



NATIONAL SEEDS CORPORATION LIMITED

QUALITY MANUAL

(ISO 9001:2008)

Doc No: NSC/ QM


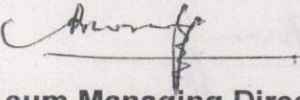
Issue No: 02

Copy No:

Approved by: Chairman cum Managing Director

**National Seeds Corporation Ltd,
Beej Bhawan, Pusa Complex, New Delhi-110012**

**Tel. 011-25842383, , 25846292, 25846295 , Fax: 011-25841337
E-Mail: nsc.@vsnl.com or visit www.indiaseeds.com**

	<p style="text-align: center;">QUALITY MANUAL TABLE OF CONTENTS</p> <p style="text-align: center;">नियंत्रित CONTROLLED</p>	<p style="text-align: center;">DOC NSC/ QM Issue No 2 Chapter 1.0 Page 1 of 2 Page Rev. No . 00</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2009</p>		

Chapter	Clause No. ISO 9001:2008	Contents
		Cover Page
1.0	-	Table of Contents
1.1	-	Document Amendment Sheet
2.0	-	Introduction
2.1	-	Abbreviations
2.2	-	Distribution List
3.0	5.3, 5.4.1	Quality Policy & Quality Objectives
4	4	Quality Management System
		Scope, Coverage and Basis of Quality Management System at NSC
	4.1	Quality Management System Processes
	4.2.1	Quality Management System Documentation
	4.2.2	Quality Manual
	4.2.3	Control of Documents
	4.2.4	Control of Records
5	5	Management Responsibility
	5.1	Management Commitment
	5.2	Customer Focus
	5.3	Quality Policy
	5.4.1	Planning – Quality Objectives
	5.4.2	Quality Management System Planning
	5.5.1	Responsibility & Authority
	5.5.2	Management Representative
	5.5.3	Internal Communication
	5.6	Management Review
6	6	Resource Management
	6.1	Financial Resources



QUALITY MANUAL
TABLE OF CONTENTS

DOC NSC/ QM

Issue No 2

Chapter 1.0

Page 2 of 2

Page Rev. No . 00


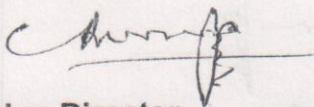
Approved By:

Chairman cum Managing Director

Effective Date: 21 OCT 2009

नियंत्रित
CONTROLLED

	6.2	Human Resources
	6.3	Infrastructure
	6.4	Work Environment
7	7	Service Realization
	7.1	Planning of Service Realization
	7.2	Customer Related Processes
	7.3	Design and Development
	7.4	Purchasing
	7.5.1	Control of Service Realization Processes
	7.5.3	Identification and Traceability
	7.5.4	Customer Property
	7.5.5	Preservation of Product
	7.6	Control of monitoring & measuring equipment
8	8.0	Measurement, Analysis & Improvement
	8.2.1	Customer Satisfaction
	8.2.2	Internal Quality Audit
	8.2.3	Monitoring & Measurement of Process
	8.2.4	Monitoring & Measurement of Service
	8.3	Control of Non conformities
	8.4	Analysis of Data
	8.5.1	Continual Improvement
	8.5.2	Corrective Action
	8.5.3	Preventive Action
Ann-A	-	Process Flow Chart of NSC
Ann-B	-	List of Quality Management System Procedures
Ann-C	-	Responsibility & Authority of Main Functionaries
Ann-D	-	NSC Organization Chart

	<p style="text-align: center;">QUALITY MANUAL INTRODUCTION</p>	<p>DOC : NSC/ QM <i>Issue No 2</i> Chapter 2.0 Page 1 of 3</p>
<p>Approved By:  Chairman cum Managing Director</p>		<p>Page Rev. No 00 नियंत्रित CONTROLLED</p>
<p>Effective Date: 21 OCT 2009</p>		


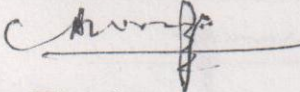
1 NSC's PROFILE:

1.1 National Seed Corporation (NSC) is the premier national organization engaged in the area of seed production and distribution. It was established by the Government of India in 1963, under Ministry of Agriculture, to carry on the business of production, processing, storing, distribution and transportation of seeds. Product range of NSC includes cereals, pulses, oilseed, fodder, fibre and vegetable crops.

NSC pioneered the development of Indian Seed Industry on scientific lines with its involvement in the establishment of State Seeds Corporations and Seed Certification Agencies in states and formulation of Seed Certification Standards. All the seeds produced by NSC are evaluated for quality standards by NSC and tested in its own Quality Control Laboratories as internal Quality Control measures. In majority of cases, Seeds during production are inspected at field level and tested for certification by State Seed Certification Agencies of different states which are independent bodies under control of different State Governments.

National Seeds Corporation has equity participation in the State Seeds Corporations to ensure supplementing their efforts and enabling uniformity of approach in meeting the national aspirations. To meet its business obligations and also to maintain gradient to ensure flow of technological advancements, the corporation maintains a motivated team of qualified and experienced staff. The corporation runs regular training courses to refresh the knowledge of seeds- men from India as well as abroad. It also renders consultancy services in all the facets of seed development.

With its Head Office at Delhi, Regional Offices in the state capitals and area offices located throughout the country, NSC is well placed to take advantage of the best agro climatic conditions for seed production to meet any kind of supply needs.

	QUALITY MANUAL INTRODUCTION	DOC : NSC/QM Issue No 2 Chapter 2.0 Page 2 of 3
Approved By:  Chairman cum Managing Director Effective Date: 21 OCT 2009		Page Rev. No 00 नियंत्रित CONTROLLED

2. QUALITY MANAGEMENT SYSTEM AT NSC:

2.1 Quality Management System of NSC covers the activities related to production, processing, storing, transportation and distribution of seeds. These activities are controlled, monitored and managed at Head Office and Regional Offices located in state capitals


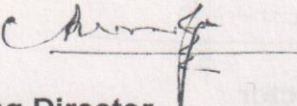
3 QUALITY MANUAL ADMINISTRATION:

3.1 Quality Manual contains the Quality Policy & Quality Objectives of NSC, formulated through wide interaction with NSC officials about the processes and is approved by the Chairman cum Managing Director, NSC. In its chapters, it highlights the Organization's approach and philosophy towards management of quality services provided by NSC through out the Corporation covering all Regions including Area Offices and Head Office.

3.2 Issue of Quality Manual:

Management Representative (MR) is authorized to execute the activities of preparing, updating, revising and amending the quality manual in consultation with Steering Committee and approval of CMD.

The distribution of manual and release of amendments is controlled and carried out by the Management Representative. The authority for affecting any amendment will be with MR. Controlled copies of manual are issued as per distribution list with a stamp "CONTROLLED". All controlled copies shall be kept updated with the amendments.

	QUALITY MANUAL INTRODUCTION	DOC : NSC/ QM Issue No 2 Chapter 2.0 Page 3 of 3
Approved By:  Chairman cum Managing Director Effective Date: 21 OCT 2009		Page Rev. No 00 नियंत्रित CONTROLLED

The insertion of the additional / amendment sheet and removal of old sheet, in the individually controlled copies as per distribution list of manual, is the responsibility, of the official(s) holding individual copy.

Apart from controlled copies as per the distribution list, any additional copy of the manual required by anybody else is issued only by the Corporate Management Representative and such copies of the manual issued are stamped "UNCONTROLLED" on each page. These uncontrolled copies do not come under the purview of document amendment procedure. Uncontrolled copies may be issued for purposes such as publicity, business development etc.

3.3 Revision and Amendment of Quality Manual:

Once in three years, the entire quality manual will be reviewed by the Management Representative for revision, in consultation with the Steering Committee. On revision, the entire quality manual will be re-issued with a new Issue No. Amendment to individual sheets of the quality manual is possible.

On amendment, page (s) is re-issued with a new Page Revision No. The revisions / amendments are approved by CMD prior to issue. Each amendment / revision is introduced formally by the issue of a new sheet / document as the case may be.

One copy of obsolete sheet / document is retained by the Management Representative /Regional Manager (Nodal Officer at RO) in archives for future reference. Obsolete copies retained with Corporate Management Representative shall be stamped 'OBSOLETE' on all pages.



QUALITY MANUAL
ABBREVIATIONS

DOC : NSC/ QM
Issue No 2

Chapter 2.1

Page 1 of 1

Page Rev.No . 00

Approved By:

Chairman cum Managing Director

Effective Date: 29 OCT 2009

नियंत्रित
CONTROLLED

Abbreviation	Full Form
NSC	National Seeds Corporation Ltd
BOD	Board of Directors
RO	Regional Office
HRD	Human Resource Development
CMD	Chairman cum Managing Director
MIS	Management Information System
MR	Management Representative
Page Rev. No.	Page Revision Number
QMS	Quality Management System
RM	Regional Manager
AO	Area Office
AM	Area Manager
MSCS	Minimum Seed Certification Standard
ISTA	International Seed Testing Association
RH	Relative Humidity
ISO	International Organization for Standardization
IQA	Internal Quality Audit
CB	Certification Body
SSC	State Seeds Corporation
SSCA	State Seed Certification Agency



QUALITY MANUAL
DISTRIBUTION LIST

DOC : NSC/ QM
Issue No 2

Chapter 2.2

Page 1 of 1

Page Rev.No 00


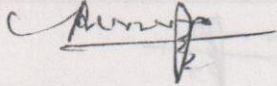
Approved By:

Chairman cum Managing Director

Effective Date: 21 OCT 2000

नियंत्रित
CONTROLLED

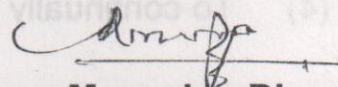
Controlled Copy Holder	Copy No.
Chairman cum Managing Director	1
Head- Finance Division	2
Head-Production Division	3
Head-Marketing Division	4
Head -Quality Control Division	5
Head -Engineering Division	6
Head -Administration Division	7
Company Secretary	8
Head- Purchase Section	9
Regional Manager-Ahemedabad	10
Regional Manager-Bangalore	11
Regional Manager- Bhopal	12
Regional Manager-Chandigarh	13
Regional Manager-Chennai	14
Regional Manager- Jaipur	15
Regional Manager-Kolkata	16
Regional Manager-Lucknow	17
Regional Manager-Patna	18
Regional Manager-Pune	19
Regional Manager-Secunderabad	20
Corporate MR	21
Certifying Body	22
Consultants- RITES	23
Auditor's copy	24

	<p align="center">QUALITY MANUAL</p> <p align="center">Corporate Quality Policy and Corporate Quality Objectives</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Chapter 3</p> <p>Page 1 of 2</p> <p>Page Rev.No . 00</p>
<p>Approved By: </p> <p>Chairman cum Managing Director</p> <p>Effective Date: 29 OCT 2009</p>		<p align="center">मिपत्रित CONTROLLED</p>


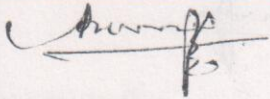
QUALITY POLICY

National Seeds Corporation(NSC), promoting the use of quality seeds through its national network, is committed to contribute to the prosperity of farmers by supplying quality seeds, agro-inputs and other related services ensuring continual improvement in systems and processes.

This is achieved through proactive, customer sensitive & responsive approach, technological up-gradation, knowledge sharing, competency enhancement and maintaining a conducive work culture.



**Chairman cum Managing Director
National Seeds Corporation Ltd**

	<p align="center">QUALITY MANUAL</p> <p align="center">Corporate Quality Policy and Corporate Quality Objectives</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Chapter 3</p>
<p>Approved By: </p> <p>Chairman cum Managing Director</p> <p>Effective Date: 27 OCT 2000</p>		<p>Page 2 of 2</p> <p>Page Rev.No . 00</p> <p align="center">नियंत्रित CONTROLLED</p>

QUALITY OBJECTIVES

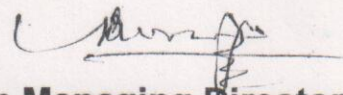
(1) To ensure timely availability of quality seeds to farmers by :

- Ensuring procurement of adequate quantity of breeder, foundation & certified/ labelled seeds.
- Undertaking inspections, quality checks and testing of seeds at different levels.
- Ensuring availability of adequate seed processing and storage facilities.
- Developing network of dedicated and competent seed producers and seed dealers.


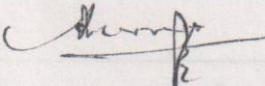
(2) To optimize organizational efficiency and profitability keeping in view the MOU targets.

(3) To ensure continual competency development through training of employees, farmers/growers and dealers.

(4) To continually improve the customer satisfaction.



**Chairman cum Managing Director
National Seeds Corporation Ltd**

	<p style="text-align: center;">QUALITY MANUAL</p> <p style="text-align: center;">QUALITY MANAGEMENT SYSTEM</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Chapter 4</p> <p>Page 1 of 6</p> <p>Page Rev.No .00</p>
<p>Approved By: </p> <p>Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2009</p>		<p style="text-align: center;">नियंत्रित CONTROLLED</p>

I. PURPOSE & SCOPE:

This chapter outlines the scope and coverage of Quality Management System in NSC, to undertake production, processing and marketing of agricultural seeds, its processes, QMS Documentation and controls over documents & records.

II. POLICY


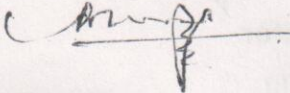
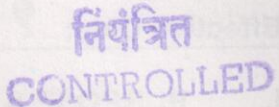
1. SCOPE, COVERAGE AND BASIS OF QUALITY MANAGEMENT SYSTEM AT NSC

1.1 Quality Management System of NSC as defined under this Quality Manual covers production, processing and marketing of agricultural seeds by it.

1.2 The Quality Management System at NSC has been designed in line with ISO 9001:2008. All elements and sub-elements of the standard are covered under the QMS of NSC as a whole except


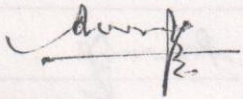
- Clause 7.3 on Design and Development is not applicable as Design and Development work is not undertaken at NSC.
- Clause 7.5.2 on Process Validation is not applicable as there is no such process available where the resulting output of the processes can not be verified by subsequent monitoring/ inspections / checks.
- Clause 7.5.4 on Customer property is not applicable as all the property / machinery/ infrastructure are the property of NSC.

1.3 The activities of Head Office and all Regional Offices with sub units under the jurisdiction of these ROs are covered in the scope of certification "Production, Processing and Marketing of seeds."

	QUALITY MANUAL QUALITY MANAGEMENT SYSTEM	DOC : NSC/ QM Issue No 2 Chapter 4 Page 2 of 6 Page Rev.No .00
Approved By: Chairman cum Managing Director Effective Date: 21 OCT 2009		

2. QUALITY MANAGEMENT SYSTEM PROCESSES (Clause 4.1 of ISO 9001: 2008)

- 2.1 Various processes covered under Quality Management System (QMS) of NSC have been determined, their sequence and interactions have been determined and based on the same Process Flow Chart of overall operations of NSC has been laid out as depicted in Annexure A.
- 2.2 The criteria and methods needed to ensure the effective operation and control of various processes shall be established and where necessary documented in various Quality System Procedures / Quality Plans
- 2.3 Necessary resources and information required to support the operation and monitoring of these processes shall be provided and are regularly reviewed, upgraded as necessary.
- 2.4 It shall be ensured that processes are monitored, measured where applicable and analysed at appropriate levels for smooth operations, fulfillment of their laid down criteria and meeting customer's requirements.
- 2.5 Continual improvement is an important part of QMS at NSC, and it shall be achieved through improvement of resources, processes and systems along with customer focus.
- 2.6 The processes which are carried out by utilizing external services eg. growing of seeds through growers, custom processing of seeds by agencies, hiring of storage space from external agencies, marketing of seeds through dealers etc., the type & extent of control to be applied to these outsourced processes has been defined within QMS.

	<p align="center">QUALITY MANUAL QUALITY MANAGEMENT SYSTEM</p>	<p>DOC : NSC/ QM Issue No 2 Chapter 4 Page 3 of 6 Page Rev.No .00</p>
<p>Approved By:  Chairman cum Managing Director Effective Date: 21 OCT 2009</p>		<p align="center">नियंत्रित CONTROLLED</p>

3. QUALITY MANAGEMENT SYSTEM DOCUMENTATION (Clause 4.2.1 of ISO 9001: 2008)


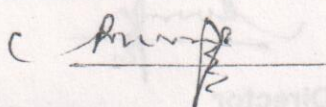
3.1 The QMS at NSC shall be documented through the following levels of documents :

- a) Quality Manual
- b) Quality Policy, Quality Objectives with Deployment Plans
- c) Quality System Procedures as per Annexure B
- d) Additional documents needed for effective planning, operation and control of processes; (i) internal documents such as Circular, Check Lists, Record Formats, Guidelines, Work Instructions etc. (ii) external documents such as Indian Minimum Seed Certification Standards(MSCS) , International Seed Testing Association(ISTA) Manual, IS / ISO standards, Applicable Legal / Statutory Requirements, etc.
- e) Records as required by this standard & as determined by NSC for effective planning,, operation & control of its processes under QMS

4. QUALITY MANUAL (Clause 4.2.2 of ISO 9001: 2008)

4.1 The Quality Manual has been established to provide an outline of Quality Management System at NSC and covers the following :

- a) Introduction to NSC and its services;
- b) Scope, Coverage & Basis of Quality Management System at NSC for production, processing and marketing of agricultural seeds.

	<p style="text-align: center;">QUALITY MANUAL QUALITY MANAGEMENT SYSTEM</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Chapter 4</p> <p>Page 4 of 6</p>
<p>Approved By: </p> <p>Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2009</p>		<p>Page Rev.No .00</p> <p style="text-align: center;">नियंत्रित CONTROLLED</p>

- c) List of Quality System Procedures and Quality Plans of NSC;
- d) Role of Management in effective implementation of Quality Management System at NSC;
- e) Resource Management;
- f) Outline of Service Realization Processes at NSC; and
- g) Measurement, Analysis and Improvement of QMS at NSC


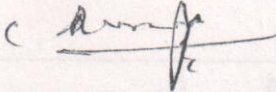
5. CONTROL OF DOCUMENTS (Clause 4.2.3 of ISO 9001: 2008)

5.1 MR along with other Head of Divisions & Regional Managers heading various functional areas at Head Office and Regions respectively shall be responsible for control of all documents in line with a documented procedure on the subject.

5.2 All documents of internal origin shall be reviewed for their accuracy and adequacy prior to issue by specified authorities as given in the relevant procedure.

5.3 Document control mechanism shall ensure that:

- a) The relevant versions of applicable documents shall be available at all locations where operations, essential for effective functioning of quality management system, are performed.
- b) All documents shall be legible and identifiable.
- c) Obsolete/non operational documents shall be promptly removed from all points of issue or use.

	<p align="center">QUALITY MANUAL</p> <p align="center">QUALITY MANAGEMENT SYSTEM</p>	<p align="center">DOC : NSC/ QM</p> <p align="center">Issue No 2</p> <p align="center">Chapter 4</p> <p align="center">Page 5 of 6</p> <p align="center">Page Rev.No .00</p>
<p>Approved By: </p> <p>Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2009</p>		<p align="center">नियंत्रित CONTROLLED</p>

d) Any obsolete document(s) maintained for archival / future reference purpose shall be identified by stamping accordingly & appropriately stored.

5.4 Documents shall be revised and updated as per the organisational needs. Any changes to the documents of internal origin shall be reviewed and approved by the authority responsible for approval. The External origin documents required for effective planning & control shall be determined. For external documents, changes shall be based on the changes made by the agencies responsible for their issue. Necessary controls to ensure availability of external documents at pertinent locations, as per the need shall also be in place.

5.5 In case of changes in document, the nature of change(s) shall be identified and indicated.

5.6 Data available on electronic media shall be kept secured and under control for its pre determined access

6. CONTROL OF RECORDS (Clause 4.2.4 of ISO 9001: 2008)

6.1 The responsibilities to control the records shall be as per the documented procedures on the subject.

6.2 Records shall be established to provide evidence of conformity to requirements and effective operation of Quality Management System as identified under various Quality System Procedures & Quality Plans.

6.3 Generation of the record shall be ensured as per the requirements. Records generated shall be maintained legibly and identifiably. They shall be collected, compiled, maintained, properly indexed and filed as


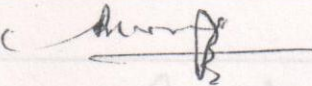
	<p align="center">QUALITY MANUAL QUALITY MANAGEMENT SYSTEM</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Chapter 4</p> <p>Page 6 of 6</p> <p>Page Rev.No .00</p>
<p>Approved By: </p> <p>Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2009</p>		<p align="center">CONTROLLED</p>

necessary. Adequate facilities shall be provided to maintain safe condition, custody of records in such a manner that they are easily retrievable and are prevented from damage, deterioration or loss.

6.4 Minimum retention period of records shall be fixed depending on user department / NSC requirements. It shall be ensured that records are not disposed off before the minimum retention period and, whenever disposed off, it is done as per the laid down procedure.

7. References:

- | | | |
|--------------------------------------|----|-------------|
| 1. Process Flow Charts of NSC | -- | Annexure- A |
| 2. List of Quality System Procedures | -- | Annexure B |
| 3. Procedure for Document Control | | |
| 4. Procedure for Control of Records | | |

	QUALITY MANUAL MANAGEMENT RESPONSIBILITY	DOC : NSC/QM Issue No 2 Chapter 5 Page 1 of 7
Approved By:  Chairman cum Managing Director Effective Date: 27 OCT 2009		Page Rev.No . 00

I. PURPOSE & SCOPE

This chapter describes the role of the top management in planning, implementing, reviewing and improving Quality Management System (QMS) in NSC.

II. POLICY



1. MANAGEMENT COMMITMENT (Clause 5.1 of ISO 9001: 2008)

1.1 The top management team of NSC headed by the Chairman cum Managing Director, along with other senior officers, is committed to development, implementation and continual improvement of Quality Management System in the organization and shall provide leadership to:

- a) consistently provide services that meet customer, regulatory and other applicable requirements.
- b) continually enhance internal effectiveness and efficiency of the organization to improve satisfaction of stake holders including customers.
- c) create and maintain a conducive work environment that helps meeting the organizational goals and commitments.

1.2 The top management shall play a leading role in establishing the quality culture in the organisation by creating a sensitivity and focus for the customer, establishing mechanism for understanding & catering to customers' needs in the market environment along with applicable statutory and regulatory requirements and communicating them to relevant levels of the organisation so that services, meeting customer requirements & complying with regulatory framework could be provided.

1.3 Quality Policy of NSC has been established by the top management providing direction to all concerned.

	QUALITY MANUAL MANAGEMENT RESPONSIBILITY	DOC : NSC/ QM Issue No 2 Chapter 5 Page 2 of 7
Approved By: Chairman cum Managing Director Effective Date: 27 OCT 2009		Page Rev.No . 00 नियंत्रित CONTROLLED


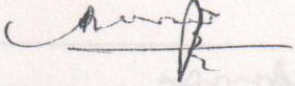
- 1.4 The Quality Policy has been deployed by establishing Quality Objectives along with Objective Deployment Plans.
- 1.5 Top Management shall review the efficacy of Quality Management System periodically to examine the performance of QMS and achievements of objectives throughout the organization and identify improvements needed.
- 1.6 Top management shall ensure that an effective system exists for resource planning and provisioning as per the requirements of the organization to meet the existing / upcoming requirements while keeping in view optimum utilization of resources.
- 1.7 All echelons of management should be sensitized to quality aspects as a way of life ensuring that quality at the level of direct customer interface is given paramount importance and top management policies and directions are implemented at operational level.

2. CUSTOMER FOCUS (Clause 5.2 of ISO 9001: 2008)

- 2.1 NSC, as an organisation, is committed to develop and provide services meeting the requirements of the customers so as to achieve their full satisfaction while also taking into consideration the benefits to the ultimate beneficiaries and society at large.

The top management shall play a leading role in creating organization wide focus for the customer. Systems have been created to ensure that customer requirements are determined and services and products are developed taking into consideration features / requirements specific to the sector and fulfilled at each applicable function and level with the aim of achieving and continually enhancing their satisfaction.

- 2.2 Necessary actions shall be taken to determine existing and upcoming requirements of customer, create necessary products, corresponding

	QUALITY MANUAL MANAGEMENT RESPONSIBILITY	DOC : NSC/ QM Issue No 2 Chapter 5 Page 3 of 7
Approved By: Chairman cum Managing Director Effective Date: 27 OCT 2009		Page Rev.No . 00 नियंत्रित CONTROLLED


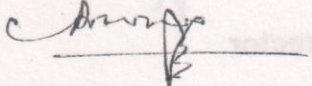
processes, infrastructure and other resources to meet these requirements and create awareness, concern and systems to continuously meeting these requirements.

3. **QUALITY POLICY** (Clause 5.3 of ISO 9001: 2008)

- 3.1 Quality Policy of NSC has been approved by CMD, NSC.
- 3.2 The Quality Policy reinforces the Organization's commitment to comply with the requirements and continually improve the effectiveness of the Quality Management System.
- 3.3 Based on the Quality Policy, Quality Objectives for the different functional levels in the organization have been established.
- 3.4 Quality Policy shall be widely communicated, understood and adopted throughout the Organization.
- 3.5 Quality Policy is a dynamic document, which shall be regularly reviewed and updated based on changing business environment, management priorities, focus etc.

4. **PLANNING – QUALITY OBJECTIVES** (Clause 5.4.1 of ISO 9001: 2008)

- 4.1 Quality Objectives have been developed to implement the Quality Policy addressing overall organizational focus. These have been further documented at different functional levels to focus on specific function concerned.
- 4.2 Quality Objectives shall be measured for achievement of specific milestones / targets brought out by Deployment Plans. Quality Objectives shall be reviewed and revised as per their status of achievement, changing organizational focus and priorities.

	<p align="center">QUALITY MANUAL MANAGEMENT RESPONSIBILITY</p>	<p>DOC : NSC/QM Issue No 2 Chapter 5 Page 4 of 7</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2009</p>		<p>Page Rev.No . 00</p> <p align="center">नियंत्रित CONTROLLED</p>

5. QUALITY MANAGEMENT SYSTEM PLANNING (Clause 5.4.2 of ISO 9001 : 2008)

Planning exists for Quality Management System and execution of Processes at Head Office as well as other functional levels. This is depicted through Quality Manual, Procedures, Quality Plans, Guidelines etc.




QMS planning shall be reviewed and revised from time to time in line with emerging requirements of products, sectors and market dynamics, and need for continual improvement. Integrity of Quality Management System shall be maintained when changes to QMS are planned and implemented.

6. RESPONSIBILITY & AUTHORITY (Clause 5.5.1 of ISO 9001 : 2008)

The Responsibilities and Authorities of main functionaries of NSC have been documented as given in Annexure C. The Responsibilities and Authorities at the respective Regional level and Area office level have also been documented. In addition, the financial/administrative authorities within the organisation are determined in line with Delegation of Powers issued from time to time.

Organizational structure of NSC comprising of functional areas at HO and Regional Offices has been defined at Annexure-D. Organizational structure with the set up of control at Regional level shall also be separately maintained.

The Responsibilities and Authorities shall be widely communicated and are available in the respective offices throughout the organisation.

	QUALITY MANUAL MANAGEMENT RESPONSIBILITY	DOC : NSC/QM Issue No 2 Chapter 5 Page 5 of 7
Approved By: Chairman cum Managing Director Effective Date: 27 OCT 2009		Page Rev.No . 00 


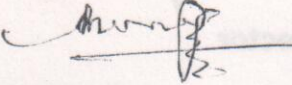
7. Management Representative (Clause 5.5.2 of ISO 9001: 2008)

7.1 Nominated official of NSC's management shall function as the Management Representative (MR) of the Corporation, who in addition to his other responsibilities shall have authority for:

- a) Ensuring that processes needed for Quality Management System are established, implemented and maintained in accordance with ISO 9001 in the organisation.
- b) Reporting on performance of the Quality Management System to the top management for review which forms the basis of improvement of the quality system.
- c) Ensuring the promotion of customer requirements throughout the organization.
- d) Liaison with Certifying Body and other External Agencies on matters relating to Quality Management System.

7.2 In addition, at Regional level each RM shall carry out the functions of Management Representative, as given above, in their respective regions, in addition to overseeing the effective implementation of QMS. They have been nominated as Nodal Officers / Regional Management Representatives.

7.2.1 An ISO Steering Committee has been constituted to steer / control the process of QMS development, its enhancement and implementation under the overall guidance of CMD.

	<p style="text-align: center;">QUALITY MANUAL MANAGEMENT RESPONSIBILITY</p>	<p>DOC : NSC/ QM Issue No 2 Chapter 5 Page 6 of 7</p>
<p>Approved By:  Chairman cum Managing Director Effective Date: 27 OCT 2009</p>		<p>Page Rev.No . 00 नियंत्रित CONTROLLED</p>

8. INTERNAL COMMUNICATION (Clause 5.5.3 of ISO 9001: 2008)

Internal communication within the organisation exists in various forms such as meetings, internal circulars, interactions and various forums for consultations and information sharing such as Monthly Review Meetings, MIS etc which shall also be utilized for communication regarding the effectiveness of QMS.

It shall be ensured that communication on all matters relating to QMS, customer satisfaction and quality of service are effective and on time to bring out best possible response. Timely response norms have been provided in various Quality Plans formulated for various processes.


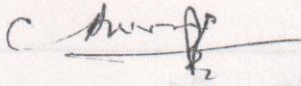

9. MANAGEMENT REVIEW (Clause 5.6 of ISO 9001: 2008)

9.1 A Management Review Committee has been constituted to review the operation and effectiveness of Quality Management System. The committee consists of:

- CMD, NSC - Chairman
- All HODs - Members
- MR - Coordinator.

Head Office level Management Review shall be conducted at a frequency of about once in six months or earlier, to ensure continuing suitability and effectiveness of Quality System in meeting Quality Policy & Objectives. Management Review shall be carried out in line with a documented procedure and shall be coordinated by MR. Minutes of Management Review meetings shall be recorded and circulated for improvement of QMS and corrective / preventive actions.

In addition to corporate level reviews, at Regional level, Regional Level Management Review of QMS shall take place at the level of respective Regional Managers. Results of Regional Level Management Review shall


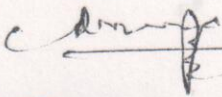

	QUALITY MANUAL MANAGEMENT RESPONSIBILITY	DOC : NSC/QM Issue No 2 Chapter 5 Page 7 of 7
Approved By:  Chairman cum Managing Director Effective Date: 9, OCT 2009		Page Rev.No . 00 

provide a source of information to determine the overall status of QMS within the region. Region Manager coordinates with the MR on all issues related to the implemented QMS.

9.2 Many other forums exist for review of NSC's performance, such as Board of Directors Meetings, Monthly Review Meetings, Periodical Performance Review of Regions, NSC's performance on MOU parameters. These reviews shall continue to be undertaken to provide directions for improvement. Timely action on decisions taken shall be ensured and followed up at suitable levels.

III. REFERENCE:

- Procedure for Management Review
- Responsibilities & Authorities of Main Functionaries of NSC - Annexure C
- Organizational Chart of NSC - Annexure D

	QUALITY MANUAL RESOURCE MANAGEMENT	DOC : NSC/ QM Issue No 2 Chapter 6 Page 1 of 3
Approved By:  Chairman cum Managing Director Effective Date: 7, OCT 2009		Page Rev.No . 00 

I. PURPOSE & SCOPE

This chapter provides the policy with respect to management of resources for operation of Quality Management System (QMS) at NSC. It covers management of Financial Resources, Human Resources, Physical Resources and work environment required for quality execution of works and services and the various processes.


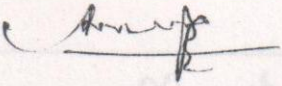
II. POLICY

PROVISION OF RESOURCES (Clause 6.1 of ISO 9001: 2008)

Resource planning shall be carried out in view of the projected work requirements, MOU targets, annual targets and expansion plans. Projections / plans shall be made about the business to be executed resulting funds requirements, manpower requirements, infra-structural requirements and process for acquisition of the same. The overall philosophy in determining the resource requirements shall be:

- i) Effective implementation and maintenance of QMS and the needs for its continual improvement.
- ii) Continual improvement of customer satisfaction level and internal efficiency of the organization.
- iii) Cost effectiveness and dependability of seed producer & dealer network.
- iv) Development and improvement of facilities and infra-structure to meet requirements

It shall be ensured that adequate resources are arranged, provided and are upgraded continually based on emerging requirements.

	<p style="text-align: center;">QUALITY MANUAL</p> <p style="text-align: center;">RESOURCE MANAGEMENT</p>	<p style="text-align: center;">DOC : NSC/ QM</p> <p style="text-align: center;">Issue No 2</p> <p style="text-align: center;">Chapter 6</p> <p style="text-align: center;">Page 2 of 3</p> <p style="text-align: center;">Page Rev.No . 00</p>
<p>Approved By: </p> <p>Chairman cum Managing Director</p> <p>Effective Date: 27 OCT 2009</p>		<p style="text-align: center;">निंत्रित CONTROLLED</p>

Management Of Financial Resources (Clause 6.1 of ISO 9001: 2008)

Arrangement of financial resources for the operations is the responsibility of concerned department at Head Office.

2. HUMAN RESOURCES (Clause 6.2 of ISO 9001: 2008)


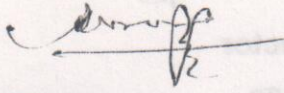
2.1 NSC is organized into a number of Regions and Departments operating under Head Office. Overall manpower planning shall be done at Head Office level keeping in view the projected business volumes, emerging business environment and work requirements. The overall Human Resource Planning shall take into consideration the working nature of the organization and its activities and functions.

2.2 An important aspect of overall Human Resource Planning shall be maintenance of competence levels. Regular upgradation of knowledge and skills of the members of the organization shall be ensured and competent personnel shall be placed for jobs based on appropriate education, training, skills and experience.

2.3 Training Cell shall meet the training requirements of NSC, through nominations to external programmes as well as in-house training. Training may also be organized independently at Head Office/RO level. A procedure for organizational training is documented.

It shall be ensured that:

- a) Necessary competence for personnel performing work-affecting product requirements are determined and provided.
- b) Wherever gaps exist, the same are made up through training or through other alternate actions.

	QUALITY MANUAL RESOURCE MANAGEMENT	DOC : NSC/ QM Issue No 2 Chapter 6 Page 3 of 3 Page Rev.No . 00
Approved By:  Chairman cum Managing Director Effective Date: 5 OCT 2009		नियंत्रित CONTROLLED

c) Records of education, training, skills and experience are maintained.

3. **INFRASTRUCTURE & RELATED FINANCIAL RESOURCES** (Clause 6.3 of ISO 9001: 2008)

3.1 The basic infrastructure needed for quality execution of various works is largely already in place, which includes building, work space, storage facilities, processing plants and associated utilities like computer hardware and software and support services such as transport, communication or information systems.

3.2 Infrastructural investments shall be planned at HO level depending on need. Infrastructural requirements shall be made available in a timely manner.


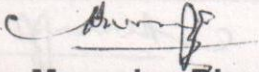
3.3 Each Region / Department shall be responsible for maintenance, upkeep and improvement of necessary infrastructure to provide service and maintain a professional work environment.

4. **WORK ENVIRONMENT** (Clause 6.4 of ISO 9001: 2008)

A supportive physical and human work environment already exists in NSC, which shall be maintained through continuous efforts at all levels. Effort shall be made to create and nurture conducive working relationships and team spirit to motivate all personnel to ensure their full involvement and contribution in the quality process.

III. **REFERENCES:**

1. Procedure for regular training.

	QUALITY MANUAL SERVICE REALIZATION	DOC : NSC/ QM Issue No 2 Chapter 7 Page 1 of 14
Approved By:  Chairman cum Managing Director Effective Date: 9 OCT 2009		Page Rev.No . 00 नियंत्रित CONTROLLED

I. PURPOSE & SCOPE

1.1 PLANNING OF SERVICE REALIZATION (Clause 7.1 of ISO 9001 : 2008)

The processes needed for realization of services rendered by the Corporation in the field of seed production, processing and marketing shall be planned ensuring compatibility of the planning with other QMS processes, quality plans, procedures and other relevant documents.


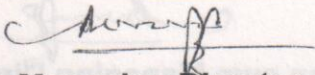
Flow chart for realisation of the service is depicted at Annexure A. The flow chart provides the overall planning for realisation showing the interfaces of various major processes involved.

To achieve this goal following departments work cohesively for smooth execution of the work at Head Office and Regional level:

- Production
- Quality Control
- Marketing
- Engineering & IT
- Purchase
- Finance
- Administration

1.2 In planning service realisation, following issues shall be determined as appropriate:

- Quality objectives and requirements for the services to be provided.
- The need to establish additional processes, documents and to provide the resources suitable to the services to be provided.
- The need to appoint / nominate suitable specialists / consultants / service providers for the services to be provided.
- Required verification, monitoring, inspection activities specific to the services to be provided and criteria for acceptance of services.
- The need for developing additional skills and competencies required.

	<p style="text-align: center;">QUALITY MANUAL SERVICE REALIZATION</p>	<p>DOC : NSC/ QM Issue No 2 Chapter 7 Page 2 of 14</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2008</p>		<p>Page Rev.No . 00 नियंत्रित CONTROLLED</p>

- Records needed to provide evidence that realisation of processes and resulting services meet the requirements.

The output of this planning, consolidated in the form of procedures, quality plans, work instructions and guidelines for field inspection, grading of seeds, treatment of seeds, storage of seeds etc., shall be made available for use.

2. CUSTOMER RELATED PROCESSES *(Clause 7.2 of ISO 9001: 2008)*

2.1 Determining the requirements related to the service


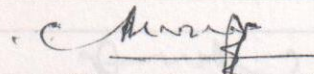
NSC supplies Breeder Seeds to growers for production of foundation seed. Similarly Foundation Seeds are sold to seed growers to produce certified/quality seeds which are sold to farmers, dealers and govt. organisations for production of commercial crops.

The requirements related to supply of seeds to growers are:

- i) Availability and validity of Breeder/Foundation seed/parental material till sowing season, before issue to growers.
- ii) Sowing instructions
- iii) Quality Instructions including the schedule of inspections at various stages of production
- iv) Cultural Practices
- v) General Guidance
- vi) Standard packing to meet out the production requirements.

The requirements related to supply/sale of Certified/Quality seed to farmers/dealers/Govt. etc. are:

- i). Validity of certification of seeds till sowing season, before issue.
- ii) Sowing instructions

	<p align="center">QUALITY MANUAL SERVICE REALIZATION</p>	<p align="center">DOC : NSC/ QM Issue No 2 Chapter 7 Page 3 of 14</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2009</p>		<p align="center">Page Rev.No . 00</p> <p align="center">CONTROLLED</p>

- iii) General Guidance.
- iv) Cultural Practices
- i) Standard packing.

Note: The customer's requirements are not stated generally but to ensure the supply of quality seeds the above requirements are verbally communicated to farmers before they take delivery of seeds from the store located at area office/ regional office.

The requirements related to Custom processing of seeds at processing plants of NSC are:

- i) The quantity of seeds to be processed
- ii) Time schedule of seed processing
- iii) Rate of processing, packing & storage , as applicable
- iv) Availability of processing/ storage facilities.

2.2 Statutory and Regulatory requirements related to the Service:

Statutory and regulatory requirements applicable to the Seed production, Processing, Marketing and seed testing are identified, understood and fulfilled.


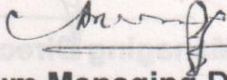
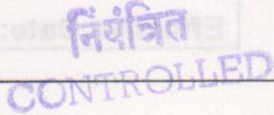
For production of seeds, Seed Standards specified under Indian Minimum Seed Certification Standard (MSCS) are followed which are governed by the Seeds Act-1966 and the Seeds Rules-1968.

For processing seed plant need to be registered as per the requirement of respective Seed Certification Agency of the state.

For marketing of seeds seed license shall be obtained from Agricultural Deptt of State, as applicable.

Activities of Marketing covering packing, storage and distribution are governed by the Weights and Measure Act, 1976, the Essential Commodities Act, 1955 and Seed Control Order, 1983.

Seed testing governed by ISTA Rule and Hand Book of Seed Testing, 1990.

	QUALITY MANUAL SERVICE REALIZATION	DOC : NSC/ QM Issue No 2 Chapter 7 Page 4 of 14
Approved By:  Chairman cum Managing Director Effective Date: 21 OCT 2009		Page Rev.No . 00 

3. Review of Requirements related to the service:


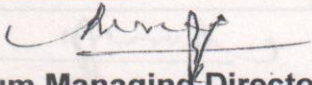
3.1 The product yield requirements are defined at the time of release of varieties by the Central Sub-Committee on Notification and Release of Varieties by Deptt of Agriculture and Co-operation, Ministry of Agriculture. These crop varieties are developed by breeders and recommended for cultivation in specific agro-climatic zones. Requirements of the farmers are generally un-stated. During discussion guidance is provided to them and they decide to take a particular variety for production.

Requirements related to custom processing of seeds are stated by the client to the extent of schedule of delivery and packing (which is provided by the client). The client's requirements are reviewed to decide the cost of services. Preparedness to meet his requirements are assessed by AO/RO and commitments are communicated.

Requirements related to the production, processing and marketing of seeds are reviewed by the NSC on regular basis. The compliance to the stated/ un-stated requirements of customers is checked by:

- Reviewing the status of works during periodical meetings at Head Office with Heads of Divisions
- Reviewing the status of works in meetings at Regional Offices.
- Reviewing the status of production, sale, pending works in half yearly meeting with Regional Heads at Head Office.
- Field Inspections as per defined stages of seed production
- Checking by Divisional/Regional/Area Heads
- Audit check by Internal Audit.
- Monitoring the suggestions and complaints received from farmers/ dealers / govt clients.
- Store verification twice a year.

During the Inspection/Audit all major activities of the corporation are reviewed. It includes field inspection, storage inspection, store

	QUALITY MANUAL SERVICE REALIZATION	DOC : NSC/ QM Issue No 2 Chapter 7 Page 5 of 14
Approved By:  Chairman cum Managing Director Effective Date: 21 OCT 2009		Page Rev.No . 00 नियंत्रित CONTROLLED

inspection etc. The deficiencies observed are sorted out & necessary instructions are passed for rectification of deficiencies on regular basis and the compliance is verified. Necessary resources are provided by Head Office /Regional office.


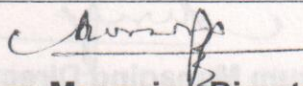
3.2 **Client Communication:** (Clause 7.2.3 of ISO 9001: 2008)

All customer communications shall be handled with utmost care to ensure timely and effective response with necessary action.

- All communications with respect to seed producers, dealers, growers etc. about their profile, capabilities and strengths shall be handled mainly by Regions and Area Offices. For this, effective use shall be made of product catalogues, scheme brochures, related guidelines etc
- All communications with respect to enquiries, status of availability of seed stock, details of schemes, shall be handled at the level of concerned Region and responded in a timely manner through personal discussions, letters, fax etc. as suitable.
- All communications relating to NSC's feed back / complaints shall be effectively handled at the senior level as per its gravity. These shall be analyzed and examined for prompt action.
- Proactive efforts for determination of client perception of the services shall be made through activities such as meetings with seed producers, dealers, feedbacks and questionnaires etc, or by hiring the services of external agency for conducting the customer satisfaction survey.

3.3 **Design & Development** (Clause 7.3 of ISO 9001:2008)

Design & Development clause is not applicable as Design & Development work is not undertaken in NSC.

	QUALITY MANUAL SERVICE REALIZATION	DOC : NSC/ QM Issue No 2 Chapter 7 Page 6 of 14
Approved By:  Chairman cum Managing Director Effective Date: 21 OCT 2009		Page Rev.No . 00 नियंत्रित CONTROLLED

4. PURCHASING (Clause 7.4 of ISO 9001: 2008)

4.1 Purchasing Process:(Clause 7.4.1 of ISO 9001 : 2008)

Purchasing activity in the context of NSC activities mainly involves hiring of services such as hiring of storage space, custom processing of seed, growing of seed through seed producers & organizer, sourcing of seed, certification/ purchase of packing materials and machinery/equipment, hiring of services for maintenance of machinery, hardware, software etc.

The mechanism for purchasing of these materials and hiring of services may include tendering, calling of quotations / offers from competent agencies, maintaining approved list of seed producers, agencies, suppliers etc. as per the well established system / documented procedures on relevant subjects.



It shall be ensured that purchased services conform to relevant requirements and specifications.

The criteria of evaluation and selection may include:

- Competence, capability to meet tender/work/service requirements.
- Past experience on similar works.
- Technical & Financial Bids, Commercial Terms & Conditions.
- Ability to deliver the product / service in time.
- Recommendations / references of other organizations,
- Accreditation / Certification / Registration available.

Controls on suppliers / service providers shall be dependent on their effect on the final deliverables and shall include, as appropriate, as under:

1. Inspection / verification of deliverables / documents.
2. Supervision during service execution, ensuring conformity to

	<p style="text-align: center;">QUALITY MANUAL SERVICE REALIZATION</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Chapter 7</p> <p>Page 7 of 14</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 27 OCT 19</p>		<p>Page Rev.No . 00</p> <p style="text-align: center;">नियंत्रित CONTROLLED</p>

- Specifications.
3. Clearance of appropriate work stages / hold points.
 4. Identification of defects / non-conformities & rectification thereof.
 5. Monitoring the progress of service delivery & corrective and preventive actions.
 6. Verification of bills.

The performance of suppliers / service providers/ contractors shall be appraised based on established criteria ensuring their continued suitability. Records of such appraisals and any action arising from them shall be maintained.

4.2 PURCHASING INFORMATION: *(Clause 7.4.2& 7.4.3 of ISO 9001: 2008)*


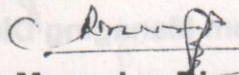
The purchase orders / other relevant documents for purchase of materials and procurement of services shall describe the materials / services to be procured including, where appropriate:

- a) Specification of the material / description of services to be procured including requirements for approval of products, procedures, processes, equipment as required
- b) Requirements for qualification of personnel.
- c) Work schedule / delivery schedule.
- d) Quality Management System Requirements including quality assurance scheme / plan, standard to be followed.

Purchase orders / applicable purchase documents shall be reviewed for adequacy before issue at defined level.

4.3 VERIFICATION OF PURCHASED SERVICES / PRODUCT: *(Clause 7.4.3 of ISO 9001: 2008)*

Verification / inspection / examination of outsourced services / Testing of products as specified shall be done as per established

	<p align="center">QUALITY MANUAL SERVICE REALIZATION</p>	<p>DOC : NSC/ QM Issue No 2 Chapter 7 Page 8 of 14</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2009</p>		<p>Page Rev.No . 00 नियंत्रित CONTROLLED</p>

procedures / quality plans / purchase order to ensure their conformity to requirements.

The mechanism of verification shall be agreed with the supplier.

Where it is required to perform verification at supplier's premises, the intended verification arrangements and methods of product approval shall be established and communicated to the suppliers.

5. CONTROL OF SERVICE REALIZATION PROCESSES

(Clause 7.5 of ISO 9001: 2008)

- 5.1 The Production Planning is carried out on the basis of the annual marketing demands. Based on the availability of planting material/seeds in various ROs and estimated production potential /cropping pattern, the production targets are decided for each region. Targets given to Regional Offices are further allocated in terms of unit wise production targets. To realise the above production plan, the availability of planting material is ensured at RO/AO.



The implementation of production plan is carried out at sub unit level under the control of Area Manager by executing agreement with the growers.

To ensure the quality in production of seeds the necessary quality checks are carried out at various stages of cropping as per MSCS by NSC and/or SSCA, as the case may be.

Various processes involved in realization of production of seeds, have been duly identified, documented and controlled.

Main service realization processes are:

1. Finalization and monitoring of production targets
2. Planning of Breeder Seeds and production of Foundation and Certified Seeds
3. Inspection of crops and seeds
4. Testing of seeds
5. Procurement of seed
6. Customer Interaction & feedback

	QUALITY MANUAL SERVICE REALIZATION	DOC : NSC/ QM Issue No 2 Chapter 7 Page 9 of 14
Approved By: Chairman cum Managing Director		Page Rev.No . 00 नियंत्रित CONTROLLED
Effective Date: 29 OCT 2009		

All the activities shall be planned and carried out in line with laid down Procedures and Quality Plan which shall be documented and kept updated.

It shall be ensured that appropriate infrastructure and systems are maintained in suitable working conditions and information needed to control / manage various processes is made available. It shall be ensured that appropriate supervision, checks, appraisals, monitoring, inspections etc are carried out for maintaining appropriate controls over various service processes and compliance with procedures / quality plans.

The qualification/ approval of processes shall be carried out as needed.

Constant liaison with agencies shall be maintained for getting feedback and necessary improvements shall be made as required.

5.2 VALIDATION OF PROCESSES: (Clause 7.5.2 of ISO 9001 : 2008)
 Not applicable (refer Chapter 4)

5.3 IDENTIFICATION AND TRACEABILITY: (Clause 7.5.3 of ISO 9001: 2008)


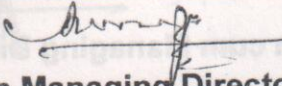
a) Identification of Certified/Foundation/Breeder seed

All the stocks of above seeds stored are identified by identification tag/ label the details provided on each type of packets/bags/containers is as follows:

i) Certified seed

Colour of Tag: Blue
 Tag No
 Kind
 Variety

Class of seed
 Certificate No
 Date of Issue of Certificate

	QUALITY MANUAL SERVICE REALIZATION	DOC : NSC/ QM Issue No 2 Chapter 7 Page 10 of 14
Approved By:  Chairman cum Managing Director		Page Rev.No . 00 नियंत्रित CONTROLLED
Effective Date: 29 OCT 2009		




Lot no (Method of allotting lot no: Month, year of Production -Production Location Code -Processing Plant Code -Seed Produce Code) Name and address of certified Seed producer) CA's Emblem Name and address of CA	Date of test Certificate valid up to (provided seed are stored under cool and dry environment) Validity of certificate further extended up to _____
---	---

ii) Foundation seed

Colour of Tag: White Tag No Kind Variety Lot no (Method of allotting lot no: Month, year -Production Location Code -Processing Plant Code -Seed Produce Code) Name and address of certified Seed producer) CA's Emblem Name and address of CA	Class of seed Certificate No Date of Issue of Certificate Date of test Certificate valid up to (provided seed are stored under cool and dry environment) Validity of certificate further extended up to _____
--	--

iii) Breeder Seed

Colour of Tag: Golden Yellow Crop Variety Class of Seed Lot no Date of Test Pure Seed*	Label No Breeder Seed %
--	---

	QUALITY MANUAL SERVICE REALIZATION	DOC : NSC/ QM Issue No 2 Chapter 7 Page 11 of 14
Approved By:  Chairman cum Managing Director Effective Date:		Page Rev.No . 00 

Inert Matter*	%
Germination*	%
Oil Content**	%
Producing Institution (Name & address)	

* Based on actual

**Applicable for sunflower crop

b) Identification of Stock seed/Pedigreed/Labelled seed

All the stocks of above seeds stored are identified by identification label the details provided on each type of packets/bags/containers is as follows:

i) Stock Seed

Colour of label: Opaline Green
Lot no
Method of allotting lot no: Season (sowing) and year code
(harvesting)-Production Location Code-Processing Plant
Code-Seed Stock Code


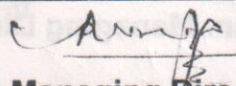
ii) Pedigreed Seed/Labelled Seed

Colour of label: Opaline Green
Lot no
Method of allotting lot no: Season (sowing) and year code
(harvesting)-Production Location Code-Processing Plant
Code-Seed Stock Code

The record of Stock seed/Pedigreed/Labelled seed is maintained.
Ref: (Q.C.circular no 193, 256,265,270)

5.4 CUSTOMER PROPERTY: (Clause 7.5.4 of ISO 9001: 2008)

Not applicable (refer Chapter 4)

	<p style="text-align: center;">QUALITY MANUAL SERVICE REALIZATION</p>	<p>DOC : NSC/ QM Issue No 2 Chapter 7 Page 12 of 14</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 91 OCT 2009</p>		<p>Page Rev.No . 00 नियंत्रित CONTROLLED</p>

5.5 PRESERVATION OF PRODUCT: (Clause 7.5.5 of ISO 9001: 2008)

It shall be ensured that suitable storage is provided to all types of raw seed, processed seed and reserve stock. Storage facilities shall be planned and maintained depending upon type of seed and duration of storage which can be divided broadly into following groups;

i. Short Term Storage

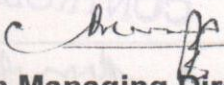
Good quality seeds can be stored satisfactorily from harvest to the next planting season 1 to 9 months under the following storage conditions.

- a) 30⁰c -50% RH (seed moisture contents ranging from maximum of 12% for cereal seed to 8% for oil seeds).
- b) 20⁰c -60% RH (seed moisture contents ranging from maximum of about 13% for cereal seed to 9.5% for oil seeds).
- c) Other combinations of temperature and relative humidity as favourable as those above.

ii Intermediate Term Storage

Successful carryover storage (18 months) of seeds of major field crops can be accomplished under following conditions;

- (a) 30⁰c-40% RH (seed moisture contents ranging from maximum of 10% for cereal seed to 7.5% for oil seeds)
- (b) 20⁰c-50% RH (seed moisture contents ranging from maximum of about 12% for cereal seed to 8% for oil seeds)
- (c) 10⁰c-60% RH (seed moisture contents ranging from maximum of about 12% for cereal seed to 9% for oil seeds)

	<p style="text-align: center;">QUALITY MANUAL SERVICE REALIZATION</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Chapter 7</p> <p>Page 13 of 14</p>
<p>Approved By:</p>	 <p style="text-align: center;">Chairman cum Managing Director</p>	<p>Page Rev.No . 00</p> <p style="text-align: center;">CONTROLLED</p>
<p>Effective Date:</p>	<p>91 OCT 2009</p>	

(d) Other combinations of temperature and relative humidity as favourable as those above.

iii Long Term storage

Cold and dry conditions maintain the quality of seed for many years in storage. For 3 to 5 years of storage, conditions of 10⁰c-45% RH are satisfactory for most kind of field crop seeds.

Prophylactic measures are taken as per documented Quality Control norms and records are maintained as per proforma specified in the QC circulars.


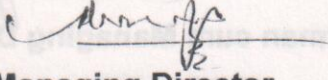
It shall be ensured that suitable storage is provided to all records / documents and data to preserve them during the pendency of a project. All vital data, keyed into system shall have adequate data security and back-up system shall be ensured.

Data in hard copies shall be preserved in files maintained to prevent their damage or deterioration or loss pending their disposal as per laid down norms. All necessary guidelines / instructions shall be issued for this purpose and compliance ensured through suitable supervision.

6. CONTROL OF MONITORING & MEASURING EQUIPMENT

(Clause 7.6 of ISO 9001: 2008)

Seed Testing Laboratories located at Head Office and Regional Offices shall maintain a list of instruments such as moisture meters, weighing balances, gauges and test equipment used in inspection and testing. This list indicates details like description, size, and type and code no, calibration frequency, calibration agency. The allowed limits, reference for calibration standard, acceptance criteria & record reference for each instrument/ gauge have been mentioned in the list. Where necessary, to ensure the valid results, measuring equipments


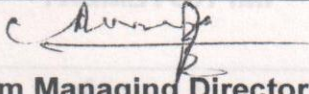
	<p align="center">QUALITY MANUAL SERVICE REALIZATION</p> <p align="center">नियंत्रित CONTROLLED</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Chapter 7</p> <p>Page 14 of 14</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 09 OCT 2009</p>		<p>Page Rev.No . 00</p>

are calibrated and verified at fixed intervals. The calibrations shall be traceable to national / international standards. Where no such standards exist, the basis used for calibration is recorded. All measuring equipments under calibration shall be identified for their calibration status.

All the records of calibration are maintained in the file

III REFERENCES

List of Quality Management System Procedures Annexure B

	<p align="center">QUALITY MANUAL</p> <p align="center">MEASUREMENT, ANALYSIS AND IMPROVEMENT</p>	<p align="center">DOC : NSC/ QM</p> <p align="center">Issue No 2</p> <p align="center">Chapter 8</p> <p align="center">Page 1 of 8</p> <p align="center">Page Rev.No . 00</p>
<p>Approved By:</p> <p align="center">Chairman cum Managing Director</p>		<p align="center">Page Rev.No . 00</p> <p align="center">CONTROLLED</p>
<p>Effective Date: 27 OCT 2008</p>		<p align="center">Effective Date: 27 OCT 2008</p>

I PURPOSE & SCOPE

This chapter elaborates the policy with regard to Monitoring, Measurement, Analysis and Improvement of services and related processes in NSC for ensuring effective implementation of Quality Management Systems and related processes.

II. POLICY


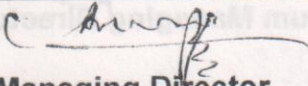
1. Measurement, Analysis & Improvement (Clause 8.1 of ISO 9001:2008)

Monitoring, Measurement, Analysis and Improvement activities related to production, processing and marketing of seeds and related processes shall be planned and implemented to:

- ensure and demonstrate conformity of service executed / delivered to the planned requirement.
- ensure and demonstrate effective and efficient operation of Quality Management System.
- continually improve the effectiveness of the Quality Management System.

These activities shall include:

- Monitoring / Measurement of customer satisfaction.
- Internal Quality Audits.
- Monitoring and Measurement of processes involved in service execution.
- Monitoring and Measurement of Products /Service deliverables.
- Control of Non-conformities.

	<p style="text-align: center;">QUALITY MANUAL MEASUREMENT, ANALYSIS AND IMPROVEMENT</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Chapter 8</p> <p>Page 2 of 8</p>
<p>Approved By:  Chairman cum Managing Director</p>		<p>Page Rev.No . 00</p> <p>नियंत्रित</p>
<p>Effective Date: 21 OCT 2009</p>		<p>CONTROLLED</p>

- Analysis of data.
- Continual Improvement Process
- Preventive actions
- Corrective actions

2. Customer Satisfaction (Clause 8.2.1 of ISO 9001: 2008)

NSC is involved in production, processing and marketing of seeds. Customers in the context of NSC are the growers, farmers dealers, co-operative agencies, technology partners and other stake holders.

Customer satisfaction with respect NSC supplies and Services shall be assessed through activities such as:


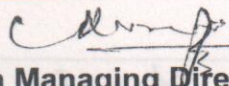
- ❖ Meetings / interactions with customers.
- ❖ Customer Grievances / complaints, suggestions if any;
- ❖ Repeat business, letters of appreciation received, if any; and
- ❖ Customer perception assessed through structured questionnaire addressing various aspects of service

All RM shall obtain customer perception based on any or all of the means and document the data which shall provide the basis for overall assessment of customer perception. This assessment shall be carried out along with identification of the areas needing improvement.

Based on data obtained, opportunities for improvement shall be identified.

3. Internal Quality Audits (Clause 8.2.2 of ISO 9001: 2008)

A system of internal quality audits shall be implemented at Corporate as well as Regional levels. Internal quality audits covering various Department at Head Office and Regions shall be planned by Corporate MR and at the Regional Level by Regional Manager in line with the

	<p style="text-align: center;">QUALITY MANUAL</p> <p style="text-align: center;">MEASUREMENT, ANALYSIS AND IMPROVEMENT</p>	<p style="text-align: center;">DOC : NSC/ QM</p> <p style="text-align: center;">Issue No 2</p> <p style="text-align: center;">Chapter 8</p> <p style="text-align: center;">Page 3 of 8</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2009</p>		<p style="text-align: center;">Page Rev.No . 00</p> <p style="text-align: center;">नियंत्रित</p>

documented procedure on the subject. For any activity carried out at Head Office level, normally all audits shall be planned by Corporate MR only.

Audits shall be planned at a specified frequency. In addition, depending on status / importance of the activity or results of previous audits, further audits, comprehensive or partial, may be planned. The planned audit programmes shall bring out audit criteria and scope clearly.

Internal auditors shall be trained and qualified, whose services shall be used to carry out effective audits of QMS.


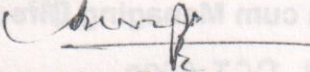
Selection of auditors and conduct of audit shall be carried out in an objective and impartial manner. Auditors shall not audit their own work.

Internal audits shall be carried out in line with the laid down procedure on the subject. ISO 19011 shall be used as the guideline document for conducting the audit.

To control the extent of individual subjectivity and bias, internal quality audits shall be carried out by teams as far as possible. As far as possible, at least one member of the team shall have necessary work experience needed for each activity to be audited.

As a result of internal audits, areas of non-conformity shall be identified, documented and reported to auditee as well as to management personnel responsible for the area to enable corrective / preventive actions to be taken.

Management shall ensure that necessary corrections & corrective actions are taken without undue delay. Auditees shall take timely corrective / preventive actions on non-conformities which shall be verified for their effectiveness. Results/ trends of audits shall be discussed in the management review where they shall be evaluated to assess the effectiveness of the system and to suggest system improvements.

	<p align="center">QUALITY MANUAL MEASUREMENT, ANALYSIS AND IMPROVEMENT</p>	<p align="center">DOC : NSC/ QM Issue No 2 Chapter 8 Page 4 of 8</p>
<p>Approved By:  Chairman cum Managing Director</p>		<p align="center">Page Rev.No . 00</p>
<p>Effective Date: 29 OCT 2008</p>		<p align="center">नियंत्रित CONTROLLED</p>

4. Monitoring and Measurement of Processes (Clause 8.2.3 of ISO 9001: 2008)

Identification of various major processes involved in production, processing and marketing of agricultural seeds has been done and their Procedures & quality plans have been documented, bringing out the criteria for monitoring and measurements to be carried out for desired outcome.

The responsibilities for the required monitoring and measurement have also been documented. Concerned officer shall ensure monitoring and measurement as per the laid down system for effectiveness of processes.

Wherever any deficiency is observed, suitable corrective actions shall be taken.


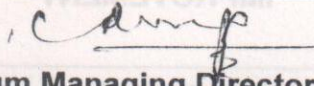
5. Monitoring and Measurement of Services (Clause 8.2.4 of ISO 9001: 2008)

All the major outsourced inputs shall be accepted based on appropriate monitoring / evaluation / examination to ensure fulfillment of specified requirements.

The processes which are carried out by utilizing the external services include growing of seeds through seed growers, custom processing of seeds through agencies, hiring of storage space, marketing of seeds through dealers shall be monitored and controlled through documented procedure.

Records of such monitoring / controls shall be maintained

Records shall be maintained to complete the evidence of the inspection, monitoring and controls, related activities performed and results obtained.

	<p align="center">QUALITY MANUAL</p> <p align="center">MEASUREMENT, ANALYSIS AND IMPROVEMENT</p>	<p align="center">DOC : NSC/ QM</p> <p align="center">Issue No 2</p> <p align="center">Chapter 8</p> <p align="center">Page 5 of 8</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2007</p>		<p align="center">Page Rev.No . 00</p> <p align="center">नियंत्रित CONTROLLED</p>

6. Control of Non-Conformities (Clause 8.3 of ISO 9001: 2008)

Documented procedure exists for Control of Non-Conformities at any stage in providing the services and execution of various processes to prevent / manage non-conformities creeping in at any stage leading to unintended and wrongful delivery of products and services.

Non-conformities committed, if any, shall be identified through activities such as monitoring, internal quality audits, examination of records etc. They shall be documented and evaluated to determine the extent and boundaries of the repercussions / corrections needed. They shall be notified to the concerned personnel within the Corporation to limit the extent of damage and necessary actions shall be decided for resolution of the non-conformities. Wherever non-conformity is of a serious nature, it shall be reported to the concerned RM / Head of concerned Wing for review at the level of CMD.

The decision to accept any deviation shall not be taken at a level lower than CMD. Record of all deviations shall be maintained.


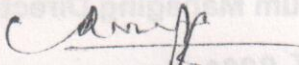
Records of non-conformities including rectification, permitted deviation shall be documented and communicated to the concerned personnel for implementation.

The necessary check shall be undertaken by Head of the wing to ensure the rectification as communicated.

7. Analysis of Data (Clause 8.4 of ISO 9001 : 2008)

Important data needed for Quality Management shall be identified, generated, collected and compiled to analyse trends, using as required, suitable statistical techniques. Results of analysis shall be recorded and reported and areas needing system corrections shall be identified with the goal of quality improvement.

Some of the important data to be analysed are indicated below :

	<p align="center">QUALITY MANUAL</p> <p align="center">MEASUREMENT, ANALYSIS AND IMPROVEMENT</p>	<p align="center">DOC : NSC/ QM</p> <p align="center">Issue No 2</p> <p align="center">Chapter 8</p> <p align="center">Page 6 of 8</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2008</p>		<p align="center">Page Rev.No . 00</p> <p align="center">नियंत्रित CONTROLLED</p>

- ❖ Customer Satisfaction Data;
- ❖ Data on performance of outsourced service suppliers / providers;
- ❖ Key process parameters to analyze process performance, trend of processes; and
- ❖ Service Delivery parameters to analyze service conformity, quality of service and improvement required.

8. Continual Improvement (Clause 8.5.1 of ISO 9001: 2008)


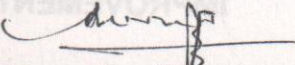
The responsibility for continual improvement of the effectiveness of the QMS rests with every member in the Organization.

Continual improvement is one of the most important elements of the quality policy of NSC. A continual improvement philosophy is deployed throughout the Organisation, to continually improve the quality of supplies and services, responsiveness, efficiency and effectiveness of various processes involved, including the effectiveness of QMS implemented.

Opportunities for improvement shall be identified through various mechanisms such as review of quality policy, quality objectives and MOU targets, management review, internal audit results, internal & external quality audits, business review meetings, MIS, data analysis, corrective & preventive actions, customer feedbacks, Market Analysis etc. Based on identification of continual improvement issues, quality objectives and their deployment plans shall be modified.

9. Corrective Actions (Clause 8.5.2 of ISO 9001: 2008)

A documented procedure is in place for ensuring effective corrective actions. Timely corrective actions shall be taken to eliminate the cause of existing non-conformities, in order to prevent recurrence, covering:

	<p align="center">QUALITY MANUAL</p> <p align="center">MEASUREMENT, ANALYSIS AND IMPROVEMENT</p>	<p align="center">DOC : NSC/ QM</p> <p align="center">Issue No 2</p> <p align="center">Chapter 8</p> <p align="center">Page 7 of 8</p> <p align="center">Page Rev.No . 00</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2009</p>		<p align="center">निर्दिष्ट</p>


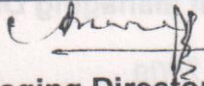
- a) Effective handling of any adverse feedbacks / complaints received from customers, performance data, internal audits, quality audit observations, periodical performance reviews, MIS, non-conformities, data on deviations etc.
- b) Investigation of the causes of non-conformities and evaluating the need for corrective action to ensure that non-conformities do not reoccur.
- c) Determination and implementation of the corrective action needed to eliminate the causes of non-conformities.
- d) Application of controls to ensure that corrective action is taken
- e) Maintenance of records of the results of action taken.
- f) Ensuring effectiveness of the corrective actions through reviews

Corrective action shall be decided at appropriate levels in the organization, appropriate to the gravity, complexity and nature of problem, its financial repercussions, effect on the service and image of the Organisation.

In all matters, customer satisfaction and image of the organisation shall be accorded the due importance.

10. Preventive Actions (Clause 8.5.3 of ISO 9001 : 2008)

The need for preventive actions to eliminate the causes of potential non-conformities shall be assessed through analysis and review of performance trends, periodical performance reviews, data and related report such as, the reports of internal quality audits, quality system audits, management review, data on deviations, process characteristics, financial and business performance trends with respect to achievement of objectives & targets, customer feedbacks etc.

	<p align="center">QUALITY MANUAL</p> <p align="center">MEASUREMENT, ANALYSIS AND IMPROVEMENT</p>	<p align="center">DOC : NSC/ QM</p> <p align="center">Issue No 2</p> <p align="center">Chapter 8</p> <p align="center">Page 8 of 8</p>
<p>Approved By:  Chairman cum Managing Director</p>		<p align="center">Page Rev.No . 00</p> <p align="center">नियंत्रित CONTROLLED</p>
<p>Effective Date: 21 OCT 2009</p>		

The causes of potential non-conformities shall be investigated and evaluation of the same shall be done. Preventive actions shall be decided at appropriate levels in the organization, depending on the gravity, complexity and nature of problem, its financial repercussions, effect on the business and image of the organisation. Action as decided shall be implemented and reviews carried out to ensure that preventive actions are effective.

Records of results of preventive actions shall be maintained.

III REFERENCES

1. Procedure for assessment of Customer satisfaction
2. Procedure for conducting Internal Quality Audits
3. Procedure for Corrective and Preventive Actions
4. Procedure for Control of Non-conformities
5. Quality plans for various processes



QUALITY MANUAL
OVERALL PROCESS
FLOW CART

DOC : NSC/ QM

Issue No 2

Annexure A

Page 1 of 2

Approved By:

Chairman cum Managing Director

Effective Date:

21 OCT 2009

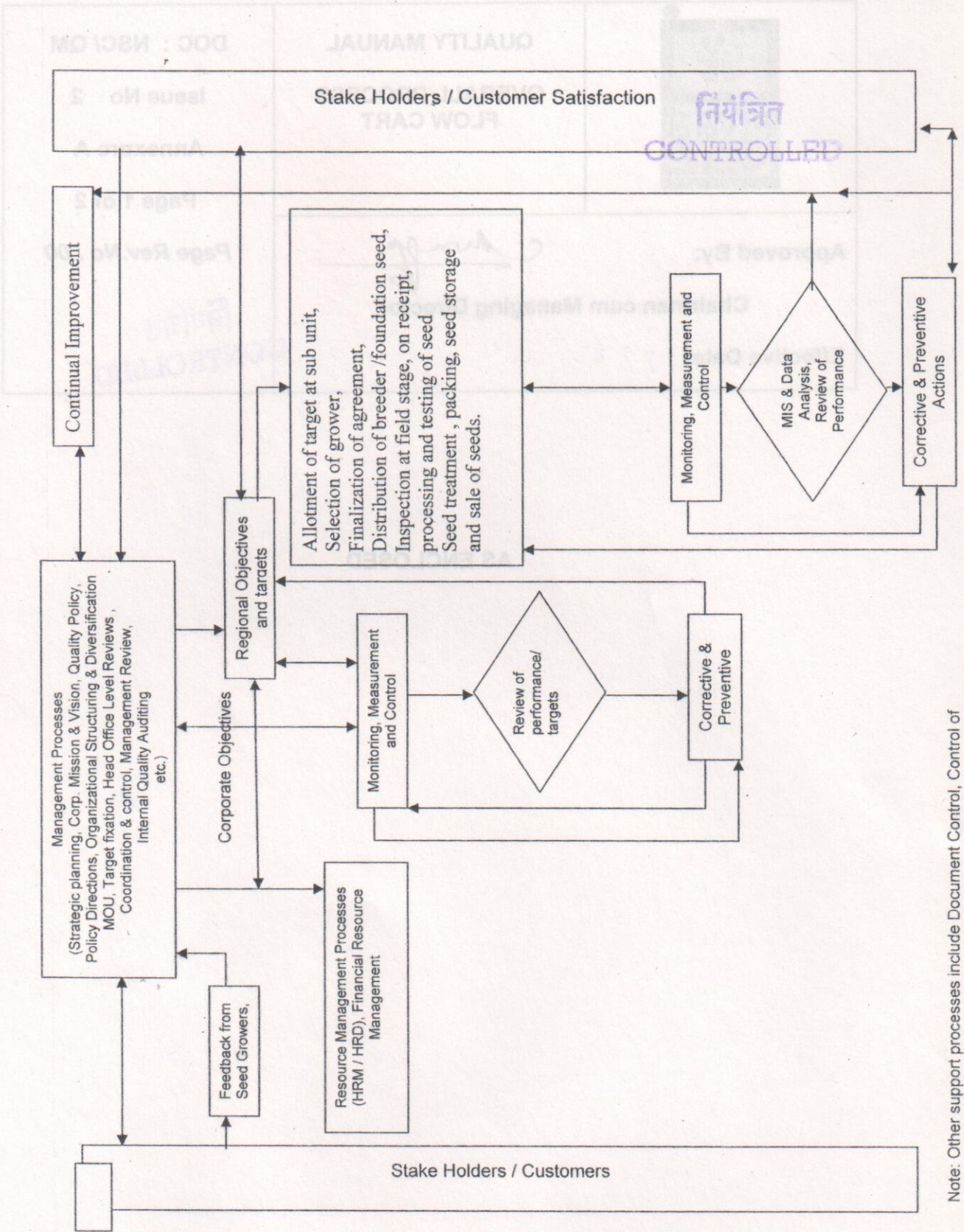
Page Rev.No . 00

नियंत्रित
CONTROLLED


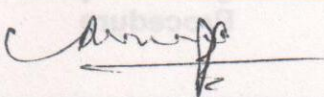
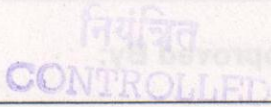
AS ENCLOSED

PROCESS FROM CHART OF NSC SERVICES


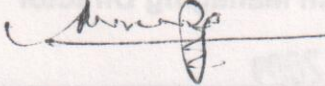
PROCESS FLOW CHART OF NSC SERVICES




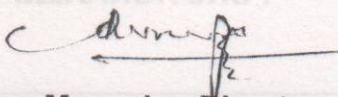
Note: Other support processes include Document Control, Control of Records, Control of Non-Conformities, IQA, etc., carried out at various levels

	QUALITY MANUAL List of Quality Management System Procedure	DOC : NSC/ QM
		Issue No 2 Annexure B Page 1 of 3 Page Rev.No 00
Approved By:  Chairman cum Managing Director Effective Date: 21 OCT 2009		


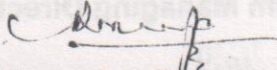
S.No	Division	Description of Procedure
1.	Production	Procedure for finalization & monitoring of Production and Marketing targets.(P/Prod/01)
2.		Procedure for planning for breeder seed and prodn. of foundation and certified seed (P/Prod/02)
3.		Procedure for procurement of seed (P/Prod/03)
4.		Procedure for production through organizer (P/Prod/04)
5.		Procedure for purchase of seed (P/Prod/05)
6.		Procedure for receipt, processing, sampling & storage of seeds (P/Prod/06)
7.	Marketing	Procedure for procurement of orders for seeds & monitoring of execution (P/Mktg./ 01)
8.		Procedure for assessment of seed demand/target fixation/market survey/price fixation (P/Mktg./ 02)
9.		Procedure for field demonstration of new/existing varieties(P/Mktg./03)
10.		Procedure for Policy formulation /amendment for dealer /distributor development.(P/Mkt/04)
11.		Procedure for business development with Govt. and private agencies(P/Mktg/05)
12.		Procedure for assessment of customer satisfaction (P/Mktg/06)
13.		Procedure for sale, billing & stock maintenance (P/Mktg/07)
14.		Procedure for dealer appointment (P/Mktg/08)
15.	Quality Control	Procedure for inspection of seed crops (P/QC/01)
16.		Procedure for testing of seed samples (P/QC/02)
17.		Procedure for condemnation disposal of substandard seed and write off of seed losses (P/QC/03)

	QUALITY MANUAL List of Quality Management System Procedure	DOC : NSC/ QM Issue No 2 Annexure B Page 2 of 3 Page Rev.No 00
Approved By:  Chairman cum Managing Director		Page Rev.No 00 नियंत्रित CONTROLLED
Effective Date: 21 OCT 2009		

18.		Procedure for handling QC Complaints (P/QC/04)
19.	Purchase	Procedure for purchase of equipment, certification, Packing material (P/PUR/01).
20.		Procedure for inspection of procured material (P/PUR/02)
21.		Procedure for evaluation of suppliers (P/Prod/03)
22.	Engg	Procedure for repair and maintenance of seed processing plants (P/Engg./01)
23.		Procedure for custom processing of seeds (P/Engg./02)
24.		Procedure for hiring of office building & godown(P/Engg./03)
25.		Procedure for monitoring of operation of seed processing plant (P/Engg./ 04)
26.	Admn	Procedure for conducting training (P/Admn./01)
27.		Procedure for top management fixation of annual targets/MOU targets (P/Admn./02)
28.		Procedure for maintenance of service book(P/Admn/03)
29.		Procedure for sanctioning of various types of loan(P/Admn/04)
30.		Procedure for receipt and distribution of Dak(P/Admn/05)
31.		Procedure for management of office premises(P/Admn/06)
32.	F&A	Procedure for passing of outside bills and deduction (P/F&A/01)
33.		Procedure for passing of staff bills and deduction (P/F&A/02)
34.		Procedure for Recovery of Debt/ outstanding dues(P/F&A/03)
35.		Procedure for conducting Internal Audit (P/F&A/04)
36.		Procedure for preparation of monthly pay bill and deductions (P/F&A/05)


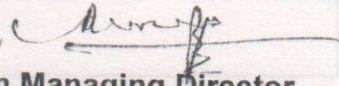
	<p align="center">QUALITY MANUAL</p> <p align="center">List of Quality Management System Procedure</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Annexure B</p> <p>Page 3 of 3</p> <p>Page Rev.No 00</p>
<p>Approved By: </p> <p align="center">Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2009</p>		<p align="right">Page Rev.No 00</p>

37.	MR	Procedure for control of Documents (MR/P/01)
38.		Procedure for control of Records (MR/P/02)
39.		Procedure for Management Review (MR/P/03)
40.		Procedure for conducting Internal Audit (MR/P/04)
41.		Procedure for Corrective and Preventive actions (MR/P/05)
42.		Procedure for control of Non Conformities (MR/P/06)

	<p align="center">QUALITY MANUAL</p> <p align="center">RESPONSIBILITIES & AUTHORITIES OF MAIN FUNCTIONARIES</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Annexure C</p> <p>Page 1of 4</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 1.08.2009</p>		<p>Page Rev.No . 00</p> <p>CONTROLLED</p>


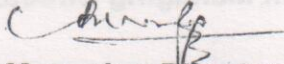
Chairman cum Managing Director

- Interaction with Ministry and finalization of MOU and other annual targets.
- Management of funds and allocation of adequate resources for efficient working of the organization.
- Planning the activities of the organization and monitoring and execution of planning on regular basis.
- Regular reviews of performance and monitoring of various offices and identification of improvement areas based on the feed back received from various external organizations and customers.
- Taking management review meeting as per stipulated frequency and monitoring of actions to be taken on the decisions.

	<p align="center">QUALITY MANUAL</p> <p align="center">RESPONSIBILITIES & AUTHORITIES OF MAIN FUNCTIONARIES</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Annexure C</p> <p>Page 2of 4</p>
<p>Approved By:</p>	 <p align="center">Chairman cum Managing Director</p>	<p>Page Rev.No . 00</p> <p align="center">CONTROLLED</p>
<p>Effective Date:</p>		


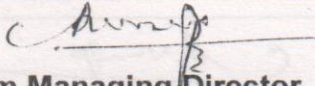
Heads of Departments (HQ)

- Facilitate the working within the Department and provide requisite resources and guidance to the personnel working under them.
- Ensuring compliance of directions of Senior Management and various targets including MOU targets.
- Reviewing performances of the Department regularly and ensuring corrective action for compliance to specified norms including efficiency norms given in the Quality Plans.
- Ensuring progress on the deployment plan of quality objectives.
- Ensuring actions on the observations/non-conformities observed during the internal/external audit of Quality Management System (QMS).
- Ensuring effective implementation of Documents Control System and timely up-gradation of Master list of documents and records.
- Taking review meeting to assess the over all performance of the region/departments and identifying the necessary corrective/preventive action for meeting the target efficiently.
- Authorities are executed as per the delegations of power documents and in the absence of key functionary, the authority flows downwards.

	<p style="text-align: center;">QUALITY MANUAL</p> <p style="text-align: center;">RESPONSIBILITIES & AUTHORITIES OF MAIN FUNCTIONARIES</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Annexure C</p> <p>Page 3of 4</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2009</p>		<p>Page Rev.No . 00</p> <p>नियंत्रित CONTROLLED</p>



Regional Manager

- Oversee the business development activities.
- Finalization of targets for production and marketing, as relevant.
- Regular monitoring of production, marketing, etc. on regular basis.
- Receipt of regular reports from various sub-offices and its review.
- Providing adequate resources for office infrastructure and facilities required for testing and transportation of seeds and ensuring availability of certification/packing material.
- Ensuring timely availability of planting material and contract with the growers through Area Offices
- Carrying out supervisory inspection at various Area Offices, godowns and fields to ensure effective working as per the laid down systems.
- Interaction with the customers and organizing business development meeting for improving of business.
- Development of dealers network, monitoring of their performance.
- Consolidation of report of sub offices and sending the same to HO at set period.
- Participation in review meeting at HO and implementation of policy guidelines.

	<p align="center">QUALITY MANUAL</p> <p align="center">RESPONSIBILITIES & AUTHORITIES OF MAIN FUNCTIONARIES</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Annexure C</p> <p>Page 4of 4</p>
<p>Approved By:  Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2019</p>		<p>Page Rev.No . 00</p> <p align="center">नियंत्रित CONTROLLED</p>

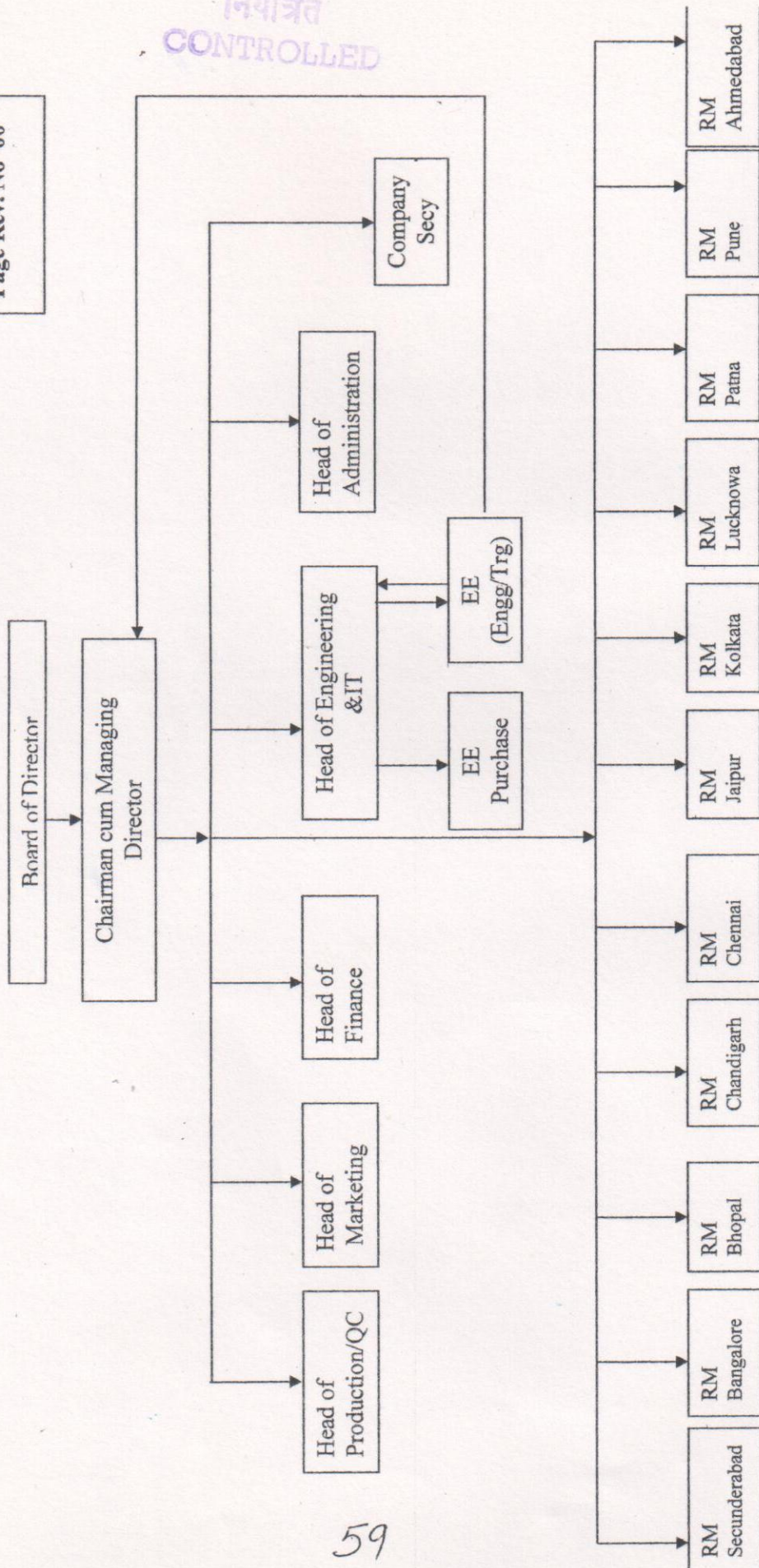
Area Manager

- Oversee the business development activities in the area.
- Finalization of targets for production and marketing, as relevant.
- Regular monitoring of production, marketing, etc. on regular basis.
- Preparation and sending of reports related to the unit for review.
- Maintaining adequate resources, office infrastructure and facilities required for production, processing and transportation of seeds and ensuring availability of certification/packing material.
- Ensuring timely availability of planting material and contract with the growers.
- Conduct inspection at decided periodicity to ensure effective working as per the laid down systems.
- Interaction with the customers and organizing business development meeting for improving of business.
- Development of dealers network, monitoring of their performance.
- Participation in review meeting at RO and implementation of policy guidelines.

	<p align="center">QUALITY MANUAL ORGANIZATIONAL CHART</p>	<p>DOC : NSC/ QM</p> <p>Issue No 2</p> <p>Annexure D</p> <p>Page 1 of 2</p>
<p>Approved By: </p> <p align="center">Chairman cum Managing Director</p> <p>Effective Date: 21 OCT 2019</p>		<p>Page Rev.No .00</p> <p align="center">निबंधित</p> <p align="center">CONTROLLED</p>

AS ENCLOSED

ORGANIZATIONAL STRUCTURE



नियंत्रित
 CONTROLLED