

Date: 06/04/2016

**QUALITY MANUAL
FOR
QUALITY MANAGEMENT SYSTEMS
AS PER
IS/ISO 9001: 2008
&
IS 15700:2005**



APEDA
Agricultural & Processed Food Products
Export Development Authority
Ministry of Commerce & Industry, Government of India

**Agricultural & Processed Food Products Export
Development Authority
(Ministry of Commerce & Industry,)**

**3rd Floor, NCUI Building 3, Siri Institutional Area, August Kranti Marg,
(Opp. Asiad Village),
New Delhi - 110 016, India**

THIS QUALITY MANUAL HAS BEEN APPROVED BY CHAIRMAN, APEDA

**NO PART OF THIS QUALITY MANUAL SHALL BE COPIED OR REPRODUCED WITHOUT PRIOR PERMISSION OF AGRICULTURAL &
PROCESSED FOOD PRODUCTS EXPORT DEVELOPMENT AUTHORITY**

APEDA	Quality Manual (Introduction)
	A- CONTENTS SHEET

ISO 9001:2008 Clause	IS 15700 Clause	Document Description	Doc. No.	No. of pages
		Introduction		-
A		Content Sheet		03
B		Distribution List		01
C		Amendment Record Sheet		01
D		Abbreviations & Definitions		04
E		Organizational Profile		02
1.0		Scope of the QMS		01
		Quality Management System		-
4.1		General Requirements	QM/01	01
4.2		Documentation Requirements	QM/02	04
4.2.1		General		
4.2.2		Quality Manual		
4.2.3		Control of Documents		
4.2.4		Control of Records		
5.0		Management Responsibility		-
5.1		Management Commitment	QM/03	02
5.2		Customer Focus	QM/04	02
5.3		Quality Policy	QM/05	02
5.4		Planning	QM/06	03
5.4.1		Quality Objectives		
5.4.2		Quality Mgmt. System Planning		
5.5		Responsibility, Authority, Communication		
5.5.1		Responsibility & Authority	QM/07	04
5.5.2		Management Representative		

<i>IS/ISO 9001: 2008</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 03

APEDA	Quality Manual (Introduction)
	A- CONTENTS SHEET

ISO 9001:2008 Clause	IS 15700 Clause	Document Description	Doc. No.	No. of pages
5.5.3		Internal Communication		
5.6		Management Review	QM/08	02
6.0		Resource Management		
6.1		Provision of Resources	QM/09	01
6.2		Human Resources	QM/10	03
6.3		Infrastructure	QM/11	01
6.4		Work Environment	QM/12	01
7.0		Product Realisation		
7.1		Planning of Product Realisation	QM/13	01
7.2		Customer Related Processes	QM/14	04
7.3.		Design & Development	QM/15	01
7.4		Purchasing	QM/16	02
7.5		Production and Service Provision	QM/17	03
7.5.1		Control of Production and Service Provision		
		Validation of Processes		
7.5.2		Identification & Traceability		
7.5.3		Customer Property		
7.5.4		Preservation of Product		
7.5.5		Control of Monitoring & Measuring		
7.6		Equipment	QM/18	01
7.7		Complaints Handling	QM /19	03

<i>IS/ISO 9001: 2008</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 03

APEDA	Quality Manual (Introduction)
	A- CONTENTS SHEET

ISO 9001:2008 Clause	IS 15700 Clause	Document Description	Doc. No.	No. of pages
8.0		Measurement, Analysis & Improvement		
8.1		General	QM/20	01
8.2		Monitoring & Measurement	QM/21	04
8.2.1		Customer satisfaction		
8.2.2		Internal Audit		
8.2.3		Monitoring & Measurement of Process		
8.2.4		Monitoring & Measurement of Product		
8.3		Control of Non-conforming Product	QM/22	01
8.4		Analysis of Data	QM/23	01
8.5		Improvement	QM/24	03
8.5.1		Continual Improvement		
8.5.2		Corrective Action		
8.5.3		Preventive Action		
		APPENDICES		
01		List of Procedures	A01	01
02		Organisational Chart	A02	
03		List of Processes	A03	03
04		List of Applicable Statutory and Regulatory Requirements	A04	01
05		List of Regional Offices	A05	01

<i>IS/ISO 9001: 2008</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	03 of 03

APEDA	Quality Manual (Introduction)
	B- DISTRIBUTION LIST

ISSUED TO

COPY NO.

Chairman

01

BIS

02

MR / Nodal Officer

Master copy

A Controlled copy of the Quality Manual is hosted on APEDA intranet for use of the officers and staff of APEDA

<i>IS/ISO 9001: 2008</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

APEDA	Quality Manual (Introduction)
	C- AMENDMENT RECORD SHEET

Document No.	Page No.	Rev. No.		Date		Amendment Details
		New	Old	New	Old	

IS/ISO 9001: 2008	Issued By	Approved By	Page No.
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

APEDA	Quality Manual (Introduction)
	D- ABBREVIATIONS & DEFINITIONS

The following abbreviations shall wherever used, have the meaning as under-

1. APEDA- AGRICULTURAL & PROCESSED FOOD PRODUCTS EXPORT DEVELOPMENT AUTHORITY
2. DoC – Department of Commerce, Government of India
3. MR - Management Representative
4. CM - Chairman, APEDA
5. GM – General Manager
6. DGM – Deputy General Manager
7. AGM – Assistant General Manager
8. FO – Field Officer
9. EO – Executive Officer
10. PGO – Personnel & Grievance Officer
11. CC – Citizen’s Charter
12. JD – Job Description
13. B&F – Budget & Finance Division
14. APD – Animals Product Division
15. FFV – Fresh Fruits & Vegetables Division
16. P&A – Personnel & Administration Division
17. RO – Regional Office
18. INFRA - Infrastructure Division
19. C&I - Computer and Information
20. RCAC– Registration cum Allocation Certificate
21. RCMC – Registration cum Membership Certificate
22. EDF - Export Development Fund for North East Region
23. PMS - Performance Management System

<i>IS/ISO 9001: 2008</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 04

APEDA	Quality Manual (Introduction)
	D- ABBREVIATIONS & DEFINITIONS

The List of references which is used in developing and implementing the Quality Management System are given below:

ISO STANDARDS

IS/ISO 9001: 2008 Quality Management Systems- Requirements

IS 15700 :2005 Quality management systems - Requirements for service quality by public service organizations

IS/ISO 9000: 2005 Quality Management Systems- Fundamentals & Vocabulary

Some of the terms and definitions used in relation to QMS application and how these have been implemented in APEDA are given in the Table below:

Term	Implementation mode
<u>Process</u> : defined as ‘a set of inter-related activities that transform inputs into outputs’	<ul style="list-style-type: none"> • APEDA has determined various customer services being offered and defined the process followed for each that includes establishing process boundaries • determination of process inputs and outcomes, • identifying process owners and other process responsibilities, • establishing process monitors and controls, • establishing outgoing service monitors • establishing process performance indicators • identifying inter-linkages with other processes where applicable
<u>Quality</u> : Degree to which a set of inherent characteristics fulfil customer expectations and needs	APEDA has determined the service quality standards, declared in the Citizen’s Charter, in consultation with the clients and their compliance levels

IS/ISO 9001: 2008	Issued By	Approved By	Page No.
1 Jan 2016	MR/ Nodal Officer	CM	02 of 04

<p><u>Customer Satisfaction:</u> Customer's perception of the degree to which the customer's requirements have been fulfilled</p>	<p>APEDA determines customer perception about the organization as well as its personnel and the services being provided. The perception is gathered as a graded response that enables identification of improvement areas</p>
<p><u>Quality Management System:</u> Management system to direct and control activities of the organisation with regard to quality</p>	<p>APEDA has established a Quality Management system that includes:</p> <ul style="list-style-type: none"> a) Determination of customers and their requirements b) Establishing a process based work approach c) Establishing responsibilities and authorities for top management and all other roles d) Establishing a Citizen's Charter that publicly declares APEDA's Vision, mission, Values, Service Standards and Public Grievance handling system e) Establishing a Quality Policy and determination of quality objectives f) Determining and providing support resources such as competent people, infrastructure and working equipment, and a supportive work environment g) Establishing service realization processes h) Establishing a customer feedback and complaints management system i) Establishing a systems of monitors, measures, audit and reviews that help eliminate non-conformances and enable improvement

<i>IS/ISO 9001: 2008</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	03 of 04

<p><u>Quality Objective:</u> Something sought or aimed for related to Quality</p>	<p>APEDA has established top level quality objectives that are linked to the organizational objectives agreed with Government in the Results Framework Document.</p> <p>Additionally targets and goals have been set for each process performance indicator that support the realization of top level objectives</p> <p>These are reviewed from time to time</p>
<p><u>Quality Improvement:</u> Part of quality management focused on increasing the ability to fulfil quality requirements</p>	<p>The service process flows, the related controls and service outcomes are regularly reviewed based on customer perception results</p>
<p><u>Continual Improvement:</u> Recurring activity to increase the ability to fulfil requirements</p>	<p>The internal performance reviews based on process performance indicators enable constant improvement</p>
<p><u>Effectiveness:</u> Extent to which planned activities are realised and planned results achieved</p>	<p>Internal quality audits and management reviews provide information of compliance with the established systems and objectives</p>

<i>IS/ISO 9001: 2008</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	04 of 04

APEDA	Quality Manual (Introduction)
	ORGANIZATION PROFILE OF APEDA

The Agricultural and Processed Food Products Export Development Authority (APEDA) has been established by the Government of India under the Agricultural and Processed Food Products Export Development Authority Act passed by the Parliament in December, 1985.

The main areas of responsibility of APEDA, as assigned by Government of India include-

- Development of industries relating to the scheduled products for export by way of providing financial assistance or otherwise for undertaking surveys and feasibility studies, participation in enquiry capital through joint ventures and other reliefs and subsidy schemes;
- Registration of persons as exporters of the scheduled products
- Fixing of standards and specifications for the scheduled products for the purpose of exports;
- Carrying out inspection of meat and meat products in slaughter houses, processing plants, storage premises, conveyances or other places where such products are kept or handled for the purpose of ensuring the quality of such products;
- Improving of packaging of the Scheduled products;
- Improving of marketing of the Scheduled products outside India;
- Promotion of export oriented production and development of the Scheduled products;
- Collection of statistics from the owners of factories or establishments engaged in the production, processing, packaging, marketing or export of the scheduled products or from such other persons as may be prescribed on any matter relating to the scheduled products and publication of the statistics
- Training in various aspects of the industries connected with the scheduled products;

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 02

APEDA works under the Administrative Control of the Department of Commerce, Ministry of Commerce, Government of India.

APEDA receives Plan funds from Government for disbursement to eligible exporters under the various Financial Assistance Schemes. For its own expenditure, APEDA receives part budgetary support from Government and partly earns revenues from registration schemes, Trade fair participation, Accreditation and approval schemes.

APEDA signs a Results Framework Documents each year that establishes its areas of work as well as new development agenda, with performance measures that are monitored quarterly. The Quality Management System of APEDA derives its objectives from the RFD.

All personnel involved in core areas are full time employees of APEDA. APEDA also engages professionals and experts from time to time for assisting in its approval schemes, both at the evaluation stage and the review stage. Internal auditors are engaged on contract basis to assist in the review of financial assistance applications as per eligibility criteria.

APEDA has implemented a Performance Management System that links Roles to Key result areas and related competencies. The KRAs in turn are used to measure performance.

The office of APEDA has its headquarters at New Delhi and is assisted by 5 regional offices to carry out its assigned role. A list of regional offices and their jurisdiction is given in Appendix-5.

The organization structure of the APEDA is given in Appendix-02.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 02

APEDA	Quality Manual (Introduction)
	1.0 SCOPE OF THE QMS

APEDA has adopted IS/ISO 9001: 2008 and IS 15700:2005 which specify the requirements for Quality Management System in order to:

- Demonstrate its ability to consistently provide effective and efficient service that meets customer and applicable legal, statutory and regulatory requirements
- Enhance customer satisfaction through the effective application of the quality management system
- Continually improve the service and service delivery process

The established System is applicable to all services provided by APEDA to exporters and other organizations and State Governments in relation to trade promotion of Agro products. The Schemes and services are fully described on APEDA's website www.apeda.gov.in

Exclusions

- a) **Design and Development:** APEDA is not involved in design/development of new services or offers any customized services. The services rendered are in conformity with the schemes laid down with the approval of Government of India under the APEDA Act, 1985
- b) **Validation of Special Processes:** APEDA does not have any services where the outputs of the services rendered cannot be tested /verified for its conformity. All service outcomes are verified through a system of checks, reviews and approvals before delivery
- c) **Control of Monitoring and Measuring Equipment:** APEDA does not use any measuring and monitoring (or inspection, measuring and test equipment) since its processes are not related to physical products. APEDA uses customer perception surveys, however these are covered under customer satisfaction measurement.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 1

APEDA	Quality Manual	Doc. No.: QM/01
	4.0 QUALITY MANAGEMENT SYSTEM	Issue No.: 02
		Rev. No. : 00
		Date 1 Jan 2016

4.1 GENERAL REQUIREMENTS

APEDA has established, documented and implemented a Quality Management System. APEDA maintains and continually improves the effectiveness of this system in accordance with the requirements of IS/ISO 9001: 2008 & IS 15700:2005

APEDA has, therefore,

- Determined the processes needed for the quality management system and their application throughout the organisation, except for the exclusions mentioned in Section 01
- Determined the sequence and interaction of these processes
- Determined criteria and methods needed to ensure that both the operations and control of these process are in place and are effective.
- Ensures the availability of resources and information necessary to support the operation and monitoring of these processes.
- Established monitoring and measurement requirements where relevant,
- Implemented actions necessary to achieve the planned results and continual improvement of these processes.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

APEDA	Quality Manual	Doc. No.: QM/02
	4.0 QUALITY MANAGEMENT SYSTEM	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

4.2 DOCUMENTATION REQUIREMENTS

4.2.1 GENERAL

The Quality Management System documentation of APEDA includes:

- (a) Documented statement of Service quality policy, quality objectives and complaints handling objectives
(Refer Section 5.3 and 5.4.1 of this Manual)
- (b) Quality manual;
- (c) Process documents for each Service
- (d) Documented procedures for Control of documents, Control of records, Internal Quality Audit, Non-conforming service, corrective and preventive action, Complaints Handling and Training (Refer Appendices: A01 to A06) and records required as per IS/ISO 9001: 2008 & IS 15700:2005
- (e) Scheme documents including procedures and criteria for approval of applications for financial assistance and for approval / recognition of establishments / units / certification bodies
- (f) Responsibilities and Authorities that are described in relevant Job Descriptions for each role
- (g) Citizen's Charter

While planning for the processes, apart from the process documents and procedures stated in the Manual, other documents such as checksits, guidelines have also been laid down, based on the type of activity, complexity of the processes and the existing competence of the personnel.

All documents are maintained in soft version on the Intranet and updated from time to time. Hard copies are printed for convenience of use. It is the responsibility of the user to ensure that printed copies are the latest version.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 04

APEDA	Quality Manual	Doc. No.: QM/02
	4.0 QUALITY MANAGEMENT SYSTEM	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

4.2.2 QUALITY MANUAL

This Quality Manual represents the Apex governing document of the QMS that includes the applicable Scope of the Quality Management System

The documented process documents and procedures have been established for standardizing operational activities and for governance of the Quality Management System.

Wherever no procedures are required, the required methodology as adopted and implemented to meet the requirements of the ISO Standard has been explained in the Manual itself.

The List of Procedures is given in Appendix -A01

The List of processes is given in Appendix-A03.

4.2.3 CONTROL OF DOCUMENTS

All Documents that are a part of the Quality Management System are controlled. APEDA has established a Procedure for Control of Documents which defines the controls for management of the documents. The controls include the applicable methodology:

- To ensure approval of documents for adequacy prior to issue by designated approving authorities;

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 04

APEDA	Quality Manual	Doc. No.: QM/02
	4.0 QUALITY MANAGEMENT SYSTEM	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

- To ensure that documents, while in use, remain legible and are readily identifiable by their document numbers, revision status and titles;
- To ensure that relevant versions of applicable documents are available at the point of use; and
- To ensure that documents of external origin like user applications, approval and recognition forms and other such documents determined by the organization are adequately referenced and identified for secure storage, retrieval and their distribution control and
- To prevent the unintended use of obsolete documents by withdrawing the same and substituting with revised version, and to apply suitable identification to them if they are retained for any legal/referential purposes.

A master list of documents is maintained on the intranet.

Ref: Procedure for Control of Documents (PROC/ 01)

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	03 of 04

APEDA	Quality Manual	Doc. No.: QM/02
	4.0 QUALITY MANAGEMENT SYSTEM	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

4.2.4 CONTROL OF RECORDS

APEDA has determined, established and maintained a system for generation, control and maintenance of records which provide evidence of decisions taken in conformity with organisational requirements, and of effective operation of the Quality Management System. Records are maintained both in soft form, as part of the Itrack (the Enterprise software) as well as in respective files in such a manner that these remain protected, legible, readily identifiable and retrievable.

APEDA has established a Procedure for Control of Records which defines the controls needed for identification, storage and protection, retrieval, retention and disposal of records.

Ref: Procedure for Control of Records (PROC 2)

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	04 of 04

APEDA	Quality Manual	Doc. No.: QM/03
	5.0 MANAGEMENT RESPONSIBILITY	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

5.1 MANAGEMENT COMMITMENT

APEDA Top management is committed to implementing and maintaining a documented quality system as per IS/ISO 9001: 2008 and IS 15700:2005 requirements. This commitment includes:

- a) Establishing the quality policy
- b) Establishing the Citizen's Charter and Service standards
- c) Ensuring that quality objectives and complaints handling are established
- d) Establishing a customer feedback and public grievance handling system
- e) Conducting management reviews to ensure that the service standards and objectives of the quality management system are being met
- f) Ensuring the availability of resources, including competent human resources for effective and efficient operation of resources
- g) Ensuring that all employees understand the importance of meeting customer as well as statutory and regulatory requirements

The management has delegated authorities to senior management personnel such as Director, GMs and other Heads of Divisions to ensure that applications are processed within specified time norms and decisions are taken promptly and in compliance with established criteria. Management has designated a Management Representative / Nodal Officer whose responsibilities include:

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 02

APEDA	Quality Manual	Doc. No.: QM/03
	5.0 MANAGEMENT RESPONSIBILITY	Issue No.: 02
		Rev. No. : 00
		Date 1 Jan 2016

- a) Ensuring that processes needed for the service, service delivery, citizens' charter and complaints handling are established, implemented and maintained
- b) Acting as member-secretary of the working group for formulation of the Citizens' Charter
- c) Acting as Public Grievance Officer and reporting to top management regarding complaints
- d) Regularly reporting to the top management on the performance of the service quality, citizens' charter and complaints handling with recommendations for improvement; and
- e) Devising mechanism for obtaining feedback and internal quality audit

The Management Representative / Nodal Officer is also responsible for the development and updation of this Quality Manual.

As a minimum, the management will review the system annually to determine its effectiveness.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 02

APEDA	Quality Manual	Doc. No.: QM/04
	5.0 MANAGEMENT RESPONSIBILITY	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

5.2 CUSTOMER FOCUS

The focus of APEDA is customer-oriented at all levels of authority and at various stages of decision-making. While formulating the Schemes' criteria and procedures, the needs and expectations of the user i.e., individual export companies, trade associations/bodies, export promotion councils and other Departments/Ministries of the and State governments. are taken into consideration through a process of trade consultations, inter-ministerial meetings and personal dialogue.

With a view to ensuring transparency and enhancing customer awareness, APEDA has hosted all Scheme documents, including criteria for approval on its web-site.

As a part of its service orientation, APEDA has set up an Agri Exchange on its web-site that is updated daily to provide real time information on the market movements and export opportunities for agro products. In addition a news-letter is circulated daily to Registered Exporters, Indian Missions & foreign embassies in India, and State & Central Govt Departments involved in Agro products.

APEDA has set up a help desk for clarification on Schemes' policies and procedures and redress of grievances at APEDA Head Office. In order to resolve quality complaints from exporters and other customers in a time bound manner a an online system for time bound redress of complaints has been put in place.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 02

APEDA	Quality Manual	Doc. No.: QM/04
	5.0 MANAGEMENT RESPONSIBILITY	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

APEDA Regional offices also provide support to exporters and other customers in matters relating to applications for financial assistance schemes, and evaluation of units for approvals under various schemes.

A system of filing electronic applications through web interface for Registration and for grant of Financial Assistance to exporters has been put in place to enhance productivity, reduce physical interface, bring about transparency in various export related activities and thereby increase user satisfaction. Efforts are made to process applications for Registration within 24 hours.

The status of all on-line applications and of complaints is also available online. Queries of the exporters are responded on e-mail by the concerned authorities for faster communication and to reduce response time. A list of e-mail addresses of various APEDA officers is available on the APEDA Web-site.

The entire gamut of activities/functions carried out by APEDA are customer-centric and consistent efforts are made to address their needs and facilitate exports in line with the government policies for trade facilitation.

The top management has ensured that there is a mechanism/system in place to determine customer requirement from time to time and measure customer satisfaction periodically with a view to enhancing this all the time.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 02

APEDA	Quality Manual	Doc. No.: QM/05
	5.0 MANAGEMENT RESPONSIBILITY	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

5.3 QUALITY POLICY

APEDA Top Management has laid down a service quality policy that

- is appropriate to facilitate exports of agro products and stimulate export potential in the country
- includes a commitment to comply with the requirements and continually improve the effectiveness of the quality management system by making services and processes user-friendly;
- provides a framework to establish and review service quality objectives annually
- is communicated to all employees through emails and intranet making sure that the quality policy is understood at all levels within the organization; and
- is made available to customers and other stakeholders through the web-site
- is periodically reviewed for continued suitability

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 02

APEDA	Quality Manual	Doc. No.: QM/05
	5.0 MANAGEMENT RESPONSIBILITY	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

QUALITY POLICY

APEDA is committed to establish and perpetuate a culture of quality and excellence, in consonance with its Vision of creating a World Class Organization. This will be driven by:

- Meeting and exceeding customer requirements and expectations by providing better and improved Registration, Finance Assisting, Certification and Trade development services
- Maintaining transparency, fairness and consistency and in all operations, backed by systematic process monitoring
- Installing mechanisms for customer and internal performance feedback to enable continuous improvement of the Quality Management systems
- Developing human capital through regular competency enhancement by way of training and education, development of soft skills, multi skilling and team building
- Evolving a culture that promotes pride of ownership, creative thinking , and flexibility in decision making through staff motivation and involvement at all levels of employees

Date 1 Jan 2016

Chairman

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 02

APEDA	Quality Manual	Doc. No.: QM/06
	5.0 MANAGEMENT RESPONSIBILITY	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

5.4 PLANNING

5.4.1 QUALITY OBJECTIVES

The top Management of APEDA lays down Top level Annual Quality Objectives and Complaints handling objectives that are aligned with:

- a) Vision and Mission of the organization
- b) Service Quality Policy
- c) Results Framework Document
- d) Citizen's Charter

The Top level objectives are directly monitored by the Senior Management. In addition, management sets goals and targets for process performance and for compliance levels of service standards declared through the Citizen's Charter.

The objectives are established via a process of consultation and are communicated to all levels of the organization for use and implementation.

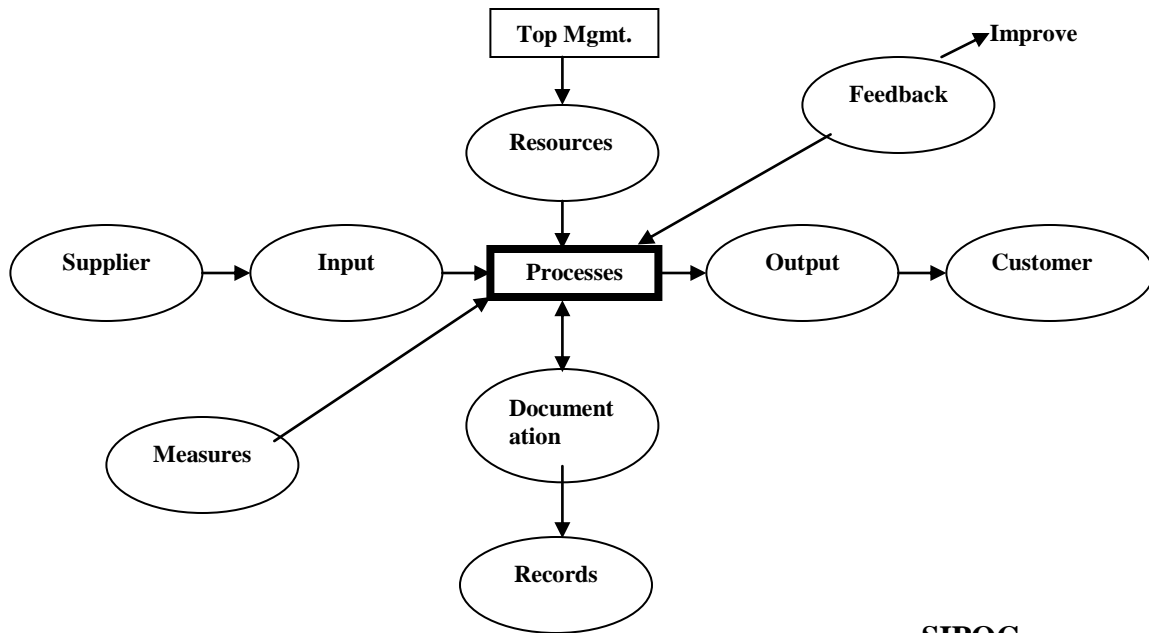
All Quality objectives are measurable

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 03

APEDA	Quality Manual	Doc. No.: QM/06
	5.0 MANAGEMENT RESPONSIBILITY	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

5.4.2 QUALITY MANAGEMENT SYSTEM PLANNING

The management of the organization ensures that the planning of the quality management system is carried out in order to meet the requirements given in Section 4.1 as well as the quality objectives. The process management approach adopted at APEDA is as follows:



<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 03

APEDA	Quality Manual	Doc. No.: QM/06
	5.0 MANAGEMENT RESPONSIBILITY	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

Based on SIPOC (Supplier, Input, Process, Output and Customer) flow, the process measures have been identified and are included in each Process document

Ref.: Various Processes of APEDA

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	03 of 03

APEDA	Quality Manual	Doc. No.: QM/07
	5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

5.5.1 RESPONSIBILITY AND AUTHORITY

The organization has defined the responsibilities of the key personnel within the organization and communicated the same within the organization through documented Job Descriptions. The authorities of Senior management personnel are established through delegation of powers, keeping as per the acting view the need for expeditious decision making in each Section/Division of the organization. In addition to the responsibilities included in the Job Descriptions, all personnel are also responsible for:

- identifying quality related problems encountered in their area of activity
- communicating, initiating, recommending or providing solutions through designated channels
- verifying the effectiveness of solutions implemented, and
- initiating action to prevent the recurrence of any non-conformity related to quality and quality systems

Chairman, APEDA continually reviews the organisational structure and resources to ensure that the necessary staff and budgetary requirements are optimally deployed to attain the stated desired objectives.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 04

APEDA	Quality Manual	Doc. No.: QM/07
	5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION	Issue No.: 01
		Rev. No. : 00
		Date : 1 Jan 2016

5.5.2 WORKING GROUP FOR CITIZENS' CHARTER

Top management of APEDA has constituted a working group for formulation of the citizens' charter. The working group comprises of representatives from APEDA; staff (APEDA does not have any union / association), exporter groups, industry associations and other stakeholders. Management Representative / Nodal officer is the member secretary of the working group. The details of the working group are included in the Citizen's Charter, which is accessible to public.

The responsibilities of the working group include

- a) identifying the customers and other stakeholders of APEDA
- b) identifying all key services provided by APEDA
- c) preparing a draft citizens' charter in consultation with stakeholders
- d) formally issuing/releasing the citizens' charter after its approval by Chairman
- e) reviewing and updating the Citizen's Charter, at periodic intervals (3 years)

- Ref.:**
- a. Organisation Chart (Appendix A02)
 - b. Job Descriptions

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 04

APEDA	Quality Manual	Doc. No.: QM/07
	5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION	Issue No.: 01
		Rev. No. : 00
		Date :1 Jan 2016

5.5.1 MANAGEMENT REPRESENTATIVE

The key Responsibilities and authorities of Management Representative / Nodal Officer are mentioned in Section 5.0 of this Quality Manual.

In addition, the Management Representative shall be responsible for issue and control of documents, resolving issues relating to **IS/ISO 9001: 2008** and **IS 15700:2005**, organizing and follow up of Internal Quality Audits, ensuring Corrective and Preventive Actions are taken when significant non-conformances are observed in internal audits or during regular monitoring, liaison with the Certification Body (BIS) on matters related to QMS Certification.

The MR/ Nodal Officer reports directly to Chairman on matters concerning implementation and maintenance of QMS as per IS/ISO 9001: 2008 & IS 15700:2005

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	03 of 04

APEDA	Quality Manual	Doc. No.: QM/07
	5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

5.5.3 INTERNAL COMMUNICATION

Management has set up appropriate communication processes within the organization to ensure that speedy communication takes place for effective and efficient operation of processes and on any non-conformances, including complaints. APEDA has also installed an intranet based file tracking system that contains real time information of all file locations and time taken at each stage.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	04 of 04

APEDA	Quality Manual	Doc. No.: QM/08
	5.6 MANAGEMENT REVIEW	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

5.6.1 MANAGEMENT REVIEW

TOP Management reviews the organizational Quality Management System, at least once in a year, to ensure its continuing suitability, adequacy and effectiveness. A Management Review Committee has been established with Chairman, APEDA as its Chair and comprising senior management (Director, GMs and Heads of Divisions).

The review includes assessing opportunities for improvement and the need for changes to the Quality Management System, including the quality policy and quality objectives. The Management Representative shall be responsible for organizing the meetings with approval from Chairman and for maintaining records of management reviews including the minutes of meetings. A meeting notice of at least 15 days shall be given to enable compilation of inputs by the Divisions.

5.6.2 REVIEW INPUTS

The input to Management Review shall be prepared by the MR / Nodal Officer in the form of Agenda for Management Review meetings that includes information collated from each Division for the period under review on all elements of IS/ISO 9001: 2008 and IS 15700:2005. The following shall constitute Inputs to the Management Review:

- Follow-up actions from previous management reviews*
- References / directions received from DoC in relation to new schemes and changes to the existing Schemes*
- Customer feedback for each major service* and customer survey results for overall organization

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 02

APEDA	Quality Manual	Doc. No.: QM/08
	5.6 MANAGEMENT REVIEW	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

- Status of Process performance against targets*
- Compliance levels of Service standards as declared in the Citizen’s Charter*
- Status regarding fulfilment of Organization level Quality Objectives
- Results of internal audits
- Status of Complaints, including pendency and ageing analysis
- Status of corrective and preventive actions
- Recommendation for resource augmentation or improvement in processes*

Inputs marked as * shall be provided by the Divisions to the MR / Nodal Officer at least one week before the meeting. MR / Nodal Officer shall collate the information regarding other inputs from his own records.

5.6.3 REVIEW OUTPUTS

The output from the management review in the form of Minutes of the Management Review meetings shall be recorded and maintained by the MR / Nodal Officer. This will include clear action plans and responsibilities, based on any decisions taken in the meetings. The decisions / actions may relate to, but not be limited to:

- Improvement in services standards and / or compliance levels
- Improvement in internal process performance
- Changes to the process flows and/ or responsibilities
- Setting of Quality objectives and targets for process performance
- Improvement of product related to customer requirements; and
- Additional resources required including human / training needs

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 02

APEDA	Quality Manual	Doc. No.: QM/09
	6.0 RESOURCE MANAGEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

6.1 PROVISION OF RESOURCES

APEDA's Top Management has identified and provides resources like personnel, adequate infrastructure including office space and equipment, IT resources, essential stores and a congenial working environment needed to ensure meeting service standards and customer satisfaction and to achieve the Quality objectives of the Organization.

The identification of resource needs and their review is made by APEDA Top and senior management on a continuous basis for their effective and efficient utilization.

Resources are provided through budgetary provisions from the non-plan funds allocation from Government and own revenues.

The specific arrangements for Human resources, infrastructure and Work environment are given in the succeeding sections.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

APEDA	Quality Manual	Doc. No.: QM/10
	6.0 RESOURCE MANAGEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

6.2 HUMAN RESOURCES

APEDA has carried out an organization wide mapping of roles, based on which the job requirements have been identified listing appropriate education, skills and experience for the specific jobs. Personnel are assigned to jobs on the basis of their competence. APEDA recruits its employees through an open selection process that includes selection of candidates based on the qualifications and experience where essential.

6.2.1 COMPETENCE, TRAINING AND AWARENESS

APEDA has documented a Procedure for Training that includes the following:

- a) Policy for Training of employees, derived from the PMS gaps
- b) Induction training and employee development through multiple exposures
- c) Competency requirements including Educational qualification, Knowledge experience, Skills. These are derived from the Competence Rating Sheets standardized as a part of the PMS
- d) Training types derived from the Competence Rating Sheets standardized as a part of the PMS
- e) Procedure for identification of Training needs
- f) Training Planning
- g) Procedures for provision of Training using multiple methods such as in-house training, nominations to external trainings, mentoring.
- h) Evaluation of training effectiveness on work performance
- i) Maintenance of training records

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 03

APEDA	Quality Manual	Doc. No.: QM/10
	6.0 RESOURCE MANAGEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

APEDA has developed suitable forms for Training Needs Assessment, Training plan, Training Records.

APEDA has designated a Training Coordinator who is responsible for the complete training cycle.

The induction training and mentoring periods covers the following aspects:

- Ensure that employees understand the tasks to be performed and the objectives to be achieved including their own contribution in the achievement of process targets and Top level quality objectives,
- Making employees aware of their specific responsibilities including actions required for expeditiously responding to and for reporting on complaints/feedback, especially where the impact is significant.
- Training on procedures to be followed and information to be given to the customers

6.2.2 CUSTOMER SERVICING

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 03

APEDA	Quality Manual	Doc. No.: QM/10
	6.0 RESOURCE MANAGEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

Over time APEDA has migrated several processes from manual to electronic mode that has improved work efficiencies and reduced personal interaction. APEDA has identified roles that currently have direct interaction with customers. These are both at the Officer level as well as staff level. The P & A division is responsible for staffing in each Division, which is carried out with a balanced approach keeping in mind intensity of customer interface and work-load requirements. A primary focus is ensuring that people are available and accessible to customers during work hours, and in case of their absence alternate person is assigned to attend to customers.

APEDA has conducted special trainings for sensitization of such staff and for development of soft skills with a view to:

- Sensitizing them to treat customers in a courteous manner
- Providing accurate, updated and complete information
- Development of good interpersonal and good communication skills.

These aspects are evaluated in the Customer Satisfaction Survey.

Ref: Procedure for Training (PROC / 05)

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	03 of 03

APEDA	Quality Manual	Doc. No.: QM/11
	6.0 RESOURCE MANAGEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

6.3 INFRASTRUCTURE

AAPEDA has determined and manages the infrastructure required for its operations. The infrastructure needs that are considered include:

- Adequate workspace for its employees, record storage etc
- Office equipment needs like office furniture, IT hardware, reprographic and telecommunication facilities,
- Stores and consumables for day to day work
- Finances in the form of annual budgetary grant
- Information Technology resources
- Supporting services for Annual maintenance, transport, housekeeping security etc.

Additional resource requirements are raised by Divisions from time to time, which are evaluated by P & A Division and B&F Division. Decisions to procure are taken by management personnel as per financial delegation of powers. For major purchases, that are not covered in the approved budget, special sanction of Government is sought with due justification.

The organization conducts regular preventive and associated maintenance of the IT hardware and office equipment to ensure their continued suitability.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

APEDA	Quality Manual	Doc. No.: QM/12
	6.0 RESOURCE MANAGEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

6.4 WORK ENVIRONMENT

APEDA's services are delivered through various modes viz:

- a) Through personal actions and interactions from office
- b) On-line, though the I-track system
- c) Through APEDA web-site (e.g information on schemes, Agri-Exchange)
- d) Through visits to customers premises

Personal actions and interactions from office

In order to ensure timely delivery of error free services, the work environment supports a clement indoor climate with good ergonomics to support employee comfort to the extent essential. Office work load on employees is allocated to the extent that it does not cause fatigue and supports work-life balance. Professional Inter-relationship among employees is encouraged enabling employees to work in a mutually supportive environment.

On-line services and Web-site

The primary requirement for electronic services is to ensure that all data and related software is held in a secure and network, that virtually mitigates hacking, data pilferage, unauthorized access, protection against virus, malware, Trojans etc. To enable this, the C&I Division has provided net-work fire-walls and installed advance detection tools against any external attack. Access to data is controlled though login access. The Division also takes daily back-ups that are stored both on-site as well as at remote site.

Visits to customer premises

The Work environment for these services cannot be directly controlled by APEDA. However a general guideline has been issued not to conduct work in these locations when the physical environment becomes non conducive to performing the services at the quality level required.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

APEDA	Quality Manual	Doc. No.: QM/13
	7.0 PRODUCT REALIZATION PLANNING OF SERVICE REALIZATION	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

7.1 PLANNING OF SERVICE REALIZATION

While planning for the services to be rendered, the organization gives due consideration to the

- India's trade policy
- International trade environment, norms and practices
- Schemes criteria as prescribed by Government
- Customer requirements and feedback
- APEDA, Act 1985, APEDA Rules and Regulations; . Other Regulatory requirements, where applicable
- Resources available with APEDA, including Plan and non-plan funds allocated by Government

In order for Services to be delivered consistently as per service standards, APEDA has taken the following actions:

- a. Documented all service processes with defined responsibilities and authorities, references to working documents, time norm for each process steps, clearly defined process inputs and outcomes
- b. Built in monitoring controls that includes checks, verification and auditing, criteria for their acceptability and process performance criteria for each process
- c. Records needed to provide evidence that service realization processes meet customer requirements .are being operated as per plan
- d. Quality objectives

Ref.: List of various processes followed at APEDA is given in Appendix 03

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

APEDA	Quality Manual	Doc. No.: QM/14
	7.0 PRODUCT REALIZATION CUSTOMER- RELATED PROCESSES	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

7.2 CUSTOMER- RELATED PROCESSES

7.2.1 DETERMINATION OF REQUIREMENTS RELATED TO THE PRODUCT

Customer requirements are incorporated in the various Trade assistance Schemes and have been drawn historically through consultations with exporters, trade associations both at the Government level and organizational level.

From time to time, APEDA holds formal and informal consultations with exporters and Government, and changes are made to the Scheme criteria, such as limits of reimbursement, documents needed with applications, speed of processing, technical norms for units and establishments etc. in addition, APEDA has commenced conducting an Annual Customer Satisfaction survey, that invites besides perception ratings, suggestions on the relevance of current services, new services lines (in terms of commodities, information systems, trade fair participation).

These inputs are considered for adding or improving services.

APEDA's citizen's Charter has been prepared in consultation with Customer groups and taking into account customer perceptions. The Service standards both in terms of time norms and delivery methods have ben specified taking into account these as well as APEDA's own resources.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 04

APEDA	Quality Manual	Doc. No.: QM/14
	7.0 PRODUCT REALIZATION CUSTOMER- RELATED PROCESSES	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

In addition, the Service criteria incorporate statutory and regulatory requirements for Indian exporters as per APEDA Act, Rules and Regulations (see Appendix 02) and others, such as availability of valid IEC Code issued by DGFT, FSSAI standards for Food processing establishments, etc.

7.2.2 REVIEW OF REQUIREMENTS RELATED TO THE PRODUCT

APEDA does not offer customized services to its customers. All services are provided as approved by the Authority from time to time and are standardized. Financial assistance is granted based on eligibility conditions as prescribed in the Scheme documents limited by actual claims or valid expenditures made by the applicants. The eligibility criteria and the type of information and documents to be provided by Applicants are published on APEDA Website. The criteria is reviewed from time to time for changes based on customer feedback.

All applications are reviewed on receipt and in case information provided or any of the documents are deficient, the applicant is informed of the respective deficiency. For some financial assistance schemes such as for infrastructure projects, Laboratory equipment etc the application is reviewed first for In-Principle Approval (IPA) based on project proposals, and the sanction for reimbursement or advance is accorded in stages based on review of expense statements submitted.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 04

APEDA	Quality Manual	Doc. No.: QM/14
	7.0 PRODUCT REALIZATION CUSTOMER- RELATED PROCESSES	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

Whenever any new scheme is proposed to be introduced, APEDA reviews its internal capabilities such as personnel, technical competencies, the need to involve external experts, processes to be developed, market interventions required such as Tracenet. The Scheme is launched only after ensuring that APEDA will be able to provide the services to the level required by industry and the importing countries' norms. The decisions of the review are recorded in related scheme files.

7.2.3 CUSTOMER COMMUNICATION

APEDA has established a comprehensive website that is both informative and interactive. The following information categories are published and up-dated regularly on the website:

- a. Product categories addressed by APEDA
- b. Trade Promotion Schemes, including Financial Assistance Schemes
- c. Trade information relevant to agro product exporters, including trade enquiries received
- d. Quality recognition Schemes
- e. List of recognized organizations
- f. Export statistics
- g. Exporters Directory, auto update
- h. Agri Exchange Portal, updated daily
- i. Important news announcements, updated daily

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	03 of 04

APEDA	Quality Manual	Doc. No.: QM/15
	7.0 PRODUCT REALIZATION CUSTOMER- RELATED PROCESSES	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

- j. Traceability Programmes
- k. Information about APEDA as an organization
- l. Upcoming Trade Fairs, Events and Programs
- m. Customer feedback
- n. Public Grievance portal, interactive, with auto update of status

The above information is accessible to general public.

In addition, a dedicated section is available for members (exporters) who can log in to file applications for various services and check the status of their application on the Itrack module. The status is automatically updated being linked to internal workflow. This includes any communication to the member exporter as a result of review of applications and the final decision.

APEDA has established a help desk at the New Delhi Head Office for handling of enquiries and queries on the existing schemes. General customer communications as well as personal enquiries are handled by the Help Desk. For more detailed enquiries, they are forwarded to the relevant section for response.

Reference : APEDA Website

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	04 of 04

APEDA	Quality Manual	Doc. No.: QM/15
	7.0 PRODUCT REALIZATION	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

7.3 DESIGN AND DEVELOPMENT

Clause No. 7.3 of IS/ISO 9001: 2008 is not applicable to APEDA's services as the Service criteria is determined and fixed at Government level. This is a permissible exclusion as per Clause No. 1.2 of IS/ISO 9001: 2008. The exclusion of this clause does not affect the ability of the organization to provide conforming services to meet customer, statutory and regulatory requirements.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

APEDA	Quality Manual	Doc. No.: QM/16
	7.0 PRODUCT REALIZATION PURCHASING	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

7.4 PURCHASING

7.4.1 PURCHASING PROCESS

APEDA has established two process documents for

- a) Purchase of Consumables and Stores
- b) Contracting for Outsourced services

A list of commonly purchased stores and consumables has been uploaded on the Itrack module, that contains the relevant specification details. Wherever the product is available, purchases are made from Kendriya Bhandar. Purchases orders are released based on stock levels or on indents from user departments.

The Outsourced services are Annual Maintenance Contracts, Outsourced staffing (for cleaning staff, office helpers and clerical staff), and Transport services. Each outsourced service is currently contracted for a period of two years, with a provision of extension on satisfactory performance. The tendering process is carried out in two phases – An EOI is invited from prospective eligible parties in the first phase, that are evaluated for all statutory approvals and meeting the service criteria. A Formal Tender together with the Terms and Conditions of service provision is invited in the second phase from shortlisted parties and the lowest bidder is awarded the contract. APEDA has set up a Contracts Committee that is responsible for all evaluations and selection.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 02

APEDA	Quality Manual	Doc. No.: QM/16
	7.0 PRODUCT REALIZATION PURCHASING	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

Performance evaluation of the Outsourced Service provider is carried out by the P & A Division. Inputs are also taken from the other user Divisions. In case of deficiencies in service quality levels, feedback is given to the contractor for correction / improvement. All purchase and contract records are maintained in files / Itrack.

7.4.2 PURCHASING INFORMATION

The Purchase Order issued to Kendriya Bhandar, other suppliers contain adequate information about the product proposed to be purchased, specifications like quality and quantity, cost etc. The detailing of specifications depends on the product type, and its relevance to service delivery.

The purchase process shall include the initiation of a note by Stores In-charge for approval of the Competent Authority before releasing the Purchase order.

7.4.3 VERIFICATION OF PURCHASED PRODUCT

On receipt material is verified against the purchase order. The Stores-in- charge keeps stock entry and issue records.

Ref.: Contracting for Outsourced Services PM/ADMIN 01

Purchase of Consumables & Stores PM /ADMIN 02

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 02

APEDA	Quality Manual	Doc. No.: QM/17
	7.0 PRODUCT REALIZATION SERVICE PROVISION	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

7.5 SERVICE PROVISION

7.5.1 CONTROL OF SERVICE PROVISION

The Service standards, as declared in the Citizen's charter have been fixed taking into account customer expectations as elicited in the Customer Satisfaction Survey, as well as Regulatory requirements where they apply.

The service delivery processes have been established keeping in mind the RFD targets agreed with Government and the Process performance targets decided by the Top management. Appropriate checkpoints within the process have been established to minimize service errors.

APEDA does not outsource any service or operational process that impacts service delivery. However external persons and agencies are engaged to assist in evaluations. These are:

- a) Experts from other organizations to take part in team evaluations in approval of establishments / units and (organic) certification bodies
- b) Internal auditors to evaluate financial compliances in applications for Financial assistance and transport assistance schemes
- c) Project Management Agency to evaluate projects feasibility for Infrastructure projects

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 03

APEDA	Quality Manual	Doc. No.: QM/17
	7.0 PRODUCT REALIZATION SERVICE PROVISION	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

The external / persons are engaged based on their qualifications and proven competence.

In order to ensure consistency and to aid potential process owners to manage processes, APEDA has documented each service delivery process that describe the activities step wise with clear reference to related Scheme documents, Formats, Checklists etc. These are uploaded on the intranet for immediate use and reference of persons involved in the processing.

Review checklists have been documented for initial scrutiny of applications as well as for overall review of processed applications.

Majority of the applications are processed through Itrack, having approval stages. Hence the status of the service progress is always known both to internal process owner as well as the member exporter online. For applications processed on files, the results of the scrutiny and verification are recorded on the note sheets, hence the status of the case is always known. The electronic file movement system also indicates the time and location of movement of each file.

Time norms have been fixed for each step of the processes to ensure that the overall delivery takes place within the overall service time norms

7.5.2 VALIDATION OF PROCESSES FOR PRODUCTION AND SERVICE PROVISION

APEDA does not have any such activity where the output of the services rendered can not be verified for its conformity. Hence this clause is not applicable.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 03

APEDA	Quality Manual	Doc. No.: QM/17
	7.0 PRODUCT REALIZATION SERVICE PROVISION	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

7.5.3 IDENTIFICATION AND TRACEABILITY

All applications filed on Itrack are identifiable to the Applicant through the RCMC number. The Software ensures that all information pertaining to a particular member are linked to his identification number and these are presented on screen during processing. Applications processed on file are traceable to the file number and title which is loaded on the File movement module. Hence all information and the results of evaluation / verification are always traceable to the applicant as well as to the persons who were associated in its processing.

7.5.4 CUSTOMER PROPERTY

All documents and information submitted by applicants are treated as confidential. APEDA policy does not permit any unauthorized access to files. Information on the server is accessible only through authorized log in access. Network security ensures that customer information cannot be hacked or pilfered.

7.5.5 PRESERVATION OF PRODUCT

APEDA ensures proper preservation of the proposals/requests/ documents during the internal processing and delivery to its customer. APEDA has established methods for proper preservation of the letters of customer/documents that includes the proper handling, storage and protection to prevent loss or deterioration.

Ref.: Process documents – see Appendix 03

<i>e date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	03 of 03

APEDA	Quality Manual	Doc. No.: QM/18
	7.0 PRODUCT REALIZATION	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

7.6 CONTROL OF MONITORING AND MEASURING EQUIPMENT

The organization does not use any measuring and monitoring equipment (or inspection, measuring and test equipment) since its processes are not related to physically measurable activities/services. No instruments are used which affect the quality of services rendered by the organization.

The exclusion of this clause does not affect the ability of the organization to provide services.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

APEDA	Quality Manual	Doc. No.: QM/19
	7.0 COMPLAINTS HANDLING	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

7.7.1 COMPLAINTS HANDLING

APEDA has documented a Procedure for Complaints Handling and has installed a matching Online Grievance handling portal.

The Procedure and the practices followed support the following:

- Identification of complaint prone areas – The procedure and Grievance Handling portal provides for categorization of complaints based on historic data
- Determination of the time norms for redress : While the recording of complaints is automated and is immediate, the procedure requires the concerned section to indicate the expected time for redress of complaints that is visible to the complainant on the website.
- The Online Portal provides for the complaints to be directly recorded through the internet. Hence the complainant does not have to send his complaint to any particular office / officer. The Portal also prompts the complainant to record the minimum information essential for processing of the complaint. The time for expected closure is displayed after the concerned division has examined the complaint and is posted on the website

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 03

APEDA	Quality Manual	Doc. No.: QM/19
	7.0 COMPLAINTS HANDLING	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

- APEDA has hosted its Citizens’ charter on the Web-site that contains the contact details of the Public Grievance Officer. In addition the contract details are also displayed at all offices.
- The system automatically registers the complaint giving it a unique reference number that is used for subsequent processing. The system also records the remedy requested by the complaint as a part of the complaints recording form on the screen
- The Procedure for Complaints handling provides guidance on categorizing complaints into three categories – Critical, Major and Minor. This categorization is used for the level and depth of investigation and the promptness with which the complaint is to be handled. While attempting to resolve the complaint at the earliest, in case the investigation is prolonged, the complaint is escalated to senior management who would directly supervise the complaint to ensure it is resolved at the earliest possible. In all cases, the status of the complaint is uploaded on the system
- The investigating officer has to ensure that the results of investigation shall clearly bring out that the complaint is bonafide, the seriousness of the complaint and the recommended remedy that may be offered. The remedy letter shall be sent to the complainant as per the decision taken by competent authority. In case the complaint accepts the remedy, the complaint will be closed. If he does not accept the remedy, APEDA may reconsider the complaint taking into account any fresh evidence submitted by the complainant. A second remedy, if feasible, will be offered.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 03

APEDA	Quality Manual	Doc. No.: QM/19
	7.0 COMPLAINTS HANDLING	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

- In case Complainant accepts the second remedy, the complaint shall be closed, if he does not accept, he would be suggested to seek other recourse such as Appeal and the Complaint shall be closed giving justification for the decision.

7.7.2 OMBUDSMAN

All decisions of APEDA can be appealed with the Department of Commerce. Any customer who is not satisfied with the service provided by APEDA can approach the Department of Commerce, who take the final decision as all Schemes are decided with the approval of the government.

Note : Refusal of Registration can be appealed to Chairman, APEDA

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	03 of 03

APEDA	Quality Manual	Doc. No.: QM/20
	8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT	Issue No.: 01
		Rev. No.: 00
		Date 1 Jan 2016

8.1 GENERAL

APEDA has established appropriate methods for planning and implementing measurement, analysis and improvement of various processes. These processes are required for

- a) Demonstrating conformity with service requirement;
- b) Ensuring conformity with requirements of established Quality Management System; and
- c) Continually improving the effectiveness of the established Quality Management System.

APEDA has also determined where applicable the need for implementing appropriate Statistical Techniques along with details of extent of application of statistical techniques, such as use of graphic tools for customer satisfaction results.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

APEDA	Quality Manual	Doc. No.: QM/21
	8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

8.2 MONITORING AND MEASUREMENT

8.2.1 CUSTOMER SATISFACTION

APEDA has established a Customer Satisfaction Survey for gathering, understanding and monitoring information relating to the perception of the customers/entrepreneurs on a wide category of parameters including responsiveness, competence, promptness, service areas, etc. The Survey results are analysed and used for process improvements as well as to decide on adding new or changed service lines.

In addition, each service process requires, the process owner to gather customer feedback from the respective client group annually to review the effectiveness of the process.

APEDA also conducts customer meets from time to time, where subjective feedback is taken. APEDA website also provides for customers to give feedback online.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 04

APEDA	Quality Manual	Doc. No.: QM/20
	8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

8.2.2 INTERNAL AUDIT

Internal Quality Audits are scheduled and conducted in phased intervals at least once in a year to determine whether the Quality Management System conforms to the requirements of the International Standards and to determine the effectiveness of the Quality Management System.

The Audit programme is planned normally at the beginning of the financial year taking into consideration the status and importance of the processes and the areas to be audited and also keeping the results of the previous audits.

The audit criteria, scope, frequency and methods are well defined. The Auditors are selected, who are having required qualification, experience of knowledge and training. The Auditors are selected ensuring the objectivity and impartiality of the audit processes. The Auditors shall conduct the audit in the fields other than their own work.

The MR / Nodal Officer shall plan the audit programmes. The Internal Quality Audits shall cover all activities included under the Quality Management System. The trained/experienced/qualified persons drawn from different functions working at Head Office shall carry out the Internal Quality Audits.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 04

APEDA	Quality Manual	Doc. No.: QM/21
	8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

The observations made during the audit and non-conformities observed are documented by the auditors and brought to the notice of the person performing the activity, the concerned HOD and the Management Representative. The respective auditees are required to complete the corrective actions in a time bound programme and effectiveness of the correction and corrective actions are reviewed by the Auditors in their subsequent audits. The follow up activities shall include the verification of the action taken and reporting the verification results. Records of the audits and the results are maintained.

The non-conformities observed during the audits are informed to the MR / Nodal officer who ensures and follows up that all non-conformities are resolved and the summary of the audit observations is placed before the Management Review Committee for information and decision.

Ref.: Procedure of Internal Quality Audits – PROC/03

8.2.3 MONITORING AND MEASUREMENT OF PROCESSES

Monitoring and where applicable, measurement of processes are integrated into process management (see 7.5 of this Manual) and are indicated in each process document. Monitoring is carried out by personnel identified in the Process document.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	03 of 04

APEDA	Quality Manual	Doc. No.: QM/21
	8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

8.2.4 MONITORING AND MEASUREMENT OF SERVICE

The service outcomes for each customer process is identified in the respective Process document, giving the parameter to to be monitored, the criteria of acceptance and the personnel responsible for monitoring as well as for releasing the outcome .

Evidence of conformity with the acceptance criteria is maintained in the form Itract dataset entries, or noting on file and records. The records indicate the person authorizing release of outcome to the customer.

Further, service delivery and release during the intermediate stages are not authorized to proceed until all planned arrangements have been satisfactorily completed, unless otherwise approved by the relevant authority.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	04 of 04

APEDA	Quality Manual	Doc. No.: QM/22
	8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

8.3 CONTROL OF NON CONFORMING OUTCOMES /SERVICES

APEDA has established a procedure for ensuring that the services, processes and systems non conformances which did not conform to the requirements are identified and controlled while performing the activities required to deliver the quality services to customers, so that such non conformity services are prevented from use or deliver.

It is ensured that any non conforming activities are observed during receipt; process and final verification are suitably identified, documented, evaluated, segregated and if possible, notified to the relevant personnel and dispose off suitably after review by the authority identified to decide about the manner of disposal.

Any non-conformances observed in the services are disposed off by taking suitable remedial actions that will make the services conform to the specified requirements. Normally, the non conformities in operations are not accepted by deviation/concession. However, in extreme cases, where such concessions/deviations are to be given, same are done with the approval of HODs and other designated officers.

Records of non conformance services observed in services and any subsequent actions taken including concessions obtained are maintained.

When non conformance services are corrected, they are subjected to re-verification to demonstrate the conformity requirements.

Ref.: Procedure for Control of Non Conforming Services, Corrective and Preventive actions (PROC 6)

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

APEDA	Quality Manual	Doc. No.: QM/23
	8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

8.4 ANALYSIS OF DATA

The data gathered during various operations are analysed and reviewed to make process improvement, system changes and to lay down targets . The following type of data are analysed

- a) Results of customer satisfaction survey and service level customer feedback
- b) Process performance indicators
- c) Compliance level of serviced norms against those declared in Citizen’s charter
- d) Complaints data and internal checks related to complaints handling
- e) Service errors noticed during internal audits or pointed out by customers
- f) Internal audit results
- g) Outsourced service supplier performance
- h) Any media reports highlighting APEDA’s services

The results are tabulated and reviewed as a part of Management Review

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

APEDA	Quality Manual	Doc. No.: QM/24
	8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

8.5 IMPROVEMENT

8.5.1 CONTINUAL IMPROVEMENT

Based on review of quality objectives, internal audit results, corrective and preventive actions, Management reviews and outputs from the analysis of data to identify appropriate opportunities for continually improving the effectiveness of the established Quality Management System, APEDA management decided on system level improvements that may include:

- a) Restructuring in respect of assignment of responsibilities
- b) Adding or closing down service lines
- c) Augmentation of resources
- d) Training / skills development of resources
- e) Enhancing service standard levels, quality objectives and related targets
- f) Process changes

8.5.2 CORRECTIVE ACTIONS

APEDA has established the methods for identification of non-conformities and appropriate corrective actions to be taken to ensure the customer satisfaction. The corrective actions are required to be taken to eliminate causes of non-conformances in order to prevent recurrence.

The non-conformities shall be classified as service non-conformities, process non-conformities and system non-conformities which are applicable to the service, process, systems, forms/formats, promotional material during verification/inspection of services noticed through customer complaints, Internal Quality Audits, etc.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 03

APEDA	Quality Manual	Doc. No.: QM/24
	8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

A documented procedure for Control of Non-Conformities, Corrective and Preventive Actions has been established, defining the requirements for the following:

- a) Reviewing non-conformities including customer complaints
- b) Determining causes of non-conformities
- c) Evaluating the need for appropriate corrective action to ensure that the non-conformities do not recur.
- d) Determining and implementing the corrective actions required
- e) Records of the results of the corrective actions taken and
- f) Reviewing the effectiveness corrective actions taken.

The non-conformities during delivery of services at various stages are identified and recorded. The causes of non-conformities are investigated and observations are recorded.

The need for corrective actions is evaluated. The corrective actions required are determined, evaluated and implemented with the approval of the appropriate authority. The required corrective actions are recorded and implemented. The effectiveness of the corrective actions taken are reviewed by the HOD/FTDO and Management Representative and are monitored by the Management Representative.

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 03

APEDA	Quality Manual	Doc. No.: QM/24
	8.0 MEASUREMENT, ANALYSIS AND IMPROVEMENT	Issue No.: 01
		Rev. No. : 00
		Date 1 Jan 2016

8.5.3 PREVENTIVE ACTIONS

Preventive actions are identified from a risk perspective, prompting actions before an actual non conformity takes place. The sources for identifying the risks in Customer complaints, customer feedback, results of audits, analysis of problems etc. Actions similar to corrective actions are taken in case a significant risk is identified.

Ref.: Procedure for Control of Non Conforming Services, Corrective and Preventive actions (PROC 6)

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	03 of 03

Appendix A 01

APEDA	Quality Manual	Doc. No.: A 01
	LIST OF PROCEDURES	Issue No.: 01
		Rev. No. : 00
		Date : 1 Jan 2016

S.No	Procedure Name	Code
1.	Procedure for Control of Documents	PROC/ 01
2.	Procedure for Control of Records	PROC / 02
3.	Procedure for Internal Quality Audits	PROC / 03
4.	Procedure for Training	PROC / 04
5.	Procedure for Handling of Public Grievances	PROC / 05
6.	Procedure for Control of Non-Conforming Services, Corrective & Preventive Action	PROC / 06
7	Procedure for Budgeting	PROC / 07

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

Appendix 2
ORGANIZATION CHART

Appendix A 03

APEDA	Quality Manual	Doc. No.: A 03
	LIST OF PROCESSES	Issue No.: 01
		Rev. No. : 00
		Date : 1 Jan 2016

S.No	Process Name	Code
1.	Identification and approval for participation in Trade Fairs	PM/TF/01
2.	Participation in Trade Fairs	PM/TF/02
3.	Process for Issue of Registration cum Membership Certificate (RCMC) for Exporters	PM/REG/01
4.	Process for Recognition of Laboratories	PM/QUAL/01
5.	Process for accreditation of Certification bodies under NPOP	PM/ORG/01
6.	Process for surveillance of accredited Certification Bodies under NPOP	PM/ORG/02
7.	Process for Re-accreditation of Certification bodies under NPOP	PM/ORG/03
8.	Processing of EDF proposals	PM/EDF/ 01
9.	Processing of Common INFRA Proposals	PM/INF/01
10.	Processing of INFRA proposals from Individual Exporters	PM/INF/02
11.	Process for Pack House recognition for Horticulture	PM/FFV -01

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 02

APEDA	Quality Manual	Doc. No.: A 03
	LIST OF PROCESSES	Issue No.: 01
		Rev. No. : 00
		Date : 1 Jan 2016

12.	Processing of FAS applications for Market Development	PM/FAS/ 01
13.	Processing of FAS applications for Quality Development	PM/FAS/ 02
14	Process for Issue of Registration cum Allocation Certificate (RCAC) for Basmati Rice -	PM/CER/01
15	Process for Registration of integrated abattoir-cum-meat processing plants, standalone abattoir / meat processing plants	PM/APD/01
16	Process for Outsourcing of Services	PM/ADMIN/ 01
17	Purchase of Consumables	PM/ADMIN/ 02
18	Process for Library Management -	PM/LIB/01
19	Process for TAS applications -	PM/TAS/01

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	02 of 02

Appendix A 04

APEDA	Quality Manual	Doc. No.: A04
	LIST OF APPLICABLE STATUTORY AND REGULATORY REQUIREMENTS	Issue No.: 01
		Rev. No. : 00
		Date : 1 Jan 2016

REGULATORY REQUIREMENTS***Registration of Exporters***

Section 12 of APEDA Act / APEDA Rules - Rule 9 : Application for registration as an Exporter. FORM I

Rule 10 : Grant or Refusal of Registration. Grant Form II

Rule 11 : Cancellation of Certificate

Rule 12 : Right to make appeal

Rule 13 – Intimation of changes in ownership, constitution, name or address of an exporter

Rule 14 : Obligation to maintain Register of Exporters

Filing of Information

Section 14(1) ; Liability to file returns as prescribed

Inspection of Plants / Establishments

Section 14(2) : Authority to inspect processing plant / other establishment to verify the accuracy of return

<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

Appendix A 05

APEDA	Quality Manual	Doc. No.: A05
	LIST OF REGIONAL OFFICES	Issue No.: 01
		Rev. No. : 00
		Date : 1 Jan 2016

1. MUMBAI

Agricultural and Processed Food Products Export Development Authority
4th Floor, Unit No. 3 & 4 , Banking Complex Bldg. No.II, Sector 19/A, Vashi
New Mumbai-400 705

2. HYDERABAD

Agricultural and Processed Food Products Export Development Authority
8th Floor, Chandra Vihar Building, M.J.Road,
Hyderabad-500001

3. KOLKATA

Agricultural and Processed Food
Products Export Development Authority
Mayukh Bhavan, Bidhan Nagar,
Kolkata-700 091

4. BANGALORE

Agricultural and Processed Food
Products Export Development Authority
12/1/1 , Palace Cross Road,
Bangalore-560 020

5. GUWAHATI

Agricultural and Processed Food
Products Export Development Authority
3rd Floor G.S. Road, Opp. Old Post Office Jain Complex,
Guwahati-781005

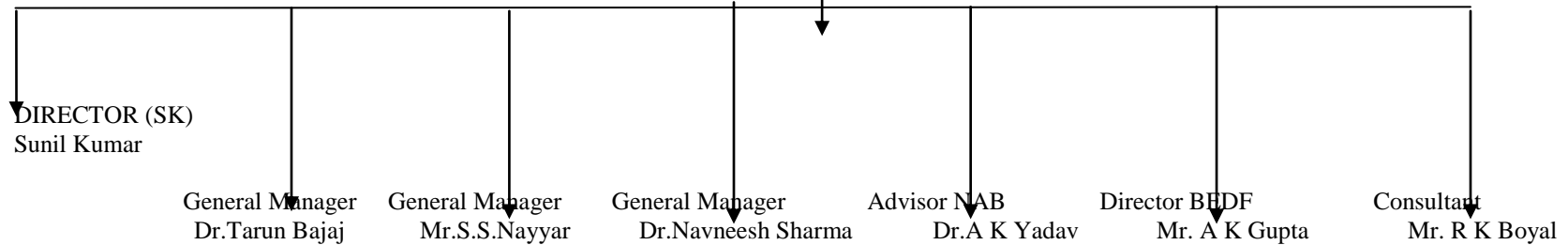
<i>Issue date</i>	<i>Issued By</i>	<i>Approved By</i>	<i>Page No.</i>
1 Jan 2016	MR/ Nodal Officer	CM	01 of 01

Appendix A 02

APEDA	Quality Manual	Doc. No.: A02 Issue No.01 Revision No.00
	ORGANISATIONAL CHART	Date : 1 Jan 2016

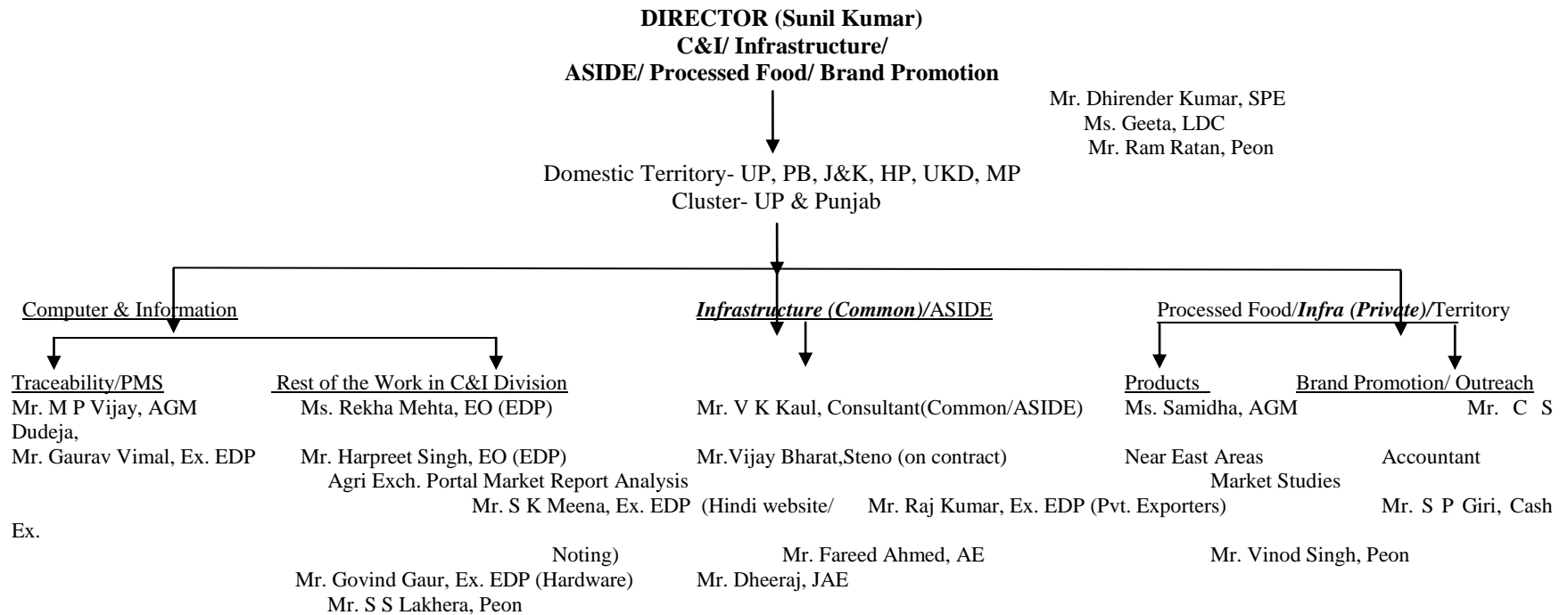
Chairman

Ms. Rajni Arora, Ex. Secy to CM
Mr. Devki Nandan, PE
Mr. Sandeep, Peon



Appendix A 02

APEDA	Quality Manual	Doc. No.: A02 Issue No.01 Revision No.00
	ORGANISATIONAL CHART	Date : 1 Jan 2016



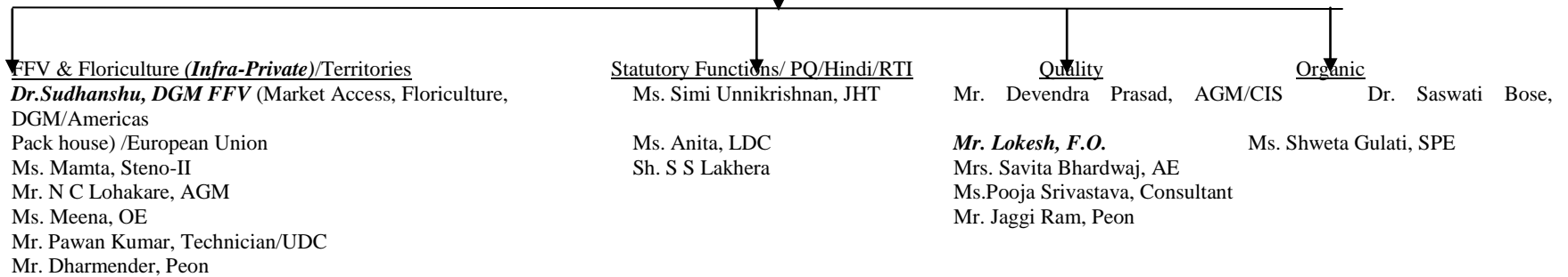
Appendix A 02

APEDA	Quality Manual	Doc. No.: A02 Issue No.01 Revision No.00
	ORGANISATIONAL CHART	Date : 1 Jan 2016

GM (Dr. Tarun Bajaj)
Horticulture (FFV & Floriculture) Market Studies/Organic/Statutory functions
Parliament Question/ Hindi/ RTI/Quality/Infra/Private)

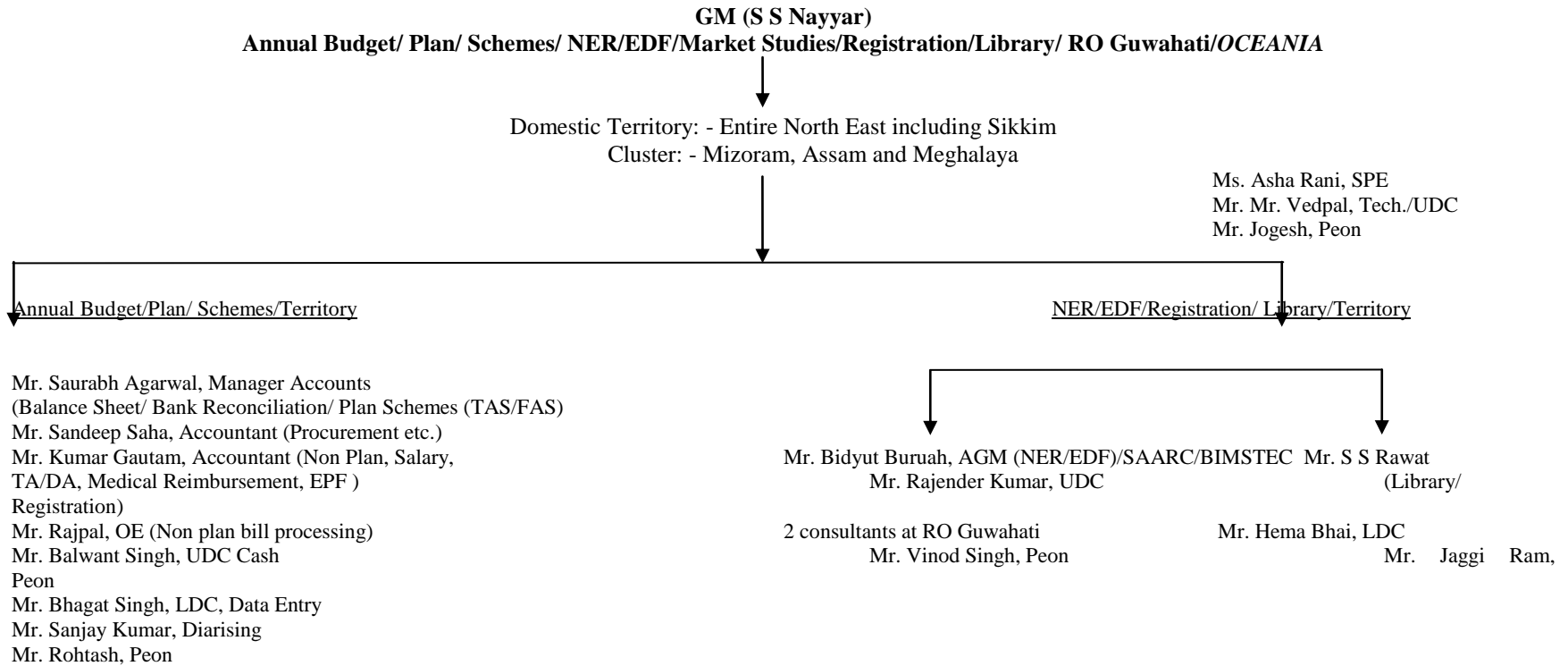
↓
 Domestic Territory: - Maharashtra, Andhra, Telengana, Gujarat
 Cluster: - Maharashtra & Gujarat

Mr. Rajinder Dhingra, SPE
 Mr. Anil, Technician/ UDC
 Mr. Tarun, Peon



Appendix A 02

APEDA	Quality Manual	Doc. No.: A02 Issue No.01 Revision No.00
	ORGANISATIONAL CHART	Date : 1 Jan 2016



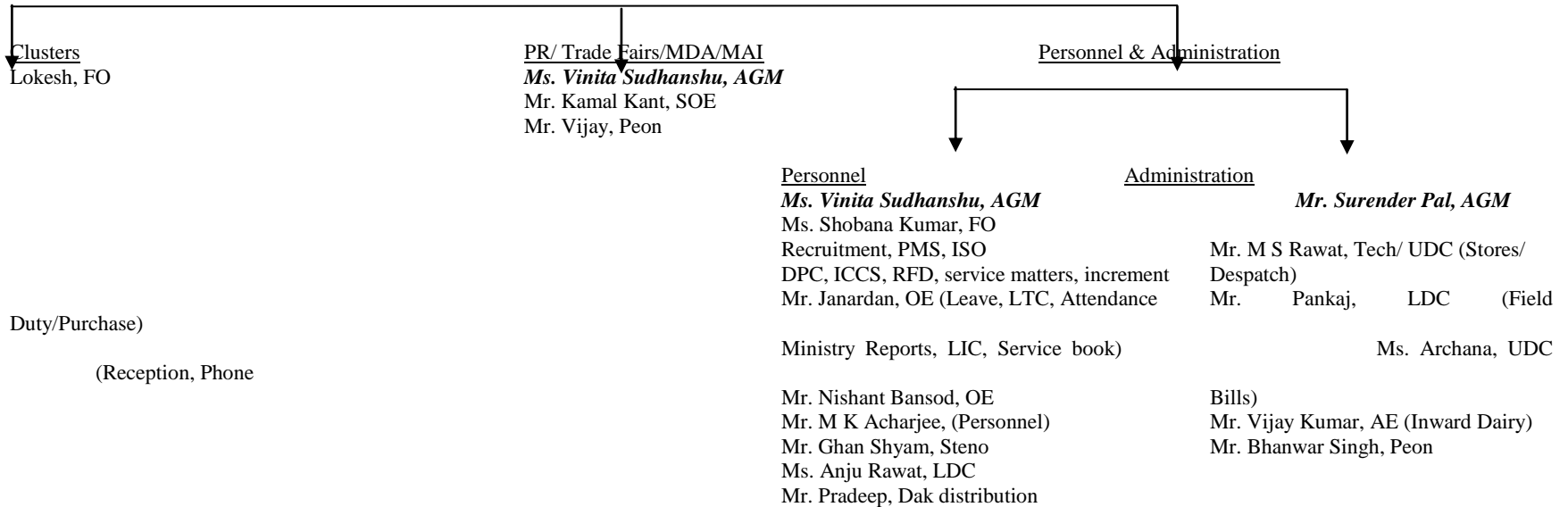
Appendix A 02

APEDA	Quality Manual	Doc. No.: A02 Issue No.01 Revision No.00
	ORGANISATIONAL CHART	Date : 1 Jan 2016

GM (Navneesh Sharma)
TF/ PR/P&A/Legal/ Vigilance/Stores/
Dairy/ Despatch/PMS/RFD/ISO/RO except Guwahati

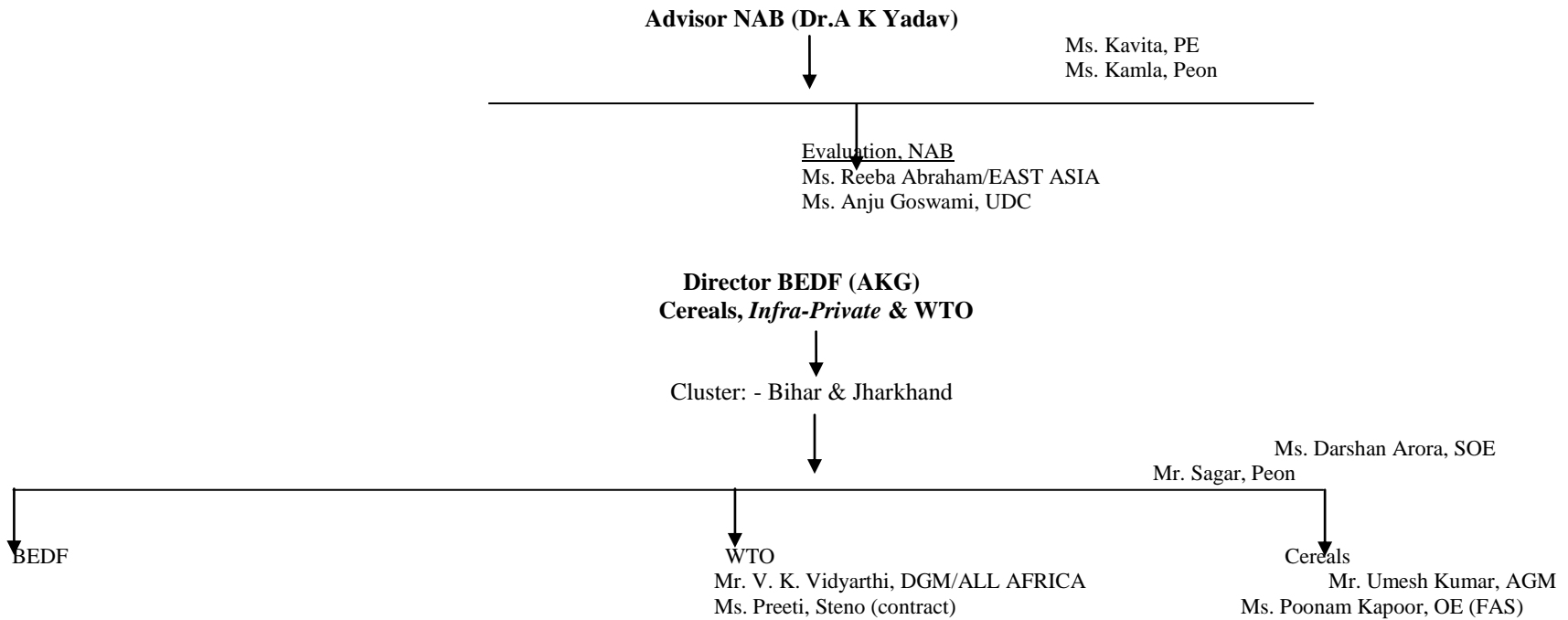
Domestic Territory: - Karnataka, Kerala, Tamilnadu, Jharkhand, WB, Odisha, Chhatishgarh
 Cluster: - Karnataka, Kerala, Tamilnadu & West Bengal

Ms. Alpana, SPE
 Mr. Lal Singh, LDC
 Mr. Dhanwal, Peon



Appendix A 02

APEDA	Quality Manual	Doc. No.: A02 Issue No.01 Revision No.00
	ORGANISATIONAL CHART	Date : 1 Jan 2016



Appendix A 02

APEDA	Quality Manual	Doc. No.: A02 Issue No.01 Revision No.00
	ORGANISATIONAL CHART	Date : 1 Jan 2016

Consultant (R.K. Boyal)
Meat/ Poultry/ Dairy/ (*Infra-Private*)



Cluster: - Andhra Pradesh & Telangana

Ms. Renuka SPE
Mr. Sukumar Saha, JAE
Ms. Kamla, Peon



Meat/Poultry/Dairy/Territories
Mr. Vats, DGM (Meat)/ASEAN/ (*Infra-Private*)
Ms. Pratibha, Steno
Ms. Neera Khanna, SOE
Ms. Roseleen, SOE (Meat)
Mr.Kadoo Ram, UDC
Mr. Vinod Singh, Peon