.8

TRANSPORT CELL

S.No.	Activity	Admn.	Applicant	Accounts	Action taken by/ Approval
1.	Submission of request		1		Admn.
2.	Processing of request	2			Assistant
3.	Approval by the officer	3			DR (Admn.)
4.	Instructions to the Driver/ Conductor	4			Assistant
5.	Log Book Entry	5			Assistant
6.	Bill prepared if necessary	6			Assistant
7.	Bill settled			7	HOD/ Individuals

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Process Flow Chart - 9
Annexure 3.9

RE-EMPLOYMENT

Sl.No.	Activity	Admn.(I)	Applicant	DR(Admn.)/R egr.	Responsibility
1.	Note for Re-employment from the Dept. to the authorities.	1			Supdt.
2.	After approval letter to Faculty Member seeking consent for re-employment.			2	Director's Office.
3.	Receipt of willingness from Faculty Member		3		Faculty
4.	Acknowledgement letter for the receipt of willingness to be sent.	4			DR(Admn.)
5.	Issue of Offer of Re-employment	5			DR(Admn.)
6.	Issue of Office Order fixing the pay & other terms & conditions.	6			DR(Admn.)
7.	Issue of Relief Order on completion of tenure of re-employment.	7			DR(Admn.)
8.	Calling of DUES report from Depts./ Centre/Dept.	8			DR(Admn.)
9.	Letter to DR(ADMINISTRATION DEPARTMENT) for final settlement of account.	9			DR(Admn.)

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Process Flow Chart –10
Annexure 3.10

HOUSE BUILDING ADVANCE

S.No	Activity	Admn.I	Applicant	DR (Admn.)/ Audit/ Reg./ Dean (Adm.) /Director	Accounts	Responsibility	Time schedule (working days)	
Scrutiny of Application & Approval								
1.	Receipt of application					DR (Admn.)	Any time	
2.	Scrutinizing application					Supdt./Asst.	3 days	
3.	Note to the Dean (Admn.)					DR.Admn.I	2 days	
4.	Approval of SI.No.3					Dean (Admn.)	2 days (after approval)	
6.	a. Legal fee b. Architect fee					Applicant	--	
7.	Working sheet / Approval					Supdt /Audit/ Regr.	5 days (on receipt of legal/arch.note)	
8.	General Sanction Order (on approval by Regr/Dean(Admn))					DR (Admn.)	2 days (on receipt of audit report)	
9.	Submission of original document by the staff member					applicant	--	
10.	Issue of Financial Sanction					DR(Admn.)	2 days	
11.	Release of Loan Amount					DR (ADMINISTRATIO N DEPARTMENT)	--	
							Total	16 days

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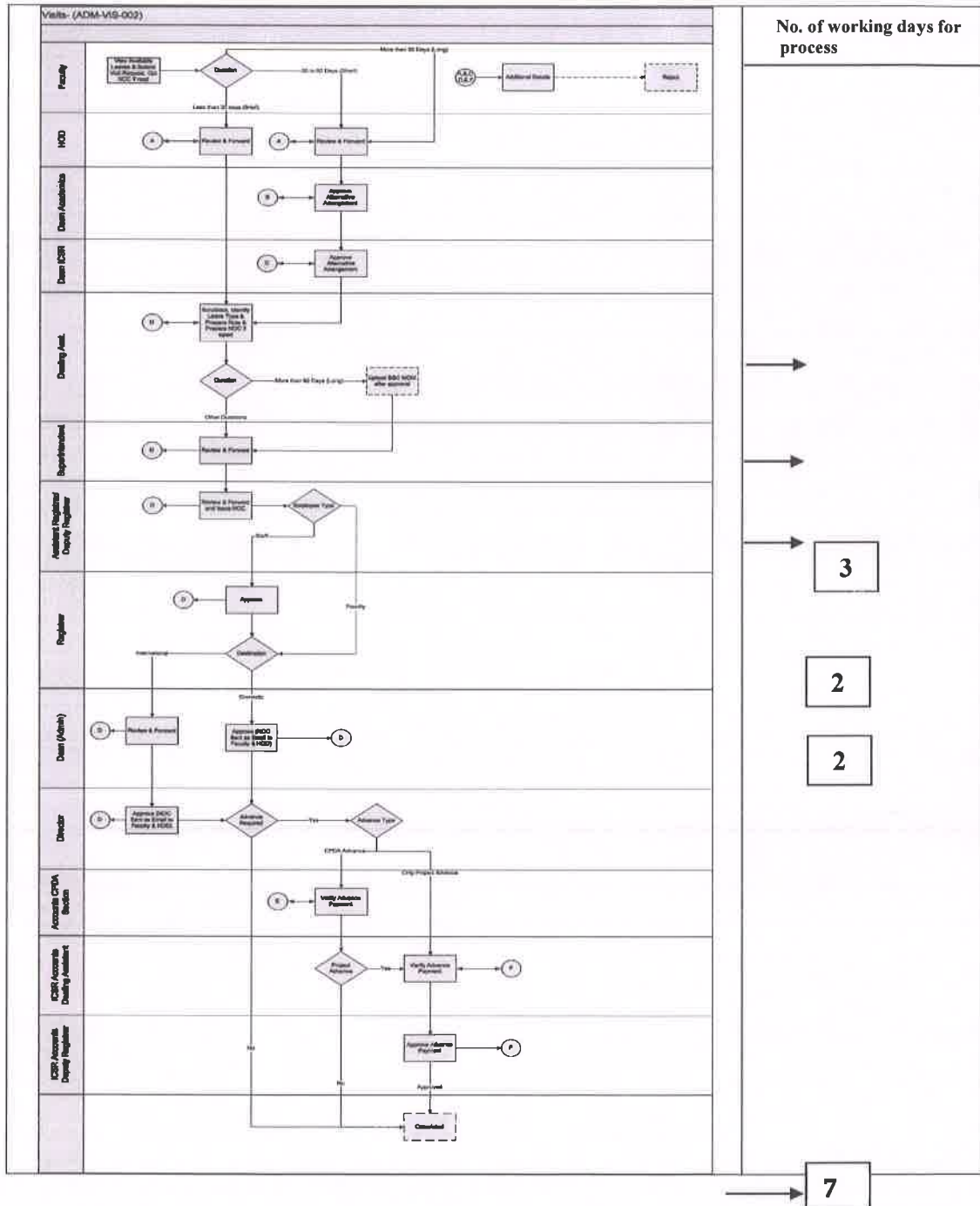
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Process Flow Chart -12
Annexure 3.12

PC ADVANCE

S.No	Activity	Admn.	Applicant	DR (Admn.)/ Audit/ Director/ DR (ADMINISTRATIO N DEPARTMENT)	Responsibility	Time Schedule (working days)
1.	Receipt of application		1		Supdt./Asst.	Anytime
2.	Scrutinizing application	2			Supdt./Asst.	2 days
3.	Note to the Registrar	3			DR(Admn.)/ Dean (Admn.)	2 days
4.	General Sanction Order		4		DR (Admn.)	2 days
5.	Agreement and Proforma Invoice	5			Applicant	--
6.	Financial Sanction Order		6		DR(Admn.)	2 days
7.	Release of loan	7			DR (ADMINISTR ATION DEPARTMEN T.)	--
					Total	08 days

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Process Flow Chart - 14
 Annexure 3.14

Allotment of Quarters

S.No	Activity	Staff	Estate Dept./ Admn.	Action	Time Schedule (Working Days)
1	Registration for Seeking allotment of Quarters after issue of circular and Cancellation of registration	1		Interested staff members	7 Days
2	Verification of seniority position and intimation to staff member		2	Superintendent	3 Days
3	Approval by the Registrar		3	DR(Admn.)	2 Days
4	Issue of Allotment Order to staff member		4	DR(Admn.)	2 Days
Total					14 Days

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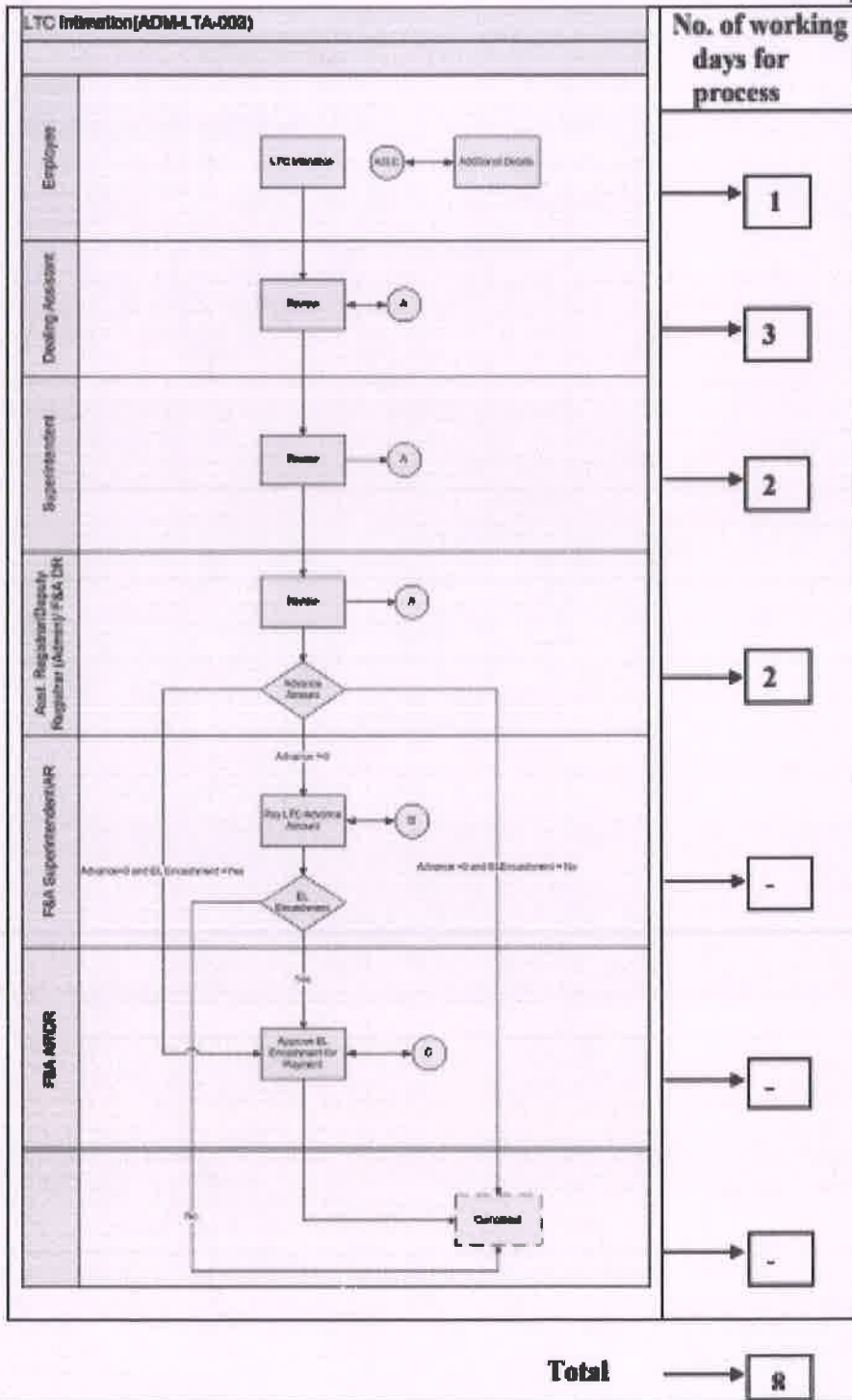
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Work Flow Chart No.
 Annexure 4.



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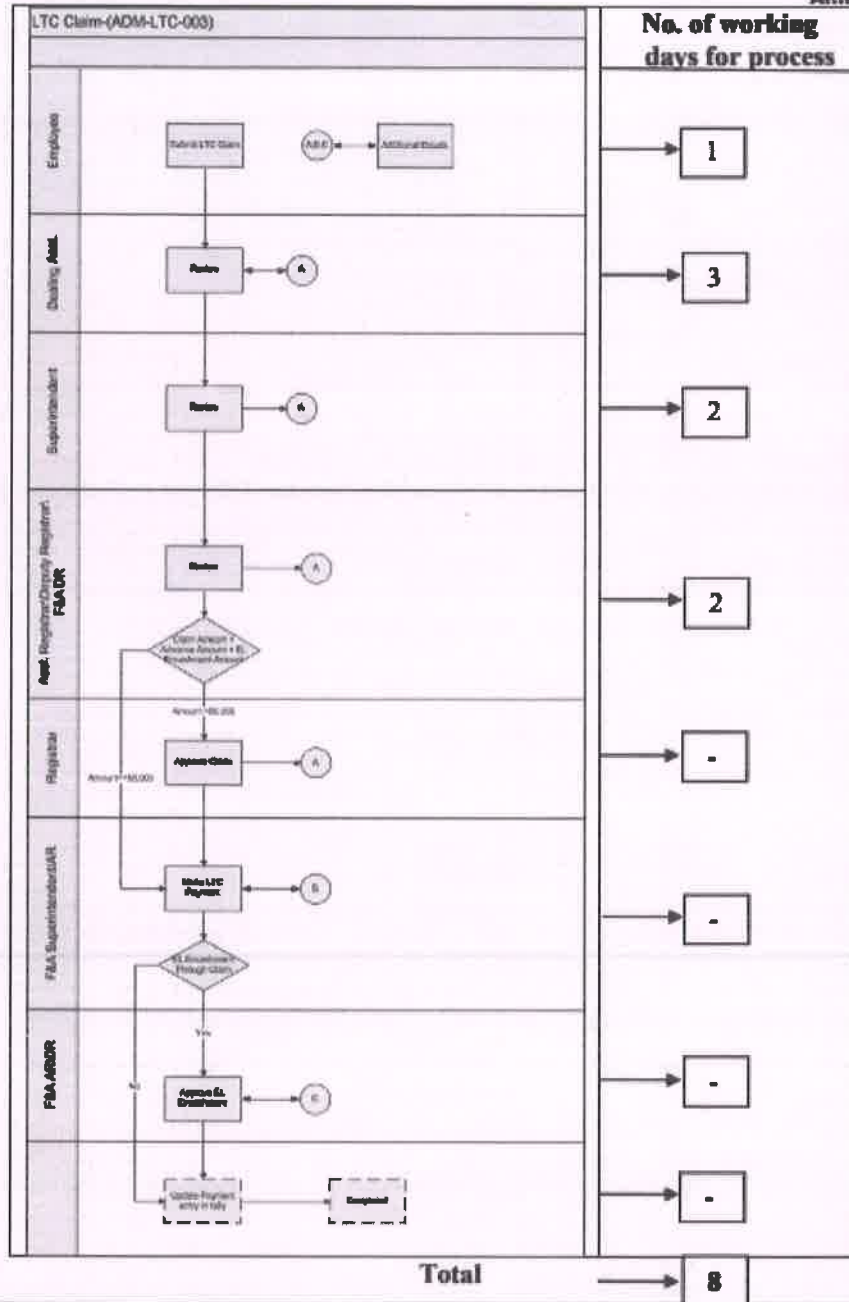
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Work Flow Chart No.2
 Annexure 4.2

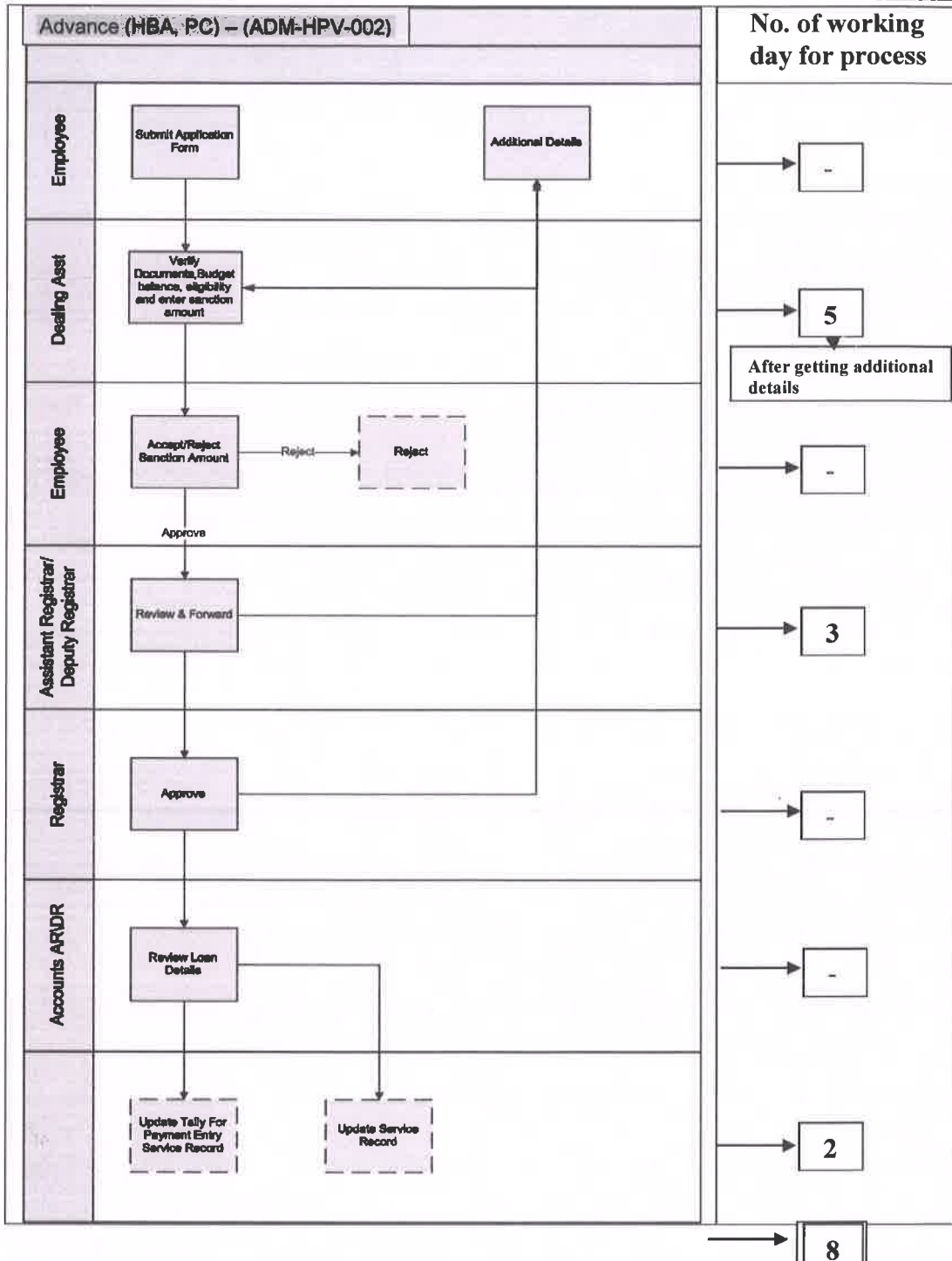


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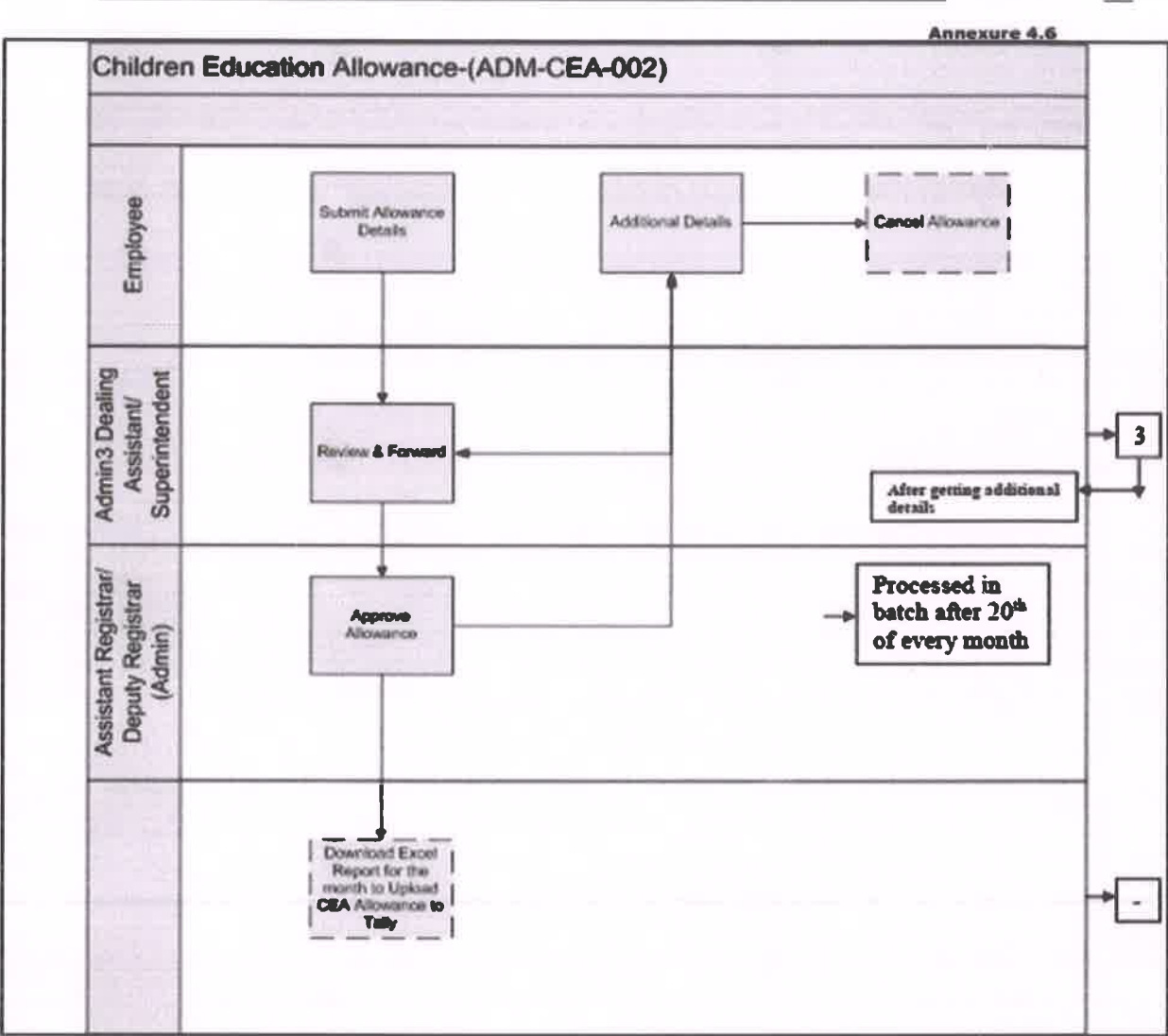
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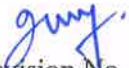


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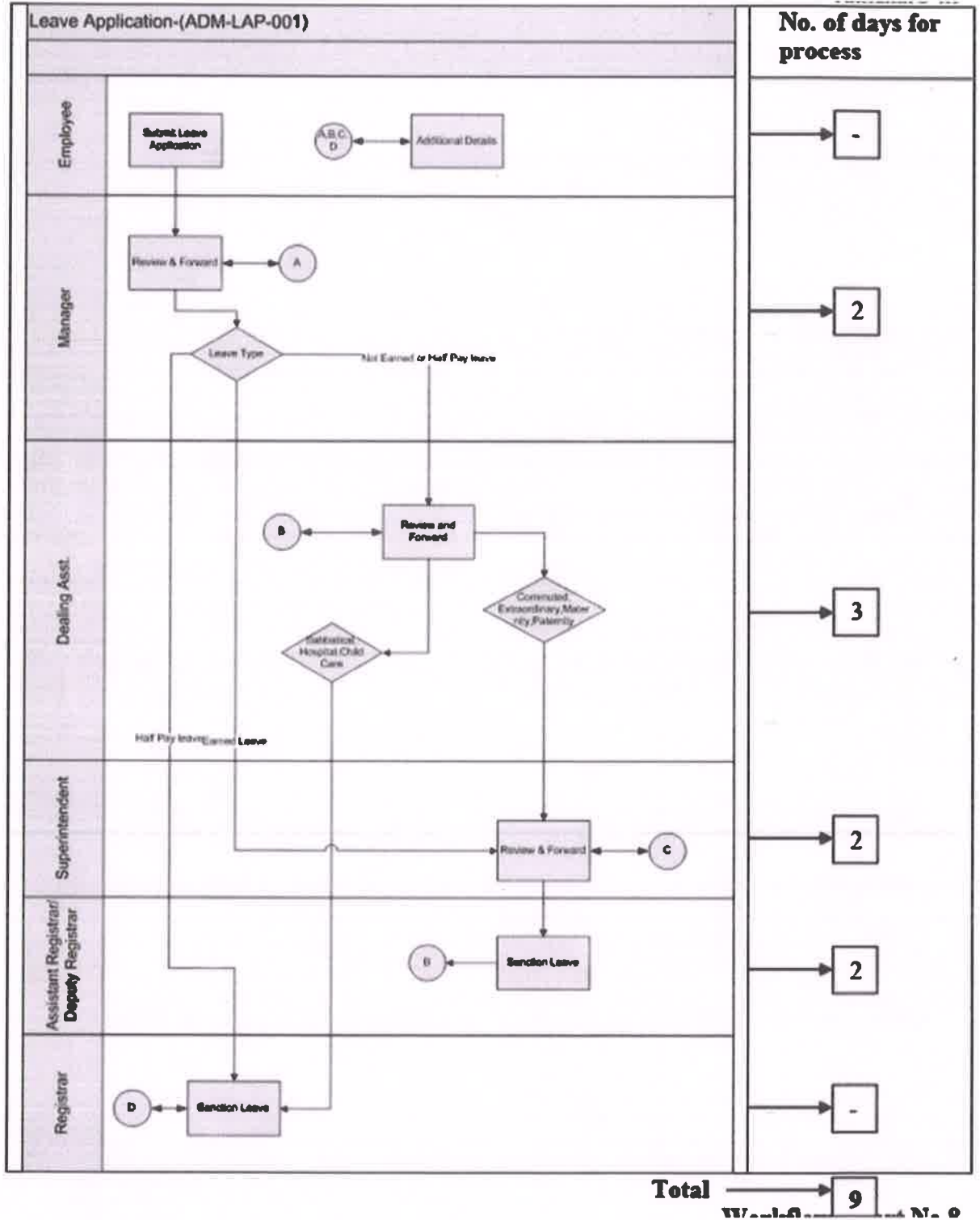
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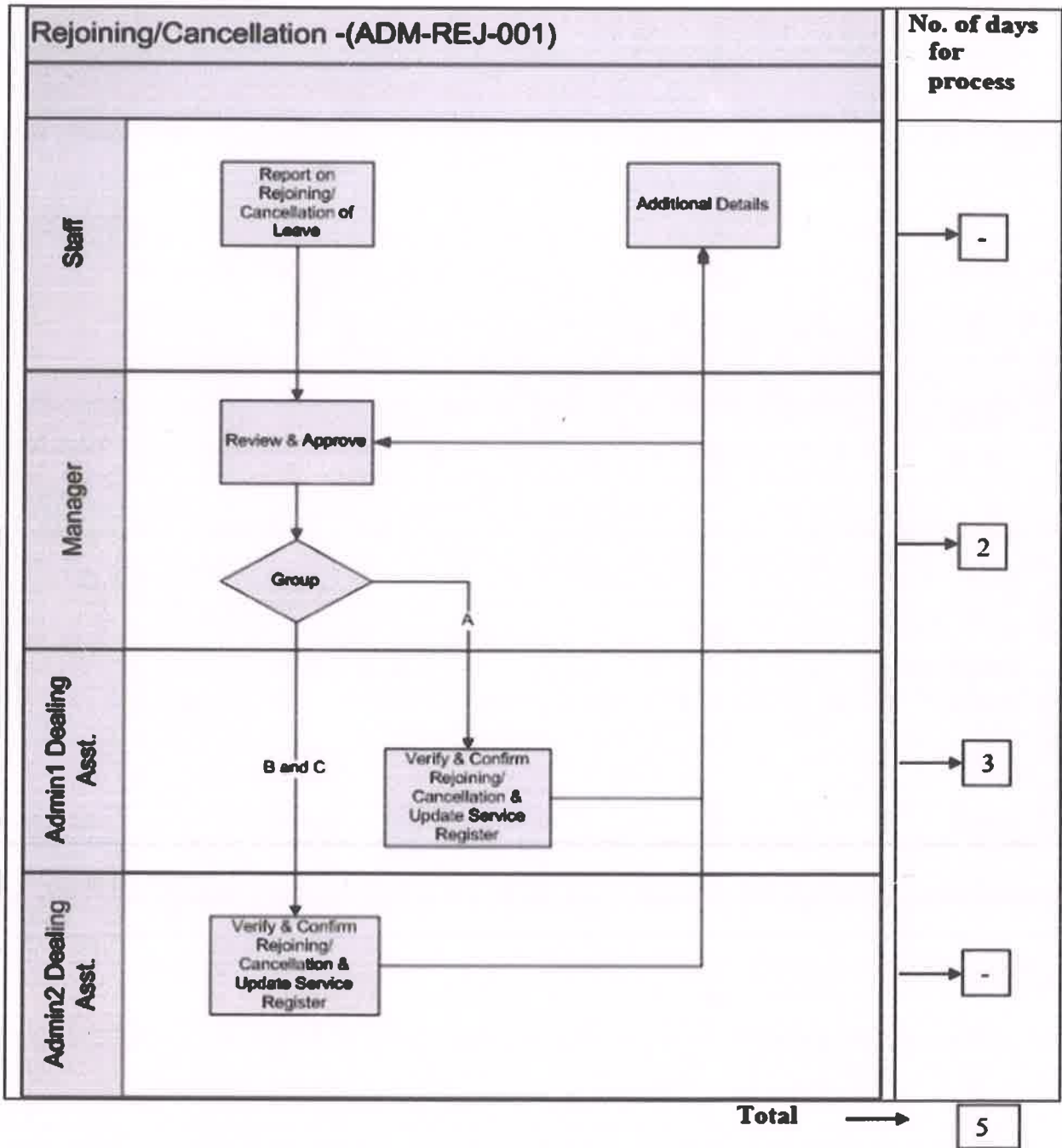
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Annexure 4.8



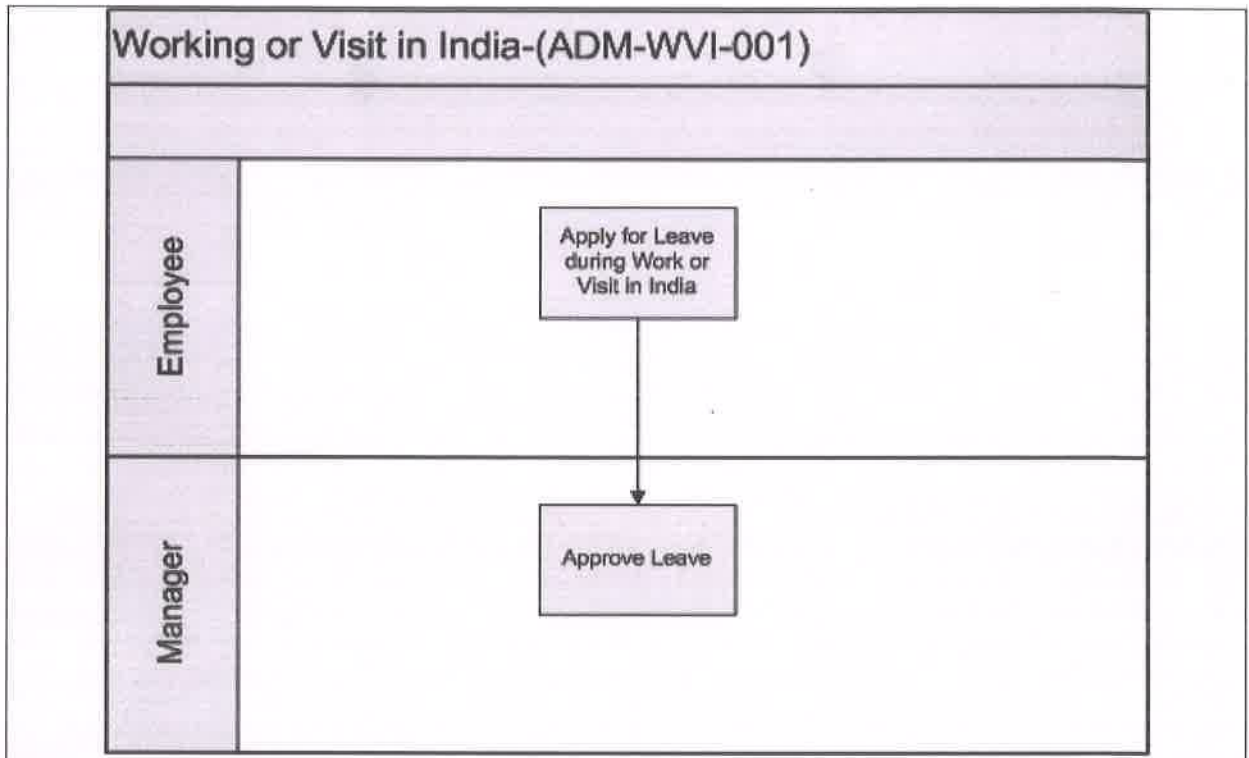
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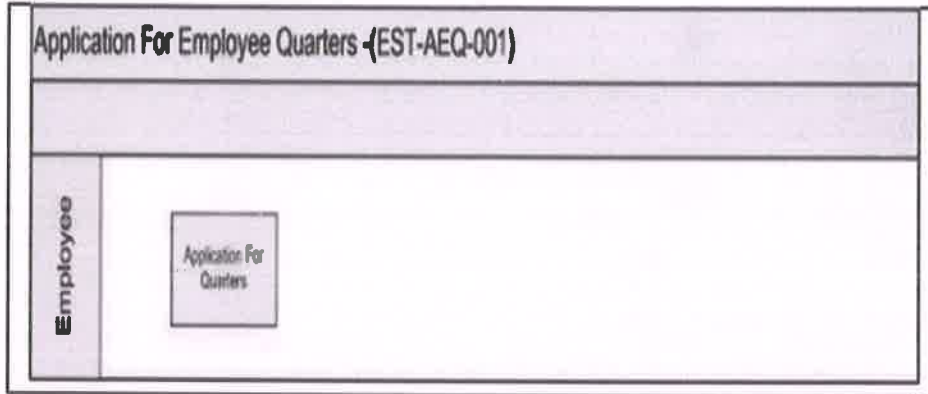
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Workflow Chart No.10
Annexure 4.10



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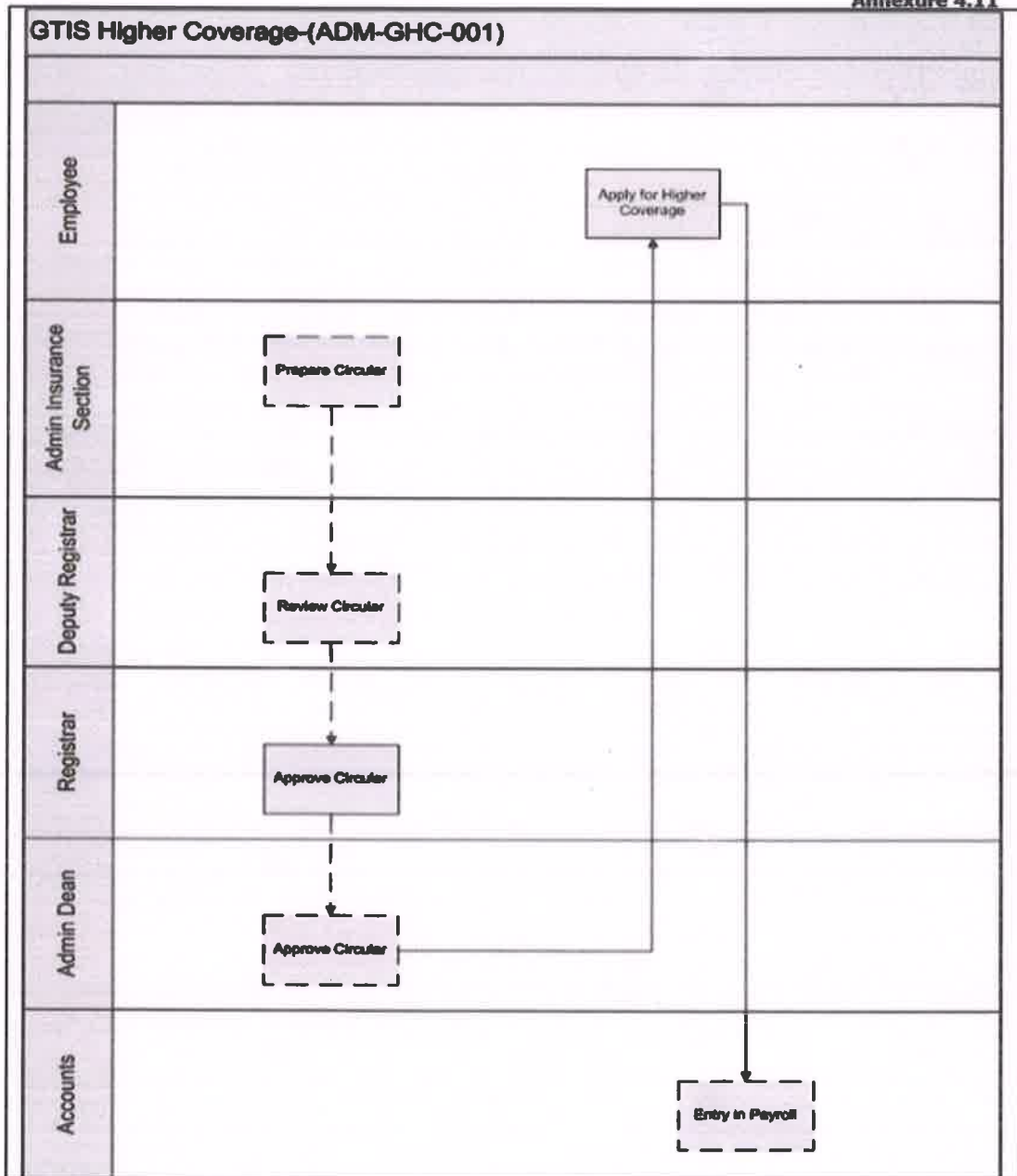
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Workflow Chart No. 11

Annexure 4.11



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LIST OF REGISTERS MAINTAINED BY ADMINISTRATION DEPT.

Sl.No.	NAME OF THE FILE/REGISTER – Admin I
01	Personal File & Service Book- Faculty & Group 'A' Officers
02	Visiting Doctor / Specialist
03	Institute Confirmation of Appointments Committee
04	Board Standing Committee
05	Higher Administrative Grade
06	Circular
07	RTI
08	Financial Orders
09	Forwarding of Applications
10	Higher Education
11	Acquisition / Disposal of Property
12	Vacation
13	Allowances/ Honorarium
14	Pay Level Change
15	Caste Verification
16	Training file-Group 'A' Officers
17	APAR – Group 'A' Officers
18	Re-employment file
19	Leave Salary & Pension Contribution
20	File Movement
21	Attendance Register

Sl.No.	NAME OF THE FILE/REGISTER – Admin II
01	Dispatch Register
02	Imprest Register
03	Non –Faculties Service Book and Personal Files
04	Womens Forum File
05	Stock Registrar
06	Graduate Trainee File
07	Outsourcing Staff file
08	All Association File
09	Events File
10	Attendance Registrar – Admin II

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Annexure-5.2

LIST OF REGISTERS MAINTAINED BY ADMINISTRATION DEPT.

Sl.No.	NAME OF THE FILE/REGISTER – Admin III
01	Attendance Register – ‘Admin III’
02	Pension Related Files/Registers
03	Insurance Related Files/Registers
05	HAC Minutes Files
06	Shops & Vendors Files
07	Students Quarters Related Files
08	Faculty & Staff Quarters Related Files
09	Children Education Allowance Files/Registers
10	Hindi Cell – Related Files*
11	Despatch Registers
12	External Despatch – Speed Post Registers
13	Internal Despatch – Tapal Registers

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Annexure-5.3

CURRENT FILES

File Name	Period of Retention
Correspondence with Dir. Office/DeansOffices	3 years
Correspondence with Reqr. Office/Administration	
Correspondence with Accts/Acad/Audit/Stores	
Correspondence with Enng. Unit/Maintenance	
Correspondence with all Depts. & Centers	
Correspondence with Library Gymkhana/PRO Office /Hospital/JEE & GATE/ICSR	
Correspondence with CCW/Dean Studentspertaining to students matter	
Correspondence with outside Agencies	
Correspondence with Police	
Reports/Complaints official	
Reports/Complaints Personal	
Reports/Complaints Students	
Reports of Administrative Personnel	
Correspondence with all associations/Society/Mandram/club	
Correspondence with Banks/Post Office/Miscellaneous/Schools/NCC/Ozone Training File	
Feed back reports	

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Annexure – 6

4.4 QUALITY MANAGEMENT SYSTEM AND PROCESSES

S. No	Activity	Process		Quality Achieved
		Inputs	Outputs	
1	International Brief Visit	Applications approved by HoD	NOC, Permission and relief	E-orders; thereby time saved.
2	Short/ Long Visit	Applications approved by HoD and Deans (AC, AR, IC & SR)	Permission and Relief post BSC meeting/ approval by Chairman BSC	E-orders; thereby time saved.
3	LTC Intimation	Request by Employee	Permission and recording	Control of Block years and eligibility
4	LTC Claim Settlement	Settlement by employee with original tickets, boarding passes, invoices	Entry in records and reimbursement	LTC cycle completion
5	Leave Application	Applications approved by HoD	Check availability, eligibility and approval.	Process flow and leave balances trackable by employee itself
6	Rejoining/ Cancellation of Leave	Request by Employee	Approval	Control over the sanctioned leave period.
7	Quarters	Request by Employee	Issuance of Allotment order	Maintenance of seniority position
8	GTIS/ GMIS Higher Coverage	Request by Employee	Enhancement of coverage	Systemised activity made online, to speed up Application and Sanction
9	Advances (HBA, PC)	Request by Employee	Sanctioned by Authority	
10	Child Education Allowance	Request by Employee	Sanctioned by Authority	

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