

National Scheduled Castes Finance Development Corporation	Title : Quality Plan for Administrative Expenses of Liaison Centre.	Doc No.: NSFDC/Admn./QP/01 Issue No. : 02 Page 1 of 1 Page Rev.No:00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	a) Recording of the requisition	Time	The requisition received from the Liaison Centre is processed and put-up in the concerned Liaison Centre file within 05 working Days.	Concerned Liaison Centre File
	b) Scrutiny/Processing of the proposal	Time	The requisition received from the Liaison Centre is then scrutinized and in case of any clarifications, the same are then sought within a week. In case the proposal is in order then it has to be processed within 05 working days by following necessary procedures for concurrence of the Fin. Dept.	Liaison Centre File
2	Intimation to the <i>Liaison Centre</i>	Time	After the necessary approval by the Competent Authority, <i>Liaison Centre</i> is given intimation of approval within 02 days.	<i>Liaison Centre</i> File
3	Execution of work at the <i>Liaison Centre</i>	Time	The <i>Liaison Centre</i> on receipt of the approval by the Head Office then executes the work within the time frame suggested/advised depending upon the nature of the work.	<i>Liaison Centre</i> File
4	Payment of Bill	Time Entries	In case of any purchase of Capital items at <i>Liaison Centre</i> , the bill for the payment is received at the Head Office after execution/installation of the asset. It is then recorded in the FAR and the payment for the same is then made to the <i>Liaison Centre</i> who in turn will make the payment to the concerned party. This process may take around 08 days.	<i>Liaison Centre</i> File Fixed Asset Register

Prepared by :	Reviewed & Approved by : 1
Signature :	Signature :
Date :	Date :

National Scheduled Castes Finance Development Corporation	Title : Quality Plan for hiring of services from outside agencies.	Doc No.: NSFDC/Admn./QP/02 Issue No. : 02 Page 1 of 2 Page Rev.No: 00 Date: 26.7.2019
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Sl. No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Preparation of list of services	Time	In case of renewal of services, list of services to be renewed is prepared atleast 02 months prior to the expiry of the existing contract.	Approved list of services
2	Tender documents and Advertisement	Time Approval	Tender document for engagement of service providers for each activity are prepared and placed for approval from the CA. After approval of CMD an advertisement is published as per procurement policy of NSFDC. Approval of tender documents and its advt. shall be given by CMD.	Case File
3	Receipt of Tender and opening.	Time	Tenders from desired service providers are received by stipulated date within 21 days & opened on specified date within a week.	Case File
4	Tender Evaluation	Time	The Committee evaluates the Comparative statement and submits its recommendations within a week of opening of the tenders.	Tender Document
5	Issue of work order	i) Time ii) Terms and Conditions	On approval/finalization of the contract, work order which contain details of amount payable and other terms & conditions is prepared and issued in duplicate to approved service provider within 02 days. The terms and conditions with respect to time, quality, quantity, delivery etc. depending upon the nature of service shall be clearly indicated in the work order.	Case File Work Order

Prepared by :	Reviewed & Approved by : 1
Signature :	Signature :
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National Scheduled Castes Finance Development Corporation	Title : Quality Plan for hiring of services from outside agencies.	Doc No.: NSFDC/Admn./QP/02 Issue No. : 02 Page 2 of 2 Page Rev.No:00 Date: 26.7.2019
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Sl. No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
6	Execution of work & monitoring	Terms and Conditions	Service provider then executes the assigned work. It is monitored as per terms & conditions laid down in work order.	-
7	Processing of bill and payment	Time	The processing of bill in admn. dept. shall be done within 02 days.	Case File

Prepared by :	Reviewed & Approved by : 2
Signature :	Signature :
Date :	Date :

National Scheduled Caste Finance Development Corporation	Title : Quality Plan for issuance of Store items.	Doc No.: NSFDC/Admn./QP/03 Issue No. : 01 Page 1 of 1 Page Rev.No:00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Approval of the requisition	Time Specified format	The requisition is processed for approval within a day of receipt. The requisition for requirement of items should be as per specified format.	Requisition Format NSFDC/Admn./F/03-01 Requisition Format NSFDC/Admn./F/03-01
2	Issuance of Items	Time	The Store In-charge then check the items with the stocks and issue the available items to the concerned within 03 days of receipt of requisition, if available.	--do--
3	Entry in the issue register	Time	Issued items are noted in the Issue register within 01 day and the requisition is kept for record in a file.	Issue Register NSFDC/Admn./F/03-02
4	Updation of Stocks	Time	The issued items are updated in the stock register on weekly basis and inventory is maintained based on the requirement of 02 months of stocks.	Stock Register NSFDC/Admn./F/03-03

Prepared by :	Reviewed & Approved by : 1
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National Scheduled Castes Finance Development Corporation	Title : Quality Plan for Maintenance of Vehicles.	Doc No.: NSFDC/Admn./QP/04 Issue No. : 01 Page 1 of 1 Page Rev.No: 00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Receipt of the estimate	Time	The empanelled service agency is conveyed about the problems faced by the vehicle through fax/letter on the same day of reporting of a problem.	Case file
2	Approval of the estimate	Time	The received estimate report is then processed and approval is taken from the Competent Authority within 02 days.	Case file
3	Placing of Order	Time	On getting approval, order is placed within a day with the service agency for rectifying the fault.	Fax/Letter

Prepared by :	Reviewed & Approved by : 1
Signature :	Signature :
Date :	Date :

National Scheduled Castes Finance Development Corporation	Title : Quality Plan for Printing Work.	Doc No. : NSFDC/Admn/QP/05 Issue No. : 01 Page 1 of 2 Page Rev.No: 00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Assessment of Printing Job	Time	Requirement is assessed from the stock register every two months or on receipt of requisition from concerned dept.	Stock register/ requisition Slip NSFDC/Admn./ F/05-01
2	Approval for printing of the job	Time	Concerned file is then put up and approval for the assessed printing job is taken from the Competent Authority/CMD within a week.	Case file
3	Approval	Time	Recommendation made by tender committee is put up to CMD for approval after the concurrence of Finance department within 02 days.	Case file
4	Issue of work order	Time	Work order alongwith sample copy of printing material which may contain quantity of work, printing specifications, completion time of work, other terms & condition is prepared and issued to approve service provider by the next two days of approval.	Work order
5	Execution of work, monitoring, and Checking.	Time	On satisfactory completion of work, a satisfactory certificate is taken from user within 02 days of delivery of printing material.	Work order
6	Processing of bill and payment	Time	(i). After receipt of satisfactory certificate, bill is forwarded to Finance deptt. for checking within 02 days.	Work order

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Date :	Date :

National Scheduled Castes Finance Development Corporation	Title : Quality Plan for Printing Work.	Doc No. : NSFDC/Admn/QP/05 Issue No. : 01 Page 2 of 2 Page Rev.No: 00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
			(ii) From there, bill is put up to CMD for approval. (iii) After approval, Finance deptt. releases the payment as per terms & condition to concerned service provider within a week.	

Prepared by :	Reviewed & Approved by : 2
Signature :	Signature :
Date :	Date :

National Scheduled Castes Finance Development Corporation	Title : Quality Plan for Purchase of Store Items.	Doc No.: NSFDC/Admn/QP/06 Issue No. : 01 Page 1 of 1 Page Rev.No: 00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Purchasing of Items	Time	The list of items to be purchased is submitted to CMD for approval after concurrence of Finance department within a week.	File note
2	Receipt of items	Time	The items are received and registered in the Stock Register within 02 days of receipt.	Work order
3	Processing of bill	Time	The bill received is processed by Admn. dept. for payment within a week.	Work order

Prepared by :	Reviewed & Approved by : 1
Signature :	Signature :
Date :	Date :

National Scheduled Castes Finance Development Corporation	Title : Quality Plan for holding meetings, seminar and Conferences.	Doc No.: NSFDC/Admn/QP/07 Issue No. : 01 Page 1 of 2 Page Rev.No: 00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Opening of File	Time	i) A new file is created to process the matter for perusal on same day on receipt of intimation. ii) Action plan/ check-list of required necessary items and schedule of events is prepared within 02 days of receipt of intimation.	Case File
2	Formation of Committee/Inviting quotations for arrangements/ Preparing Budget estimate	Time	A Committee is constituted and quotations are invited for selecting the venue/menu on the basis of which a budget is approved by CMD, within 03 days of opening of file.	--do--
3	Intimation to the delegates	Time	The list of delegates required to be present at the meeting/seminar/conferences is compiled and accordingly intimation is sent to them about the scheduled meeting atleast a week before the date of meeting.	Schedule of events
4	Summary Report/Compilation of minutes		The minutes of meeting/seminar/conferences is prepared during the meeting are compiled and finalized within a week after the meeting is over.	Minutes of Meeting
5	Settlement of Bills	Time	i) Travel expenses of the delegates are reimbursed on the same day. ii) Bills for lodging and boarding, conveyance, etc, are being collected at the venue or received later. The comparative statements (along-with budget) are prepared	Case file

Prepared by :	Reviewed & Approved by : 1
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National Scheduled Castes Finance Development Corporation	Title : Quality Plan for holding meetings, seminar and Conferences.	Doc No.: NSFDC/Admn/QP/07 Issue No. : 01 Page 2 of 2 Page Rev.No: 00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
			and placed before competent authority for approval. This process shall be done within a week after meeting/seminar/conferences is over.	

Note : All the time frame mentioned in this Quality plan depends on the time available between receipt of intimation and scheduled date of meeting/seminar/conference.

Prepared by :	Reviewed & Approved by : 2
Signature :	Signature :
Date :	Date :

National Scheduled Castes Finance Development Corporation	Title : Quality Plan for Despatch section	Doc No.: NSFDC/Admn/QP/08 Issue No. : 01 Page 1 of 1 Page Rev.No:00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Recording of Posts	Time	i) The posts received from outside is recorded in the inward register the same day. ii) The posts which have to be sent outside is registered in the Despatch Register by giving dispatch number to each letter. The letters to be issued by Speed post are sent on the same day while other letters are sent latest by next day.	Inward Register (NSFDC/Admn./F/08-01) Outward Register (NSFDC/Admn./F/08-02)
2	Distribution of inward posts	Time	Letters received from outside is distributed to the concerned officials/depts.. under whose name the post is received and receiver signs on the inward register by the same day or next day.	Inward Register (NSFDC/Admn./F/08-01)
3	Dispatch of outward post	Time	The ordinary post is sent after pasting the stamps based on its weight personally by dropping in the post box/office the same day or the next day.	Outward Register (NSFDC/Admn./F/08-02)

Prepared by :	Reviewed & Approved by : 1
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National Scheduled Castes Finance Development Corporation	Title : Quality Plan for holding functions, fair and exhibitions.	Doc No.: NSFDC/Admn/QP/09 Issue No. : 01 Page 1 of 2 Page Rev.No: 00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Opening of File	Time	i) A new file is created to process the matter for perusal on same day on receipt of intimation. ii) A check-list of required necessary items and schedule of events is prepared. A team is constituted and responsibilities are assigned to all team members within 02 days.	Case File
2	Formation of Committee/Inviting quotations for arrangements/Preparing Budget estimate	Time	A Committee is constituted and quotations are invited for selecting the venue/menu on the basis of which a budget is approved by CMD, within 03 days of opening of file.	--do--
3	Selection of Participants	Time	(i). Trades / activities as per the theme of the function/exhibition/fair etc. are selected and accordingly participants assisted under NSFDC scheme are invited by sending letters through SCAs atleast a week prior to holding of Functions/fair/exhibition. (ii). Information on venue, schedule and duration of functions/exhibitions/fairs etc. is informed a week in advance of commencement of functions/exhibitions/fairs	--do--
4	Coordination with the participants	Time	i) Participants after reaching the designated place of functions/exhibitions/fairs etc. are provided with the local information	-

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National Scheduled Castes Finance Development Corporation	Title : Quality Plan for holding functions, fair and exhibitions.	Doc No.: NSFDC/Admn/QP/09 Issue No. : 01 Page 2 of 2 Page Rev.No: 00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
			about venue, mode of transport etc. during the period and stalls are allotted one day in advance of commencement of functions/exhibitions/fairs	
5	Training on Marketing	Time	The participants are briefed by the committee members about the Marketing of products, display arrangement etc. on the 1st day of commencement of functions/exhibitions/fairs.	-
6	Reimbursement to the participants	Time	The beneficiaries are paid the stipulated amount on completion/during the period of the fair.	Receipt
7	Reporting of the event	Time	Summary/Feedback is prepared and compiled/finalized within a week after the functions/exhibitions/fairs. is over.	Summary report
8	Settlement of Bills		All the expenses statement is then sent to Finance Dept. for necessary action within a week of completion of functions/exhibitions/fairs etc.	Case File

Prepared by :	Reviewed & Approved by : 2
Signature :	Signature :
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National Scheduled Castes Finance Development Corporation	Title : Quality Plan for Maintenance of Office.	Doc No.: NSFDC/Admn./QP/10 Issue No. : 02 Page 1 of 2 Page Rev.No: 00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Need Assessment	-	Based on need for House Keeping of the office premises of NSFDC, requirement is processed in a file by Admn. dept. for hiring of a House Keeping Agency to CMD for approval.	Case File
2	Advertisement for Tender	Time	After approval of CMD an advt. is published as per procurement policy of NSFDC.	Case File
3	Collection of Tenders	Time	Tenders invited are collected and a list of House Keeping Agencies is prepared within 21 days of publish of advertisement.	List
4	Forming Tender Selection Committee	Time	A Selection committee for selecting a tender of House Keeping Agency is proposed by DGM (Admn.) and approved by CMD, well in advance.	Case File
5	Opening and selecting a tender	Time	All tenders are opened by the selection committee within a week from the last date of receipt of tenders. A comparative chart is prepared based on eligibility and finally a House Keeping Agency is recommended within a week of opening of tenders.	Case File
6	Approval of House Keeping Agency	Time	Recommended House Keeping Agency is approved by CMD, within 02 days of putting up of file by the committee.	Case File
7	Appointment & Work Order		i) House Keeping Agency is appointed for one year.	Work Order

Prepared by :	Reviewed & Approved by : 1
Signature :	Signature :
Date :	Date :

National Caste Development Corporation	Scheduled Finance	Title : Quality Plan for Maintenance of Office.	Doc No.: NSFDC/Admn./QP/10 Issue No. : 02 Page 2 of 2 Page Rev.No: 00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
			ii) Working instructions for House Keeping Agency are handed over to the Selected House Keeping Agency within 02 days of approval by the Competent Authority.	
8	Office maintenance		i) A complaint register is kept by Admn. dept. for noting of any maintenance problem faced by staff members ii) The Admn. dept. peruse the register daily and take-up with service provider for rectification / attending to the problem within the prescribed time frame/depending upon the urgency of the work and nature of work.	Complaint Register NSFDC/Admn /F/10-03
9	Maintenance work related to SCOPE Minar facilities		i) The maintenance problem faced by staff members are noted in the complaint register kept by the admn. dept. ii) The Admn. dept. peruse the register daily and take-up with SCOPE Minar for rectification / attending to the problem within the prescribed time frame/depending upon the urgency of the work and nature of work.	Complaint Register NSFDC/Admn /F/10-03
10	Payment to the Agency/JMC		i) Bill from the House Keeping agency is received every month and is processed to Finance dept. for payment after certifying that the services given were satisfactory within a week of receipt of bill.	Work order

Prepared by :	Reviewed & Approved by :	2
Signature :	Signature :	
Date :	Date :	

National Scheduled Castes Finance Development Corporation	Title : Quality Plan for making arrangements related to Parliamentary Standing Committee.	Doc No.: NSFDC/Admn/QP/11 Issue No. : 01 Page 1 of 2 Page Rev.No: 00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1.	Opening of File	Time	i) A new file is created to process the matter for perusal on same day on receipt of intimation. ii) Action plan/ check-list of required necessary items and schedule of events is prepared within 02 days of receipt of intimation.	Case File
2.	Arrangements/ Intimation/Preparation of Budget	Time	Preliminary visit for making Lodging and travelling arrangement is made by NSFDC senior officers. The Parliamentary Secretariat is intimated about the various arrangements and based on the quotations Budget Estimate is prepared and approved by CMD within 15 days.	Case File
3.	Visit of NSFDC officers	Time	Concerned officers visit to the destination of the meeting atleast 02 days in advance to make necessary arrangement like allotment of escort officers, taking charge of the rooms in the Hotels, allotment of vehicles etc. A Control room is set-up in the Hotel premises to co-ordinate related work.	--do--
4.	Preparation of Minute to Minute programme	Time	A programme schedule for the day is prepared and is being circulated among the members/delegates, on the same day.	Case File
Prepared by :		Reviewed & Approved by : 1		
Signature :		Signature :		
Date :		Date :		

National Scheduled Castes Finance Development Corporation	Title : Quality Plan for making arrangements related to Parliamentary Standing Committee.	Doc No.: NSFDC/Admn/QP/11 Issue No. : 01 Page 2 of 2 Page Rev.No:00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
5.	Distribution of Study Material	Time	Study material is circulated/handed over to the members on the same day the delegates reach the Hotel after checking-in into the room allotted to them and also during the time of meeting.	-
6.	Settlement of Bills	Time	Bills for lodging and boarding, conveyance, etc, are put up for payment by the admn. dept. within a week of the receipt of the bills for payment.	Case File
7.	Claiming re-imburement	Time	The details of expenditure of the said meeting pertaining to the expenses of the members and LS Secretariat officials are than sent to the LS Secretariat for necessary re-imburement within a week of the finalization of Accounts of expenditure for the meeting. Claims are also made from other sharing corporations, if any at the same time.	Case File

Prepared by :	Reviewed & Approved by : 2
Signature :	Signature :
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National Scheduled Castes Finance Development Corporation	Title : Quality Plan for purchase of office items.	Doc No.: NSFDC/Admn./QP/12 Issue No. : 02 Page 1 of 1 Page Rev.No:00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Review of requirement	Time	The requisition is processed so as to assess availability Vs requirement. In case, the item is available in the office, the same is made available immediately. In case the item is to be purchased, the file is processed and is put up to CMD for initiating the purchase process (as per procurement policy of NSFDC) within 02 days.	Case file
2	Issue	Time	i) On satisfactory installation and operation. Satisfactory certificate/Feedback is taken from user is taken within a week. iii) During installation and operation, if any problem faced the concerned agency is contacted for taking necessary action immediately after reporting of the problem.	Case file Satisfactory Certificate
3	Processing of bill	Time	After receipt of satisfactory certificate, bill is processed for payment within 02 days.	Case file

Prepared by :	Reviewed & Approved by : 1
Signature :	Signature :
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National Scheduled Castes Finance Development Corporation	Title : Quality Plan for Security service in the NSFDC office.	Doc No.: NSFDC/Admn./QP/13 Issue No. : 02 Page 1 of 2 Page Rev.No:00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
1	Need Assessment	Time	Based on need of Security of assets and employees of NSFDC, requirement is processed in a file by Admn. dept. to CMD for approval prior to the expiry of the existing contract.	Case File
2	Advertisement for Tender	Time	After approval of CMD an advt. is Published (as per procurement policy of NSFDC) within a week of the approval.	Case File
3	Collection of Tenders	Time	Tenders invited are collected within 21 days and a list of security service providers is prepared.	List
4	Forming Tender Selection Committee	Time	A Selection committee for selecting a tender of Security service is made by DGM (Admn.) and approved by CMD for opening of tenders before the last day of collection of tenders.	Case File
5	Opening and selecting a tender	Time	All tenders are opened by the selection committee. A comparative chart is prepared based on eligibility and finally a security service agency is recommended within a week of opening of tenders.	Case File
6	Approval of Security Service Agency	Time	Recommended security service agency is approved by CMD.	Case File
7	Appointment & Work Order	Time	i) Selected security service agency is appointed for one year. ii) Working instructions for Security service are handed over to the Selected security service agency	Work Order

Prepared by :	Reviewed & Approved by : 1
Signature :	Signature :
Date :	Date :

National Scheduled Castes Finance Development Corporation	Title : Quality Plan for Security service in the NSFDC office.	Doc No.: NSFDC/Admn./QP/13 Issue No. : 02 Page 2 of 2 Page Rev.No: 00 Date: 26.7.2019
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SI No	Activity	Measurable parameter	Acceptance Criteria	Ref. Document
			within 02 days of approval by CA.	
8	Payment to the Agency	Time	i) Bill from the security agency is received quarterly and is processed to Finance dept. for payment after certifying that the services given were satisfactory within 02 days of receipt of bill. ii) The payment made <u>RTGS</u> by Finance dept. to the appointed Security Agency on quarterly basis after taking necessary approval within a week. iii) Receipt for payment is received from the security service agency by the Admn. dept. within a week.	Work order.

Prepared by :	Reviewed & Approved by :	2
Signature :	Signature :	
Date :	Date :	