



Quality Manual

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Conforms to IS/ISO 9001:2015

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Place: Guwahati
Date: 01.08.2018

Satyendra Nath Kalita
(Managing Director)

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1.0 INTRODUCTION

- 1.1 Assam Electricity Grid Corporation Limited is a Public Sector Company registered under the Company Act, 1956. It was formed out of restructured Assam State Electricity Board in 2003 and was notified as the State Transmission Utility (STU). Its core business is to efficiently transport electrical power from electrical power bulk heads to the distribution company networks in the state of Assam.
- 1.2 Assam Electricity Grid Corporation Limited inherited 3862 circuit Km of EHV lines above 66 kV voltage class and 38 numbers of EHV sub-stations with a total transformation capacity of 1636.50 MVA at the time of its inception. Since then it has added 1584 circuit Km of EHV lines and 4125 MVA transformation capacity by way of commissioning 17 new EHV sub-stations and augmenting existing sub-stations. It has also added Reactive Power Compensation at 33 kV bus to the tune of 285 MVAR. Assam Electricity Grid Corporation Limited had also added one 400/220 kV Grid Substation and one 220/33 kV GIS Sub Station during the recent years. At present there are 65 nos. of EHV Sub-stations of different voltage class with total transformation capacity of 6158 MVA.
- 1.3 AEGCL is playing a strategic role being the largest 'STU' in NE region. It also understands its responsibility towards the entire North East India and is always extending a helping hand by way of transporting a fair share of power to the other sister states of the region.
- 1.4 AEGCL has consistently maintained the transmission system availability over 99% which is at par with the performance of other National Transmission Utilities.
- 1.5 **Vision of AEGCL:**
To march ahead towards number one rank amongst the leading Transmission Utilities in India, transmitting quality, reliable and secured power with minimum transmission loss at a competitive price.
- 1.6 **Mission of AEGCL:**
- *Transmission of power in large quantity with affordable price as per the expectation of customers, Government of Assam and AERC.*
 - *Increase transmission network need based to meet demand of the State in 2032.*
 - *Adoption of best Construction and O&M practices supported by system driven processes enabled by cutting age IT solutions.*
 - *Diversification of business in providing consultancy on construction and maintenance services and entering business in Telecommunication and other*

emerging areas so as to achieve optimum utilization of assets and generation of additional revenue.

- *Develop skilled and satisfied human resources, fostering a service oriented attitude to its stake holders and empowered to meet need in the changing scenarios.*
- *Building Research and Development wing for adoption of new technology.*
- *Discharge the social responsibility with commitment on Environment Protection, Health, Safety, Energy conservation and Community Development.*

1.7 ABOUT THE AEGCL HEAD QUARTER

1.7.1 At the headquarter of the company there are the following wings which work under the supervision of the Managing Director who in turn functions under the administrative control and supervision of the Chairman.

1.7.2 Technical wing headed by Chief General Manager, AEGCL

1.7.3 Finance & Accounts wing headed by Chief General Manager, F&A

1.7.4 Human Resource Development wing headed by General Manager, HR.

1.7.5 Two Transmission Zones headed by General Manager, Upper Assam Zone, and General Manager, Lower Assam Zone.

1.7.6 Head Quarter of AEGCL governs the functioning of the following units across the State:

1.7.6.1 Office of the Chief General Manager [State Load Despatch Center (SLDC)]

1.7.6.2 Office of the General Manager [Planning & Engineering]

1.7.6.3 Offices of General Manager Transmission and Transformation (T&T) zones: Lower Assam and Upper Assam;

1.7.6.4 Office of the Deputy General Manager, MRT.

1.7.7 The transmission network power map under AEGCL and other details are available in the website of the organisation: www.aegcl.co.in.

2.0 **NORMATIVE REFERENCES**

- 2.1 The following documents are normatively referenced in this quality manual, in whole or in part, for designing the quality management system of the Company
- 2.1.1 ISO 9001: 2015, Quality management systems – requirements
 - 2.1.2 ISO 9000: 2015, Quality management systems – fundamental and vocabulary
 - 2.1.3 ASEB (General Service) Regulation, 1960.
 - 2.1.4 ASEB Engineering Service Regulation, 1973.
 - 2.1.5 ASEB General Service (for officers) Regulation, 1960.
 - 2.1.6 ASEB Officers (Conduct) Regulation, 1982.
 - 2.1.7 ASEB Security Force (Service) Regulation, 1975.
 - 2.1.8 ASEB Subordinate Accts (Service) Regulation, 1975.
 - 2.1.9 ASEB, Accounts, Establishment, Administration Service Rules, 1979.
 - 2.1.10 Child Labour (Prohibition and Regulation) Act 1986
 - 2.1.11 Contract Labour (Regulation and Abolition) Act 1970
 - 2.1.12 Disaster Management Act 2005
 - 2.1.13 Employees' Provident Funds and Miscellaneous Provisions Act 1952
 - 2.1.14 Employees' State Insurance (Amendment) Act 1989
 - 2.1.15 Minimum Wages Act 1948
 - 2.1.16 NOC from Fire Department for building
 - 2.1.17 Payment of Wages Act 1936
 - 2.1.18 Right to Information act, 2005
 - 2.1.19 Indian Electricity Act 2003 and Rule 1956 as amended from time to time
 - 2.1.20 Indian Grid Code (Revised) 2006 as amended from time to time
 - 2.1.21 The Assam Electricity Duty Rules 1964 as amended from time to time
 - 2.1.22 Metering Regulations of Central Electricity Authority (CEA)
 - 2.1.23 National Rehabilitation and Resettlement Policy 2007
 - 2.1.24 Modalities of Asian Development Bank and other funding agencies
 - 2.1.25 Safety Manual of AEGCL
 - 2.1.26 Prevention of Sexual Harassment at work
 - 2.1.27 Factories Act

3.0 ABBREVIATIONS AND DEFINITIONS

1. AEGCL	Assam Electricity Grid Corporation Ltd.
2. AERC	Assam Electricity Regulatory Authority
3. ASEB	Assam State Electricity Board
4. Context of the organization	Combination of internal and external issues that can have an effect on an organization's approach to developing and achieving its objectives
5. Continual improvement	Recurring activity to enhance performance
6. Corrective action	Action to eliminate the cause of a nonconformity and to prevent recurrence
7. Customer	Person or organization that could or does receive a product or a service that is intended for or required by this person or organization
8. Customer satisfaction	Customer's perception of the degree to which the customer's expectations have been fulfilled
9. Effectiveness	Extent to which planned activities are realized and planned results are achieved
10. Efficiency	Relationship between the results achieved and resources used
11. Interested party (stakeholder)	Person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity
12. NCR	Nonconformity report
13. Nonconformity	Non-fulfillment of a requirement
14. Preventive action	Action to eliminate the cause of a potential nonconformity or other potential undesirable situation
15. QM	Quality manual
16. QMP	Quality management procedure
17. QMR	Quality management record
18. QMS	Quality management system
19. Quality	Degree to which a set of inherent characteristics of an object fulfils requirements
20. Quality objective	Objective related to quality (Objective: result to be achieved)
21. Quality policy	Policy related to quality (Policy: Intentions and direction of an organization as formally expressed by its top management)
22. T&T	Transmission and Transformation

4.0 **CONTEXT OF THE ORGANIZATION**

4.1 Understanding the organisation and its context: Head Quarter of AEGCL has determined external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its quality management system. The organization monitors and reviews information about these external and internal issues. [Ref.: AEGCL/CoO/01 Context of the organization].

4.2 Understanding the needs and expectations of interested parties: In order to consistently provide services that meet the customer and applicable statutory and regulatory requirements, Head Quarter of AEGCL has determined the following:

4.2.1 Interested parties that are relevant to the quality management system [Ref.: AEGCL/CoO/01 Context of the organization];

4.2.2 The requirements of these interested parties that are relevant to the quality management system.

Such issues are monitored and updated as appropriate, and discussed as part of management reviews

4.3 Determining the scope of the quality management system: Head Quarter of AEGCL has determined the boundaries and applicability of the quality management system to establish its scope. The organization has considered the following:

4.3.1 The external and internal issues referred to in 4.1 above;

4.3.2 The requirements of relevant interested parties referred to in 4.2 above;

4.3.3 The services.

The following requirements of ISO 9001:2015 Standards are not applicable to our organization for the reasons stated along with.

Exclusions	Reason
Clause 7.1.5.2 Measurement traceability	Head Quarter of AEGCL does not use any measuring equipment in providing its services within the defined scope of quality management system for ISO 9001:2015 certification. Hence this requirement is not applicable.
Clause 8.3: Design and development of products and services	Head Quarter of AEGCL carries out control and monitoring functions as stipulated by the AERC regulations. Head Quarter of AEGCL does not carry out any design and development activity in providing its services within the defined scope of quality management system for ISO 9001:2015 certification. Hence, this requirement is not applicable.

Based on an analysis of the issues of concern, interests of stakeholders, and in consideration of its services, Head Quarter of AEGCL has determined the scope of the quality management system as follows:

Management (Monitoring and control) for performance enhancement of Electricity Transmission Operations under AEGCL.

Facilities within the Scope: The quality management system within the stated scope applies to the processes, activities, and employees of the following location:

Assam Electricity Grid Corporation Limited
Bijulee Bhawan
Paltan Bazar
Guwahati - 781001

Phone : 0361-2739520
Fax : 0361-2239513

4.4 **Quality management system and its processes**

4.4.1 Head Quarter of AEGCL has established, implemented, maintain and continually improve a quality management system, including the processes needed and their interactions, in accordance with the requirements of ISO 9001:2015 Standard. The organization has determined the processes needed for the quality management system and their application throughout the organization, and has considered the following:

- a) The inputs required and the outputs expected from these processes;
- b) The sequence and interaction of these processes;
- c) The criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;
- d) The resources needed for these processes and ensuring their availability;
- e) Assignment of responsibilities and authorities for these processes;
- f) Risks and opportunities as determined;
- g) Process evaluation and implementation of changes (if needed) to ensure that these processes achieve their intended results; and

h) Improvement of the processes and the quality management system.

The Process maps are given in the document Process map (AEGCL/PM/01).

4.4.2 In order to ensure that processes are effective and efficient the following documented information are maintained:

4.4.2.1 Standard operating procedures as necessary

4.4.2.2 Operating criteria as appropriate

4.4.2.3 Records as evidence of achievement of fulfillment of operating criteria

5.0 LEADERSHIP

5.1 Leadership and commitment

5.1.1 The Top Management of Head Quarter of AEGCL consisting of Managing Director, Chief General Managers and General Managers provide evidence of their leadership and commitment to the development and implementation of the quality management system and continual improvement of its effectiveness by:

- a) Taking accountability for the effectiveness of the quality management system; (Accountability indicated in the Process Maps)
- b) Ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization;
- c) Ensuring the integration of the quality management system requirements into the organization's business processes;
- d) Promoting the use of the process approach and risk-based thinking;
- e) Ensuring that the resources needed for the quality management system are available; (Reflected in Annual Budget)
- f) Communicating the importance of effective quality management and of conforming to the quality management system requirements; (Ref.: Periodic meetings and Bulletins)

- g) Ensuring that the quality management system achieves its intended results; (Ref.: Management reviews)
- h) Engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;
- i) Promoting improvement; and
- j) Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

5.1.2 Customer focus: The Top Management demonstrates leadership and commitment with respect to customer focus by ensuring that:

- a) Customer and applicable statutory and regulatory requirements are determined, understood and consistently met; [Reference: communication with field establishments, Note Sheets and management reviews]
- b) The risks and opportunities that can affect conformity of services and the ability to enhance customer satisfaction are determined and addressed; [Ref. Process Maps]
- c) The focus on enhancing customer satisfaction is maintained. [Ref. management review records]

5.2 Policy

5.2.1 Establishing the quality policy: The Managing Director has approved the quality policy for Head Quarter of AEGCL. This quality policy governs day-to-day operations of the organization to ensure quality.

5.2.1.1 During management review it is assessed that the quality policy continues to be appropriate to the purpose and context of the organization and supports its strategic direction;

5.2.1.2 Quality objectives have been defined within the framework of the quality policy;

5.2.1.3 Quality policy includes commitment to satisfy applicable customer and regulatory requirements;

5.2.1.4 Quality policy includes a commitment to continual improvement of the quality management system.

Quality policy

Assam Electricity Grid Corporation Ltd. is committed to establish and maintain an efficient, effective and reliable Electricity Grid Network for transmission of power to the satisfaction of licensees and stake holders.

We all in AEGCL shall:

- a) Always strive to meet current and anticipated needs of our Field Establishments;
- b) Periodically assess the internal and external risk level in our business processes and implement proactive risk mitigation measures;
- c) Comply with all applicable statutory and regulatory obligations;
- d) Commit ourselves to do our business in the most ethical manner in the best interest of our stakeholders;
- e) Endeavour to continually improve the effectiveness of our quality management system and the processes;
- f) Ensure a workplace safe to self and others;
- g) Be socially and environmentally responsive.

Date: 01.08.2018

Satyendra N. Kalita
(Managing Director)

5.2.2 Communicating the quality policy: It is ensured that the documented quality policy is available, communicated, understood and applied within the organization as well as available to interested parties such as suppliers, customers etc. as appropriate.

5.3 **Organizational roles, responsibilities and authorities**

5.3.1 Responsibilities and authorities for relevant roles as approved by the Board of Directors/Managing Director have been assigned, communicated and understood within the organization. [Ref.: Circulars/Office Orders and summary in document Organisation Chart AEGCL/ORG/01)

5.3.2 Responsibility and authority have been assigned for the following:

5.3.2.1 For ensuring that the quality management system conforms to the requirements of ISO 9001:2015 Standard;

5.3.2.2 For ensuring that the processes are delivering their intended outputs;

5.3.2.3 For reporting on the performance of the quality management system and on opportunities for improvement, in particular to the Managing Director;

5.3.2.4 For ensuring the promotion of customer focus throughout the organization;

5.3.2.5 For ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

6.0 **PLANNING**

6.1 **Actions to address risks and opportunities**

6.1.1 The quality management system of Head Quarter of AEGCL has been planned considering the external and internal issues that are relevant to the purpose of our organization and its strategic direction as well as needs and expectations of the interested parties. Planning also considered the risks and opportunities that need to be addressed to:

6.1.1.1 Give assurance that the quality management system can achieve its intended result(s);

6.1.1.2 Enhance desirable effects;

6.1.1.3 Prevent, or reduce, undesired effects; and

6.1.1.4 Achieve improvement.

6.1.2 Head Quarter of AEGCL considers risks and opportunities when taking actions within the management system, as well as when implementing or improving the management system; likewise, these are considered relative to its services. Risks and opportunities are managed in accordance with the document: (Ref.: Procedure for Risk Management).

6.2 **Quality objectives and planning to achieve them**

6.2.1 Head Quarter of AEGCL has established quality objectives at organizational level (Organizational quality objectives), relevant functional levels (Functional quality objectives) and for processes (Key performance indicators). It is ensured that quality objectives are:

6.2.1.1 Consistent with the quality policy;

6.2.1.2 Measurable;

- 6.2.1.3 Take into account applicable requirements;
- 6.2.1.4 Relevant to conformity of products and services and to enhancement of customer satisfaction;
- 6.2.1.5 Are monitored;
- 6.2.1.6 Are communicated;
- 6.2.1.7 Are updated as appropriate.

6.2.2 Planning for achieving quality objectives include the following:

- 6.2.2.1 what will be done;
- 6.2.2.2 what resources will be required;
- 6.2.2.3 who will be responsible;
- 6.2.2.4 when it will be completed;
- 6.2.2.5 how the results will be evaluated

6.3 **Planning of changes**

When Head Quarter of AEGCL determines the need for changes to the management system or its processes, these changes are planned, implemented, and then verified for effectiveness as per procedure for Change Management. Documents are changed in accordance with the procedure for Control of Documents. Change management considers the following:

- 6.3.1 The purpose of the changes and their potential consequences;
- 6.3.2 The integrity of the quality management system;
- 6.3.3 The availability of resources;
- 6.3.4 The allocation or reallocation of responsibilities and authorities.

7.0 **SUPPORT**

7.1 **Resources**

7.1.1 **General**

Head Quarter of AEGCL has determined and provides the resources needed for the establishment, implementation, maintenance and continual improvement of its quality management system considering the following:

- a) The capabilities of, and constraints on, existing internal resources;
- b) What needs to be obtained from external providers.

7.1.2 **People**

Head Quarter of AEGCL has determined and provides the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes.

7.1.3 **Infrastructure**

Head Quarter of AEGCL has determined, provide and maintain the infrastructure (includes organization space, uninterrupted power supply for IT network, backup power, document & records storage facilities, ICT facilities, fire fighting facilities etc.) necessary for the operation of its processes and to achieve conformity of services.

7.1.4 **Environment for the operation of processes**

Head Quarter of AEGCL has determined, provide and maintain the environment necessary for the operation of its processes and to achieve conformity of services. The management considers the following aspects for suitable environment:

7.1.4.1 Non-discriminatory and non-confrontational work environment

7.1.4.2 Reduction of stress, emotional protection;

7.1.4.3 Appropriate temperature, humidity, light, airflow, hygiene, and noise level.

7.1.5 **Monitoring and measuring resources**

7.1.5.1 **General**

Within the scope of quality management system of Head Quarter of AEGCL, monitoring or measuring to verify the conformity of products and services to requirements is carried out through supervision and monitoring by Superior Officers.

a) It is ensured that the Officers monitoring various activities are empowered with adequate authority;

b) It is also ensured that the Officers are competent to carry out the monitoring.

The records of monitoring are available as reports and notes in the Files.

7.1.5.2 Measurement traceability

In case of the measurements carried out in the AEGCL Headquarters, traceability is not a requirement. Also, no measuring and monitoring equipment are used. Hence, calibration is also not a requirement.

7.1.6 Organizational knowledge

AEGCL Head quarters have determined the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This may include knowledge and information obtained from:

- a) Internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;
- b) External sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

This knowledge shall be maintained, and made available to the extent necessary. When addressing changing needs and trends, Head Quarter of AEGCL considers its current knowledge and determine how to acquire or access the necessary additional knowledge.

7.2 Competence

- a) Head Quarter of AEGCL has determined the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system (Ref.: Periodic circulars, Board Guidelines);
- b) It is ensured that these persons are competent on the basis of appropriate education, training, or experience;
- c) Where competency gaps are observed, actions such as training, reallocation of responsibilities, counseling etc. are planned and implemented. Records of evaluation of the effectiveness of the actions taken are maintained;
- d) Personnel Files contain the appropriate documented information as evidence of competence.

7.3 Awareness

Head Quarter of AEGCL ensures that persons doing work under its control are aware of the following through training, display of posters, periodic meetings etc.:

- a. The quality policy;
- b. Quality objectives relevant to individual's responsibilities;
- c. Contribution of the individuals to the effectiveness of the quality management system, and the benefits of improved performance;
- d. The implications of not conforming to the quality management system requirements.

7.4 **Communication**

The Internal and External Communication Plan outlines the necessary communication relevant to the quality management system. The plan specifies the following:

- a) Subject of communication;
- b) Appropriate time of communication;
- c) Target recipient of communication;
- d) Method of communication;
- e) Responsibility for the communication.

7.5 **Documented information**

7.5.1 **General**

The Document Master List indicates the quality management system documentation of Head Quarter of AEGCL. The documentation includes the following:

- a) The documented information required by ISO 9001:2015 standard;
- b) Documented information considered as necessary by the organization for the effectiveness of the quality management system.

7.5.2 **Creating and updating**

Head Quarter of AEGCL considers the following factors while creating and updating documented information.

- a) Identification and description of the documents through title, date, author, reference number etc. as appropriate;
- b) Format (e.g. language, software version, graphics) and media (e.g. paper, electronic) as appropriate;
- c) Review and approval for suitability and adequacy.

7.5.3 Control of documented information

7.5.3.1 The quality management system documents of Head Quarter of AEGCL is controlled to ensure the following:

- a) That the documents are available and suitable for use, where and when these are needed;
- b) That the documents are adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity).

7.5.3.2 For the control of documented information, Head Quarter of AEGCL addresses the following activities, as applicable:

- a. Distribution, access, retrieval and use;
- b. Storage and preservation, including preservation of legibility;
- c. Control of changes (e.g. version control);
- d. Retention and disposition.

Documented information of external origin determined by Head Quarter of AEGCL to be necessary for the planning and operation of the quality management system has been identified and are controlled. Documented information retained as evidence of conformity are protected from unintended alterations.

8.0 OPERATION

8.1 Operational planning and control

Head Quarter of AEGCL plans, implements and controls the processes needed to meet the requirements for the provision of services to the field offices, and to implement the planned actions. Accordingly, Head Quarter of AEGCL ensures that following:

- a) Determining the requirements for the services to be provided to the field offices;
- b) Establishing criteria for:
 - i. The processes;
 - ii. The acceptance of services;
- c) Determining the resources needed to achieve conformity to the service requirements;
- d) Implementing control of the processes in accordance with the criteria;
- e) Determining, maintaining and retaining documented information to the extent necessary:
 - i. To have confidence that the processes have been carried out as planned (Ref.: Files maintained by individual departments);
 - ii. To demonstrate the conformity of services to their requirements (Ref.: Files maintained by individual departments).

Head Quarter of AEGCL shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

Head Quarter of AEGCL considers any process performed by a third party as an “outsourced process” and controls such processes. The Company’s outsourced processes, and the control methods implemented for each, are defined in the procedure for Purchasing. The type and extent of control applied to the outsourced process take into consideration the following:

- a) The potential impact of the outsourced process on the company’s capability to provide services that conforms to requirements,
- b) The degree to which the control for the process is shared,
- c) The capability of achieving the necessary control through the purchasing contract requirements.

8.2 Requirements for products and services

8.2.1 Customer communication

For Head Quarter of AEGCL customer communication within the scope of its quality management system includes the following:

- a. Providing information relating to policies, programmes, rules & procedures and various instructions of the Government of Assam, AERC, CERC, AEGCL Board and other stakeholders;
- b. Handling enquiries and various financial/non-financial support requirements from the field offices;
- c. Obtaining feedback from the field offices regarding support received from the HQ and their complaints;
- d. *Handling or controlling customer property is not a requirement within the scope of quality management system;*
- e. Establishing specific requirements for contingency actions, when relevant.

8.2.2 Determining the requirements for products and services

When determining the requirements for the services to be offered to the field offices, Head Quarter of AEGCL ensures the following:

- a) That the requirements for the services are defined, including:
 - 1) Any applicable statutory and regulatory requirements (ref.: Section 3 of this manual);
 - 2) Those considered necessary by the HQ to be known and complied by the field offices;
- b) *The matter of meeting the claims for the services HQ offering to the field offices does not arise.*

8.2.3 Review of the requirements for products and services

8.2.3.1 Head Quarter of AEGCL ensures that it has the ability to meet the requirements for services to be offered to the field offices. The office conducts a review before committing to provide services to the field offices, which include:

- a) Requirements specified by the field offices; *(requirements for delivery and post delivery activities is not a specified requirement from the field offices);*
- b) *Requirements not stated by the customer, but necessary for the specified or intended use, when known is not applicable for the services provided by HQ;*

- c) Requirements specified by HQ (such as, specific instructions);
- d) Statutory and regulatory requirements applicable to the services (ref.: Section 3 of this manual);
- e) *Contract or order requirement differing from those previously expressed is not applicable for the services provided by HQ.*

Resolving of contract or order requirements of the field offices differing from those previously is not applicable for the scope of services of HQ.

Confirming of field office's requirements before acceptance by HQ, when the field offices do not provide a documented statement of their requirements is not applicable.

8.2.3.2 Head Quarter of AEGCL retain the following documented information:

- a) The communication of the needs of field offices and the action taken by HQ;
- b) On any new requirements for the services required by the field offices.

8.2.4 **Changes to requirements for products and services**

Whenever the requirements of the field offices change from earlier requirements, Head Quarter of AEGCL ensures that relevant documented information is amended, and that relevant persons are made aware of the changed requirements.

8.3 **Design and development of products and services**

Head Quarter of AEGCL carries out control and monitoring functions as stipulated by the AERC regulations. Head Quarter of AEGCL does not carry out any design and development activity in providing its services within the defined scope of quality management system for ISO 9001:2015 certification. Hence, this requirement is not applicable.

8.4 **Control of externally provided processes, products and services**

8.4.1 General

Head Quarter of AEGCL ensures that externally provided processes, products and services conform to requirements. Within the scope of quality

management system the HQ controls selection of providers of equipment, spares and consumables and service/project contracts jobs. The authority for procurement is governed by the **Delegation of Power** approved by the Board.

Head Quarter of AEGCL determines the controls to be applied to externally provided processes, products and services when:

- a. Products and services from external providers are intended for incorporation into the office's own services;
- b. Products and services are provided directly to the field offices by external providers on instruction from HQ;
- c. A process, or part of a process, is provided by an external provider as a result of a decision by the office.

Head Quarter of AEGCL has determined and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. Head Quarter of AEGCL retains documented information of these activities and any necessary actions arising from the evaluations.

8.4.2 **Type and extent of control**

Head Quarter of AEGCL ensure that externally provided processes, products and services do not adversely affect the organization's ability to consistently deliver conforming products and services to its customers. In order to achieve the above, the organization ensures the following:

- a. That externally provided processes remain within the control of its quality management system (the control methods are included in the Contract document/Work Order/Purchase Order as appropriate);
- b. Defines both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;
- c. Takes into consideration:
 - i. The potential impact of the externally provided processes, products and services on the organization's ability to consistently meet customer and applicable statutory and regulatory requirements;

ii. The effectiveness of the controls applied by the external provider;

d. Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements.

8.4.3 **Information for external providers**

Head Quarter of AEGCL ensures the adequacy of requirements prior to their communication to the external provider.

The organization communicates to external providers its requirements through Contract document/Work Order/Purchase order or similar appropriate document. The documented information necessarily includes:

- a) Unambiguous description of processes, products and services to be provided;
- b) The requirement and method of approval of:
 - 1) Products and services;
 - 2) Methods, processes and equipment;
 - 3) The release of products and services;
- c) The requirement of competence, including any required qualification of persons;
- d) Requirement of supplier/contractor's interactions with the organization;
- e) Control and monitoring of the supplier/contractor's performance to be applied by the organization;
- f) Verification or validation activities that the organization, or its customer, intends to perform at the external providers' premises.

8.5 **Production and service provision**

8.5.1 **Control of production and service provision**

Head Quarter of AEGCL implements service provisions under controlled conditions. Within the scope of its quality management system Head Quarter of AEGCL does not carry out any production activity; it primarily enforces administrative and management control over the field offices and provides support for resources including man, machine and material.

Controlled conditions include the following:

- a. The availability of documented information that defines:

1. The characteristics of the services to be provided, or the activities to be performed;
 2. The results to be achieved;
- b. The availability and use of suitable monitoring and measuring resources;
 - c. The implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;
 - d. The use of suitable infrastructure and environment for the operation of processes;
 - e. The appointment of competent persons, including any required qualification;
 - f. *The validation, and periodic revalidation, of the ability to achieve planned results of the processes for service provision, where the resulting output cannot be verified by subsequent monitoring or measurement is not applicable for the services within the scope of quality management system of the organization;*
 - g. The implementation of actions to prevent human error;
 - h. The implementation of release, delivery and post-delivery activities.

8.5.2 **Identification and traceability**

Head Quarter of AEGCL uses suitable means to identify outputs when it is necessary to ensure the conformity of services. The identification is through records.

The organization identifies the status of outputs with respect to monitoring and measurement requirements throughout service provision through information regarding review and approval of documents and records.

The documents and records numbering system and titles control the unique identification of the outputs even though traceability is not a specified requirement for the services within the scope of quality management system of the organization.

8.5.3 Property belonging to customers or external providers

Head Quarter of AEGCL exercises care with property belonging to customers or external providers while it is under its control or being used by it as and when applicable. Property shall primarily imply data in case of Field Offices and materials/equipment for external providers working on projects at HQ.

AEGCL HQ identifies, verifies, protects and safeguards customers' or external providers' property provided for or incorporation into the products and services.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred.

8.5.4 Preservation

The information, documents, records, etc. related to requirements of the field offices are all very critical to the HQ's operation. All the above that are in hard copy are stored in a secured and safe place prior to their further processing. The electronic copies of all these are preserved if required on the removable media with a back-up copy on hard drive of an identified computer having a password protection system. The organization ensures that integrity of data and information is not lost and otherwise distorted during internal processing and service delivery. *The services within the scope of quality management system do not involve any product preservation such as identification, handling, packaging, storage, and protection. Preservation of constituent parts of a product is also not applicable.*

8.5.5 Post-delivery activities

Head Quarter of AEGCL meet requirements for the following post-delivery activities associated with its services:

- a) Compliance to statutory and regulatory requirements;
- b) The potential undesired consequences associated with its services (e.g. wrong interpretation of administrative instructions);
- c) *The nature, use and intended lifetime of its products and services is not applicable;*
- d) Requirements of Field Offices; and
- e) Feedback from Field Offices.

8.5.6 Control of changes

The procedure SP: 03 Change Management describes the method of review and control of changes for service provision to the extent necessary to ensure continuing conformity with requirements. Head Quarter of AEGCL retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

8.6 Release of products and services

In case of Head Quarter of AEGCL release of products and services is not applicable as its scope of quality management system primarily involved corporate governance. However, appropriate authority in HQ appropriately reviews and approves any order/instruction prior to release. The method of review and approval is described in procedure for document control. The release of orders/instructions shall not proceed until approved. Documented information regarding release of instructions/orders includes the following:

- a. Evidence of conformity with the acceptance criteria; and
- b. Traceability to the person(s) conducting review and final approval.

8.7 Control of nonconforming outputs

Nonconformities in the HQ are detected either during verification at the hold points, or during the internal audits and only in the form of documents not fit for further passage/dispatch/processing. Nonconformities are recorded appropriately and handled through the following procedure.

- A. Suitable marking of nonconformities by the concerned dealing officer/clerk to prevent their unintended use, delivery or further processing
- B. Deciding actions on the Nonconformity by the concerned officer/clerk as following
 1. Rework to eliminate the detected nonconformity
 2. Authorizing its further processing after obtaining the approval of Competent Authority
 3. As applicable issue instructions to suspend execution of instruction(s) and/or recall the concerned documents related to the delivered service with specific instructions
- C. Deciding corrective actions and preventive actions by the concerned officer considering the potential effects of nonconformity.
- D. Monitoring of the implementation of decided actions by the concerned officer.

8.7.1 Head Quarter of AEGCL retain documented information that:

- a) Describes the nonconformity;
- b) Describes the actions taken;
- c) Describes any concessions obtained;
- d) Identifies the authority deciding the action in respect of the nonconformity.

9.0 PERFORMANCE EVALUATION

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

Head Quarter of AEGCL has determined the following:

- 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 shall be performed;
- b) When the results from monitoring and measurement shall be analysed and evaluated.

Head Quarter of AEGCL evaluates the performance and the effectiveness of the quality management system.

Head Quarter of AEGCL retains appropriate documented information as evidence of the results.

9.1.2 Customer satisfaction

Head Quarter of AEGCL monitors perceptions of the Field Offices regarding the degree to which their needs and expectations have been fulfilled. Feedback is obtained at least once a year from the Field Offices through a structured questionnaire for obtaining, monitoring and reviewing this information.

9.1.3 Analysis and evaluation

Head Quarter of AEGCL analyses and evaluates appropriate data and information arising from monitoring and measurement.

The results of analysis are used to evaluate:

- a) Conformity of services;
 - System Availability
 - Loss of Supply Incidents
 - Voltage Excursions
 - Frequency Excursion
 - Percentage of projects closed without conformity to approved scope
 - Percentage or projects completed without time overrun
 - Percentage or projects completed without cost overrun
 - Achievement of Government schemes
 - Trend of litigation
 - Percentage of verdicts in favour of AEGCL Vs. against
 - Trend in number of accidents related to AEGCL Network

- b) The degree of customer satisfaction (*Degree to which the needs and expectations of the Field Offices have been fulfilled*);
- c) The performance and effectiveness of the quality management system;
- d) If planning has been implemented effectively;
- e) The effectiveness of actions taken to address risks and opportunities;
- f) The performance of external providers;
- g) The need for improvements to the quality management system.

9.2 Internal audit

9.2.1 Head Quarter of AEGCL conducts internal audits once in 6 months to provide information on whether the quality management system:

- a) Conforms to:
 - i. The organization's own requirements for its quality management system;
 - ii. The requirements of ISO 9001:2015 standards;
- b) Is effectively implemented and maintained.

9.2.2 To achieve the above, Head Quarter of AEGCL ensures the following:

- a) Plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;
- b) Define the audit criteria and scope for each audit;
- c) Select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
- d) Ensure that the results of the audits are reported to relevant management;
- e) Take appropriate correction and corrective actions without undue delay;
- f) Retain documented information as evidence of the implementation of the audit programme and the audit results.

9.3 Management review

9.3.1 General

Top management led by the MD reviews the organization's quality management system, once in 6 months, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization.

9.3.2 **Management review inputs**

The management review is planned and carried out taking into consideration the following:

- a) The status of actions from previous management reviews;
- b) Changes in external and internal issues that are relevant to the quality management system;
- c) Information on the performance and effectiveness of the quality management system, including trends in:
 - i. Customer satisfaction and feedback from relevant interested parties;
 - ii. The extent to which quality objectives have been met;
 - iii. Process performance and conformity of services;
 - iv. Nonconformities and corrective actions;
 - v. Monitoring and measurement results;
 - vi. Audit results;
 - vii. The performance of external providers;
- d) The adequacy of resources;
- e) The effectiveness of actions taken to address risks and opportunities; and
- f) Opportunities for improvement.

9.3.3 **Management review outputs**

The outputs of the management review include decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the quality management system;
- c) Resource needs.

Head Quarter of AEGCL retains documented information as evidence of the results of management reviews.

10.0 IMPROVEMENT

10.1 General

Head Quarter of AEGCL determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include:

- a. Improving services to meet requirements as well as to address future needs and expectations;
- b. Correcting, preventing or reducing undesired effects;
- c. Improving the performance and effectiveness of the quality management system.

10.2 Nonconformity and corrective action

10.2.1 When a nonconformity occurs, including any arising from complaints, Head Quarter of AEGCL ensures the following:

- a) React to the nonconformity and, as applicable:
 - 1) Take action to control and correct it;
 - 2) Deal with the consequences;
- b) Evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - 1) Reviewing and analysing the nonconformity;
 - 2) Determining the causes of the nonconformity;
 - 3) Determining if similar nonconformities exist, or could potentially occur;
- c) Implement any action needed;
- d) Review the effectiveness of any corrective action taken;
- e) Update risks and opportunities determined during planning, if necessary;
- f) Make changes to the quality management system, if necessary.

It is ensured that corrective actions are appropriate to the effects of the nonconformities encountered.

10.2.2 Head Quarter of AEGCL retains documented information as evidence of the following:

- a) The nature of the nonconformities and any subsequent actions taken;
- b) The results of any corrective action.

10.3 **Continual improvement**

Head Quarter of AEGCL continually improves the suitability, adequacy and effectiveness of its quality management system.

The organization considers the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities and addresses as part of continual improvement. The opportunities for continual improvement are discussed in management review meetings.

Quality Plan

Process	Quality check point	Controls	Responsibility
Resource need fulfillment of Field Offices	<ul style="list-style-type: none"> • Unambiguous communication of needs • Justification of needs • Conformity to Policies of Government of Assam, AEGCL • Annual plan of AEGCL 	<ul style="list-style-type: none"> • Internal circulars • Decisions of the management board • Approval of Government of Assam 	CGM/GMs/DGM/AGMs
Monitoring and governance of the Field Offices	<ul style="list-style-type: none"> • Conformity to approved plans • Compliance to AERC regulations • Fiscal discipline • Administrative discipline 	<ul style="list-style-type: none"> • Internal circulars • Decisions of the management board • Approval of Government of Assam • AERC Regulations 	CGM/GMs/DGM/AGMs
Project monitoring	<ul style="list-style-type: none"> • Conformity to project plans • Compliance to contractual obligations • Conformity to approved design specifications 	<ul style="list-style-type: none"> • Detail project reports • Internal circulars • Decisions of the management board • Approval of Government of Assam • AERC Regulations 	CGM/GMs/DGM/AGMs