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PROCESS DOCUMENT – LINAC, GURUGRAM

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प्रक्रिया दस्तावेज़ – लक्ष्मणराव इनामदार
राष्ट्रीय सहकारिता अनुसंधान एवं विकास
अकादमी (लिनाक), गुरुग्राम

Process Document - Laxmanrao
Inamdar National Academy for
Cooperative Research and
Development (LINAC) Gurugram

Document ID: NCDC/PD(LINAC)-20
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Prepared By:	Reviewed By:	Approved By:
 Chief Director (LINAC)	 QMS Documentation Committee	 Managing Director



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DOCUMENT CONTROL PAGE

1) REVISION HISTORY

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FROM	TO					
--	00	08.09.2014	Chief Director (LINAC)	--	Initial	MR
00	01	01.08.2016	Chief Director (LINAC)	--	Title of document, Input & Output included, process controls and risk management incorporated as per the requirement of ISO 9001:2015	QMS Documentation Committee
01	02	02.02.2020	Chief Director (LINAC)	--	Title of document, process details: Mounting of training programme, implementation of training programme, training delivery, evaluation of training programme, Details of documents retained, Responsibilities and Authorities	

2) DOCUMENT AVAILABILITY

HARD COPY / SOFT COPY	LOCATION AND WHERE AVAILABLE
HARD COPY	Chief Director (LINAC)
SOFT COPY	https://ncdc.in/documents/employee-corner/5017240619PD_TOPIC.pdf

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3) CONFIDENTIALITY

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- The processes listed here are a facilitator to smooth functioning and a means of spreading common process knowledge and understanding across the Corporation.

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1) DIVISION STRUCTURE

Ref. # Annexure-1

2) RESPONSIBILITIES & AUTHORITIES

Ref. # Annexure-2

3) ABBREVIATIONS

AC	Air Conditioner
A/C	Accounts
AD	Assistant Director
AMC	Annual Maintenance Contract
ATP	Annual Training Plan
AV	Audio-Visual
BOM	Board of Management
CD	Chief Director
CICTAB	Centre for International Cooperation and Training in Agriculture Banking
CL	Casual Leave
CVC	Central Vigilance Commission
DAC	Deptt. of Agriculture & Cooperation
DCBM	Diploma in Cooperative Business Management
DVD	Digital Versatile Disk
DMD	Dy. Managing Director
EPABX	Electronic Private Automatic Branch Exchange
FDP	Faculty Development Programme

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GA	General Administration
GFR	General Financial Rules
HDC	Higher Diploma Course in Cooperation
HO	Head Office
HOD	Head of Division
ICM	Institute of Cooperative Management
IIMA	Indian Institute of Management, Ahmadabad
IIMI	Indian Institute of Management, Indore
JTC	Junior Cooperative Training Centre
LCD	Liquid Crystal Display
MD	Managing Director
NCCT	National Council for Cooperative Training
NCDC	National Cooperative Development Corporation
OTA	Overtime Allowance
PO	Programme Officer
POA	Programme of Activities
RD	Regional Director
RH	Restricted Holiday
RTC	Regional Training Center
RTGS	Real Time Gross Settlement
SPA	Senior Personal Assistant
SPS	Senior Personal Secretary

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TA	Tour Advance
TDS	Tax Deducted at Source
TOLIC	Town Official Language Implementation Committee
LINAC	Training of Personnel in Cooperatives
VAMNICOM	Vaikunth Mehta National Institute of Cooperative Management

4) PURPOSE/ OBJECTIVES

To develop professional competencies of personnel of NCDC and the assisted cooperatives to enable them to achieve organizational objectives through training and developmental interventions including training related research, consultancy and other associated activities.

5) SCOPE

Conceptualizing, Designing and Facilitating project and job related trainings for NCDC assisted projects, its own personnel and others based on felt needs/requests from cooperatives/other agencies, related Consultancy & Research and Implementation of Promotional & Developmental Schemes in furtherance of the mandate of the Corporation. The scope also includes managing all related support services.

6) PROCESS DETAILS:

6.1 Preparation of Annual Training Plan and Programme of Activities

Process Input	Source
Training requirements information	<ul style="list-style-type: none"> • HODs/RDs and HRD • Collaborative agencies • Interested parties

6.1.1 Invite suggestions from Head Office and Regional Directorates of Corporation Collaborative Agencies and interested parties on the perceived and identified areas of training required in the assisted cooperatives/projects and of other cooperatives/support agencies. For in service personnel training requirements are obtained from HRD Division. This process is completed by mid February every year.

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- 6.1.2 Chalk out the list of the proposed in campus and off campus training programmes for diverse categories of personnel by allotting names/title of each training programme, defining the target group and identifying/firming up suitable slots.
- 6.1.3 Examine such suggestions (refer clause 6.1.1), requests from the cooperatives/agencies and also consider the feedback of past trainees/projects to work out the Annual Training Plan.
- 6.1.4 Obtain the approval and circulate the approved Annual Training Plan to all Head of Divisions/Regional Directorates and the involved stakeholders, besides uploading the same in the website of the Corporation.
- 6.1.5 Allocate the training programmes amongst the Programme Directors who would be responsible for mounting, implementation, delivery and evaluation of the individually allotted training programmes and submitting the reports thereof.
- 6.1.6 Work out targets for Programme of Activities including Promotional and Developmental programmes and compiling the achievements thereof, for informing the Plan & Coordination Division so as to seek approval of the total Programme of Activities of the Corporation.

Process Output	ATC and POA
-----------------------	--------------------

6.2 Training

Process Input	Source
Training needs/requirements, training designs, Inputs of resource persons, Study materials, Logistic arrangements.	HODs/RDs and HRD, previous course cum evaluation reports, sanction letters of projects, faculty discussions, specific requirements of interested parties, research papers of experts, Internet based information and government schemes etc.

6.2.1 Training Needs Assessment/Analysis

- i. Work out the training needs by reviewing the sanctioned projects, the operational environment, role and job analysis of the target group/organization, to the extent possible.
- ii. Prioritize training needs with reference to importance, relevance and in consultation with the target group/management/organization.

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- iii. Firm up the types/categories of training programmes for in-house/field personnel and assimilate these into Annual Training Plan.

6.2.2 Mounting of Training Programmes

- i. As per the approved Training Plan, announce the programme about two months in advance for in-house personnel and about three months for cooperatives/project related personnel before the start of the actual training programme. Follow up for the nominations and once received confirm the same.
- ii. Based on the assessment of training needs, the feedback received and faculty's perception, define training programme's objectives
- iii. Visualize the programme design, work out specific session objectives and develop the course curriculum comprising of in class learning and practical orientation.
- iv. Identify faculty for sessions as per course design simultaneously capitalizing on the resources of Head Office.
- v. Inform guest faculty (from corporate office of NCDC and other institutions) in advance about the participants' profile, organizational situations and the expectations from them to meet out the training gap in the proposed sessions.
- vi. Identify in consultation with the Regional Directorates the societies/projects if to be visited during the programme and arrange logistics thereof.
- vii. Obtain approval for the cost involved in each training programme, issue relevant sanction orders and delegate responsibilities for accounts settlement.
- viii. Prepare training material incorporating the reference materials obtained from the guest speakers and arrange the requisite number of printed copies for circulation amongst trainees.
- ix. Ensure physical dimensions of training programme covering factors like:
 - a. Display of title of Training Programme and the name plates of the participants.
 - b. Seating arrangements, lighting and ventilation, work orderliness of training equipments with LCD, computer, space for syndicate work etc.
 - c. Provision for stationary, training material, facility of photocopies etc.
 - d. Provision of library facilities – availability and issue of text books, reference material, magazine etc.
 - e. Provision of wi-fi facilities in training halls and hostel for accessing course specific digital information.
 - f. Provision of transportation, lodging and boarding facilities of trainees and guest faculty.

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- g. Arranging to receive training fee from the participants and payment of honorarium and conveyance to the faculty.
- h. Recreation and gymnasium facilities for the residential trainees.

X Ensure online dimensions of training program covering factors like:

- a. Procurement of Zoom Pro Version Licence for Video Conferencing.
- b. Assigning of program coordinator(s) / host/ co-host for the program(s).
- c. Creating meeting room and generation of meeting ID and password.
- d. Sharing of meeting ID and password with the participants, faculty and all concerned through email/ closed Whatsapp group.
- e. Rehearsal for the training, atleast a day before the program to familiarise the participants/all concerned with the online platform.

6.2.3 Implementation of Training Programmes

- i. Commence the training programme with registration of the participants and filling up of Pre-Course Questionnaires as per specimen (Annexure – III), setting of learning climate, inauguration followed by the business sessions and conclude with obtaining action commitment, evaluation of the programme and valediction.
- ii. Brief the guest faculty on profile of the participants on the basis of information available and circulate Pre-Course Questionnaires amongst the faculty for customizing session delivery.
- iii. Maintain attendance record of the participants during the course of the training programme.

Online Training Programs

- iv. Commence the training program after participants log-in to the meeting room with meeting ID and password.
- v. Ensuring participants log-in with their name, to ensure cyber security and facilitate smooth interaction with the participants.
- vi. Commence the training program with setting of learning climate, inauguration followed by the business sessions
- vii. Introduce the faculty and brief the faculty on profile of the participants on the basis of information available.
- viii. Maintain attendance record of the participants during the course of the training program.
- ix. Video recording of the training program.

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- x. Conclude the training programme with obtaining action commitment, evaluation of the program and valediction

6.2.4 Training Delivery

- i. Preparation of need based inputs including PPTs, Role Play/Games, handouts for in-class use to accomplish learning objectives
- ii. Presentation of learning sessions, interaction with trainees and managing group behavior in the learning process.
- iii. Maintain continuous communication with participants to obtain informal feedback on learning and arrangements to take up suitable action.
- iv. Providing soft copies of study material in pendrives to the participants.

Online Training Delivery

- v. Preparation of need based inputs including PPTs/worksheet/study material/training videos.
- vi. Presentation of learning sessions, interaction with trainees and managing group behavior in the learning process.
- vii. Maintain continuous -communication with participants to obtain informal feedback on learning.
- viii. Sharing of PPTs/study materials to participants through email/other standard online tools.

6.2.5 Evaluation of Training Programme

- i. Pre course, interim and post course feedback eliciting reaction, learning received and outcome on all the major aspects/parameters of training programme.
- ii. Obtain continuous inputs on approach, receivability of contents and learning through participative methodology of training.
- iii. Prepare the course-cum-evaluation report on completion of the course and submit it to management and draw meaningful suggestions for incorporating in the subsequent programmes.
- iv. Sending the relevant observations/suggestions to the concerned HODs for information and action.
- v. Obtain post training feedback from HRD Division for the in service personnel and use relevant observation for improving subsequent similar programmes.

Online Training Program

- vi. Obtain continuous inputs on approach, receivability of contents and learning through participative methodology of training.

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- vii. Obtain online post course feedback (**Annexure-IV**) & **Annexure-IV** (A in English/Hindi and Regional Languages for RTCs) by providing a link, eliciting reaction, learning received and outcome on all the major aspects/parameters of training program.
- viii. Issue of e-certificate of training with control number to the participants (**Annexure-V**).
- ix. Prepare the course-cum-evaluation report after completion of the course and submit it to management and draw meaningful suggestions for incorporating in the subsequent programs.

Process Output	Course cum evaluation report
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6.3. Promotional and Developmental Schemes

Process Input	Source
Nominations/Proposals for the schemes	State Govt./RDs/Concerned Institutes

6.3.1 Award of Fellowships for (a) Faculty Development Programme (FDP) in Management at Indian Institutes of Management (IIMs), Ahmadabad and Indore and (b) for Diploma in Cooperative Business Management (DCBM) at VAMNICOM, Pune (Annexure-VI**).**

- a. On announcement of the schedule of the programme / course by the respective institutes, invite eligible nominations, receive applications and examine them in terms of prescribed norms and qualifications (**Annexure-VI-A**).
- b. Seek approval of competent authority for eligible candidatures and the amount of fellowship.
 - i. Inform and send the original applications of the selected candidates to the Institutes for final selection at their end, under intimation to the selected candidates / their sponsoring institutes.
 - ii. Reimburse fellowship fees to the respective Institutions on receipt of the requisite documents and fulfillment of the prescribed conditions.

6.3.2 Organization of study visit to good working Marketing/Processing societies (Annexure-VI**)**

- a. Annual Targets are set in the Programme of Activities of NCDC.
- b. Circulate at the beginning of the year and midyear, the outline of the scheme amongst Registrar of Cooperative Societies in states/UTs/Regional Directorates with a request to recommend complete proposal for consideration.
- c. Request Regional Directorates of NCDC to formulate/forward and/or follow up proposals from the State Government.

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- d. Examine the proposal received in terms of the norms and prescribed tenets of the scheme (Annexure-VI-B).
- e. Obtain competent approval/sanction for the complete and final proposal.
- f. Issue the necessary sanctions for the approved amount and follow-up with the concerned for the organization of the visit.
- g. Obtain the study visit report (as per format to be numbered and attached) for perusal and action, if any.

6.3.3 Cash Awards to the meritorious students of Higher Diploma Course (HDC) in Cooperation (Annexure-VI)

- i. Correspond with NCCT from time to time for utilizing this scheme of the Corporation.
- ii. Receive reimbursement claims from NCCT for the cash prizes disbursed to the meritorious students during the financial year by the ICMs.
- iii. Examine the claims in terms of the NCDC Scheme.
- iv. Reimburse the claim to NCCT, as per the eligibility after obtaining the competent approval.

Process Output	Fellowships/Cash Awards used, Study visits undertaken.
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6.4 Consultancy and Research

Process Input	Source
Terms of Reference (TOR), primary and secondary data, input of resource persons	Discussions with the concerned organizations / people, previous study reports, research papers etc. in relevant areas, Govt. schemes and programs etc.

- i. Consultancy in impact assessment of schemes of Government of India/States as well as the issues relating to natural resources having direct impact on people depended on them.
- ii. Conduct research and development to evolve new policies, practices and models for developing effective and member centric cooperative business enterprises.

Administrative Processes and Statutory & Regulatory Compliances

Process Input	Source
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NCDC manual on service matters, GFR and HO circulars.

P&A and GA Division

6.5 Administration of the Academy

- 6.5.1 Deal with administrative matters in respect of attendance, leave records and issues related to office management/discipline etc. (as per the appropriate NCDC norms and instructions of Head Office)
- 6.5.2 Obtain approval for sanction/extension of leave of all kinds through HRMS and issuing sanction order indicating the balance in leave accounts, sanction of allowance as per eligibility etc. and maintaining records thereof.
- 6.5.3 Furnishing Vigilance Report to Head Office on monthly basis (as per CVC guidelines/HO No.NCDC:7-2/98-Admn. dated 27.12.2004).
- 6.5.4 Conduct fortnightly meeting of the officers/officials.

6.6 Implementation of Official Language (Hindi as Rajbhasha)

- 6.6.1 Regular organization of quarterly meetings of Official Language Implementation Committee meetings and circulating the minutes thereof, organizing workshops etc.
- 6.6.2 Observe Hindi week every year by organizing various competitions/workshops ensuring participation of all officers and staff, and sending a synopsis on the same to Hindi Division in HO.
- 6.6.3 Attend the meetings of Town Official Language Committee Meeting (TOLIC), contribute to its Rajbhasha magazine and actively participate in the various events organized by the member institutes under its aegis.
- 6.6.4 Compilation and furnishing of the quarterly/yearly reports to Head Office; TOLIC and Department of Official Language in the Ministry regularly.
- 6.6.5 Prepare questionnaire booklets for inspection by Parliamentary Committees as and when held, comply with Action Points and report to the Office of Parliamentary Committee, Ministry and TOLIC.

6.7 Coordination

- 6.7.1 Follow up of Senior Officers/RDs and other review meetings.
- 6.7.2. Compile and furnish Action Taken Report on the discussions/minutes of the review meetings of senior officers at Head Office.
- 6.7.3 Reporting the progress of trainings every month to HO.

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6.8 Preparation of Budget of Academy

- 6.8.1 Meeting of all officers is convened by Chief Director (LINAC) in first week of January to discuss the office requirements for the last quarter and next year
- 6.8.2 Obtain the tentative rates of items proposed to be purchased
- 6.8.3 Preparation of Institute's administrative budget for next year and revised budget for on-going year by the month of January every year
- 6.8.4 Obtain approval of competent authority in HO
- 6.8.5 Furnishing copy of approved budget estimates to GA division in HO for placing the same along with budget of HO before the BOM and General Council for approval
- 6.8.6 Circulation of copy of the approved budget to all officers of LINAC for further action
- 6.8.7 Conduct checks to ensure that expenditure is; made as per approved budget. In case of deviation, the justification and area of deviation is brought to the notice of competent authority for revised budget provision.

6.9 Accounts

- 6.9.1 Preparation of Invoices indicating appropriate head in respect to bills received for payment for supplies/works
- 6.9.2 Preparation of payment voucher / journal voucher through computerized integrated financial package
- 6.9.3 Preparation of cheques for all payments and signing as signatory by two officers
- 6.9.4 Deduction of Income Tax/ Service Tax (if applicable) from payments and informing HO on time to get these deposited with govt.
- 6.9.5 Bank reconciliation on monthly basis
- 6.9.6 Correspondence with the bank for rectification of differences
- 6.9.7 Preparation of Cash Book / Receipt Vouchers through computerized integrated financial package
- 6.9.8 Preparation of Receipt Vouchers of funds received by LINAC through RTGS, Cheque, Draft, Cash from HO, employees, trainees and cooperative institutions etc.
- 6.9.9 Verification of entries made in the system regarding Receipt /Payment/Journal Vouchers by Director (LINAC)
- 6.9.10 Deposit of cash/cheque/draft in the bank
- 6.9.11 Preparation of monthly accounts of LINAC and forwarding to HO by end of first week of next month

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- 6.9.12** Distribution of cash payments and cheques to the employees for cartage, newspaper, advance etc against the receipt.
- 6.9.13** Payment of annual insurance premium of office vehicle and office building for renewal of insurance as and when due.
- 6.9.14** Advising the bank to transfer payments of the employees in their respective bank account
- 6.9.15** Depositing vehicle fitness tax with state transport department by the due date every year
- 6.9.16** Compilation of annual accounts of LINAC and furnishing to HO by first week of April
- 6.9.17** Examining TA bills of employees of LINAC except CD(LINAC) and settle the bills for payment as per TA rules with approval of competent authority
- 6.9.18** Examining festival advance application of employees in terms of guidelines issued by HO
- 6.9.19** Sanction and disbursement of Festival Advance
- 6.9.20** Receiving the medical claim of employees of LINAC, making diary entry of each bill through Integrated Financial Accounting System and submitting the bills duly signed by CD(LINAC) to HO for examination and approval
- 6.9.21** Generating Medical Acquaintance Roll of medical bills received from HO after sanction, then payment voucher is prepared for payment
- 6.9.22** Maintaining separate bank account for International training programs

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6.10 Procurement & Management of Dead Stock and Store Items

- 6.10.1 Identify the different items required for the next financial year and seek approval in the budget.
- 6.10.2 Obtain approval to commence the process of procurement of various items.
- 6.10.3 Arrange for purchase of the items through appropriate committees as per Office Order No NCDC:7-4/2005-Genl (policy) dated 03.06.2019 (Annexure-VII) within the ambit of appropriate GFR 2005 by Ministry of Finance, Deptt. of Expenditure, Govt. of India as per delegation of powers after due examination of quotations/tenders.
- 6.10.4 Prepare Purchase Order and check for quality and the specifications of the items before release of payment.
- 6.10.5 Keep record of all items in the register and update on the basis of the transactions.
- 6.10.6 Issue the items from the store against the requisition slip.
- 6.10.7 Carry out the inspection to identify obsolete and unserviceable items and to dispose of the condemned items after approval.

6.11 Horticulture

- 6.11.1 Maintenance of Plantation & Horticulture works at Academy. Arrange to get this work done through a contractor on yearly basis.
- 6.11.2 Payment of bills to the contractor on satisfactory work.

6.12 Upkeep and Cleanliness

- 6.12.1 Arrange upkeep and cleanliness of different locations comprising of office block, training block, hostel, recreation hall, mess and kitchen, all hostels and inner roads through a contractor.
- 6.12.2 Appoint the contractor through tender process/GeM and legal documentation within the framework of GFR-2017 by constituting an appropriate committee and following delegation of powers.
- 6.12.3 Prepare cleaning schedule for each location in the campus.
- 6.12.4 Monitor upkeep and cleanliness of each location as per the schedule.
- 6.12.5 Check attendance schedule and payment of bills on satisfactory services.

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6.13. Maintenance of building and equipments including Audio Visual Aids

- 6.13.1** Prepare detailed list of items—civil, electrical, mechanical, telephone, ACs and draw time schedule for checking the items for proper functioning
- 6.13.2** Cleaning of water tanks annually.
- 6.13.3** Pest control of the Institute :
- General Pest Control-Every two months
 - Rodent Pest Control-Once in three month
 - Anti-termite-Once in four month
- 6.13.4** Service of ACs before start of summer season.
- 6.13.5** Checking and cleaning of EPABX board and other telephone instruments on monthly basis by Multi Task Staff and outsourced manpower
- 6.13.6** For supply of clean drinking water, the two water purifier machines installed in office and hostel are regularly checked under AMC
- 6.13.7** Checking of DG set by Electrician posted in LINAC on monthly basis
- 6.13.8** Service of DG set after working for 250 hrs. (as per user manual) from authorized workshop
- 6.13.9** Service of office vehicle after running of every 10,000 Kms (as per user manual) and minor repair/replacement of accessories from authorized workshop.
- 6.13.8a** Staff car driver maintains the Log Book which is duly checked by concerned officer.
- 6.13.8b** Sanction of advance to driver for filling the petrol in staff vehicles.
- 6.13.8c** Entry for petrol purchase is made in the register.
- 6.13.8d** Adjustment of advance payment on the basis of bills and records in the register
- 6.13.8e** For trainees and guest faculty, if required, vehicle is hired from Taxi Stand.
- 6.13.9** Maintain register to keep record of diesel purchased and consumed. Maintain sufficient stock of diesel to provide continuous power in the event of electricity cut.
- 6.13.10** Checking of electric panels / electric points by the electrician posted in LINAC on monthly basis
- 6.13.11** Arrange repair/renovation/white wash of building as per requirement
- 6.13.12** Cleaning of sewage pipes and special attention before onset of monsoon so that sewer water does not back flow in office compound
- 6.13.13** Checking of drain pipes at the roof of the building to avoid collection of water and its seepage in the building

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6.13.14 Maintain complaint register, also indicating time taken in attending the complaint.

6.13.15 Feedback from officials concerned about quality of work done

6.13.16 Obtain signatures of concerned officials if items have been fixed / replaced. Old items are deposited in store

6.13.17 Make stock entry of all items purchased for maintenance work

6.13.18 Arrange for maintenance of equipments like LCD, computers and system peripherals, photocopier and other AV aids and related bill payments.

6.13.19 Arrange for maintenance of public address system, audio video aids, ACs etc. of the auditorium.

6.13.20 Take monthly reading of electricity consumed in campus flats through sub meters installed, calculate the amount on the basis of rates approved by competent authority and inform to HO to deduct the amount from salary of concerned officials on a six monthly basis.

6.14 Security and Safety

6.14.1 Arrange for round the clock security of campus through outsourced contractor by HO.

6.14.2 Prepare system of security at the gate and in the building like visitors in-register, vehicle/material in-coming register, out-going gate pass etc. and ensure its implementation.

6.14.3 Conduct checks to see the effectiveness of security arrangements.

6.14.4 Arrange fire extinguishers of required type at different locations and train the personnel on its use. A fire mock drill is conducted annually.

6.14.5 Plan and get the fire extinguishers checked and refilled on or before the due date.



6.14.6 Maintain the first-aid box in the office and replenish the required items regularly.

6.14.7 Payment of bills of the security contractor on approved terms and conditions, and satisfactory services.

6.15 Hospitality and Catering Services

(Delegation of Power by Office Order No. NCDC: 2-1/82-Admn. dated 3.9.2010 and No NCDC:7-4/2005-Genl (policy) dated 03/06/2019 related to constitution of purchase committee)

6.15.1 Arrange hospitality and catering services for the residential and day trainee participants through a private contractor.

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- 6.15.2** Appoint the contractor by tender process after due approval of the document, terms and conditions and completion of legal documentation, within the laid out provisions of the relevant GFR through committee and delegation of powers.
- 6.15.3** Prepare the menu for different meals, tea and snacks etc. for the day in advance for each programme and fix up the service timing for different meals/services.
- 6.15.4** Check for quality of food and hygienic condition in the dining hall as well as kitchen.
- 6.15.5** Arrange for check in of the trainee participants in hostel, their allotment of rooms and check out on conclusion of the training programme.
- 6.15.6** Maintain a suggestion box in the hostel and act upon the suggestions received.
- 6.15.7** Get feedback during the programme and at the end of the programme from the trainees to ensure that quality standards are maintained.
- 6.15.8** Officer In charge and Programme Director to keep a watch on quality of services and ensure corrective action for shortfall, if any.
- 6.15.9** Payment of bills raised by the contractor on verification and statutory deduction etc.

6.16 Library

- 6.16.1** Procurement of the selected books, publications etc. on identified subject, as recommended by the Internal Faculty Committee, from the vendors for the amount not exceeding the allocated budget.
- 6.16.2** Subscribe to the selected magazines, newspapers and journals of relevance to the Academy and as per the approval and also receive the reports, publications, training material, and complimentary copies from other organizations for reference purposes.
- 6.16.3** Maintain record of the books etc. and issue of books, magazines etc. for use of trainees/officers/staff of the institute.
- 6.16.4** Appropriate display of the books, newspapers, magazines, journals etc. on the shelves, tables etc.
- 6.16.5** Conduct physical verification of library dead stock (books) from time to time

6.17 Procedure for stock entry & for making payment

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- 6.17.1** On receipt of goods in the store, the goods are entered in the stock register of the store
- 6.17.2** After making necessary entries of the goods in the stock register, the S.No , page no of the stock register and nomenclature of good, is mentioned on the bills by the store keeper duly verified by the concerned officer
- 6.17.3** Approval of the competent authority is obtained to pass for payment of bills for the goods received in the store.
- 6.17.4** An invoice/ sanction order duly signed by Competent Authority is forwarded to the concerned official for making payment.

6.18 Reimbursement of Telephone expenses

- 6.18.1** As per office order for payment of telephone bills (Annexure – VIII and Annexure VIII-A) in respect of residential telephone/mobile/broad band are reimbursed to officials of the Corporation.
- 6.18.2** On receipt of claims from officials, the approval of the competent authority is obtained.
- 6.18.3** Claim along with approval is forwarded to the concerned official for payment.

6.19 Reception Desk for visitors and Trainees

- 6.19.1** A visitor's register is maintained at gate at the gate for visitors and at the hostel reception for trainees.
- 6.19.2** Every visitor is required to make entry in the register


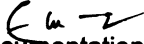
6.20 Reimbursement of Cartage

- 6.20.1.** Reimbursement of cartage for carrying tools, files/official documents by the officers/staff of the Corporation outside LINAC Head Office is made on hiring of Truck/Tempo/Taxi/ Scooter/Cycle rickshaw etc.
- 6.20.2** The concerned official claims the reimbursement through contingent voucher.

6.21 Reimbursement of Newspaper

- 6.21.1** Reimbursement of newspapers to the eligible officials on submission of their claims as per the office order (Annexure – IX) is made on quarterly basis.

6.22 Physical verification of dead stock items, petty/stationery items & disposal of obsolete dead stock, petty, stationery & other misc. items

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6.22.1 Physical verification of dead stock items, petty/stationery items & disposal of obsolete dead stock, petty, stationery & other misc. items available in LINAC, is done annually by duly constituted Committees. After calculating the depreciated value of the dead stock items as on date, approval of MD is obtained for disposal of obsolete/unserviceable dead stock, petty/stationery items and other misc. items

6.22.2 After obtaining the approval of MD, NCDC the quotations/bids are invited including terms & conditions, formats for quoting the rates from the firms in line and also publishing the quotation on NCDC's website and on Central Portal of Government of India.

6.22.3 After receiving quotations by the closing date, a meeting of the committee for disposal of obsolete/unserviceable items is convened.

6.22.4 Based on the recommendations of the committee and after obtaining the approval of competent authority, the firms are asked to submit the amount of the bid awarded and in turn are allowed to lift the material for disposal on receipt of payment as per the terms & conditions of the bid document.

6.23 Reimbursement of expenses in respect of purchase of briefcase by the eligible officer

6.23.1 As per the policy, reimbursement of the expenditure incurred for purchase of a briefcase as per their eligibility once in three years (Annexure – X).

6.24 Purchase of livery items

6.24.1 Before the commencement of summer/winter season, list of eligible MTS for livery is prepared as per HO advice

6.24.2 Purchase of summer/winter livery items is made as per specifications and rates finalized in H.O.

6.24.3 On receipt of livery items, entry is made in the Stock Register in the store

6.24.4 The livery items issued to eligible MTS by taking signature of individuals in the issue Register

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6.25 Procedure for collection and distribution of dak

6.25.1 Incoming letters/dak/parcels etc.

- All letters/dak addressed to LINAC is received by SPA to Chief Director (LINAC) or directly to CD(LINAC) through DDFS.
- The letters/dak is endorsed/marked to the concerned officer for action.

6.25.2 Outgoing letters/dak etc.

- The letters meant for dispatch are forwarded to the concerned Assistant
- The official makes entry in the register and puts reference number on the letters/dak etc. (whether ordinary/Speed Post/Registered Post) and forwards the dak H.O. for dispatch -

6.26 Reply of Audit

- 6.26.1. Furnishing of documents/information required by internal/statutory auditors in respect of audit para sent by Finance Division.

Process Output

Smooth functioning of institute and compliances of Statutory and Regulatory requirements.

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7) Process Measurements

S.N o	Process	Measurable indicators	Monitoring frequency	Officers Responsible for Implementing the programme
7.1	Preparation of Annual Training Plan and Programme of Activities	By the last quarter of the year	Each month of last quarter	Chief Director and Deputy Director
7.2	Review of implementation of ATP and POA	a. Number of trainings completed b. Activities under P&D	a. Quarterly b. Half yearly	Chief Director and Deputy Director
7.3	Implementation of complete training program	As per timelines indicated in process details	Monthly	Chief Director
7.4	Hospitality and catering services	Responses on quality of services by trainees	Intermittently and at end of the course	Assistant Director (III)
7.5	Upkeep and cleanliness	Quality of services indicated by the users	daily and on complaints	Assistant Director (I)
7.6	Safety and security	a. Punctuality of guards b. Upkeep of safety equipments	a. Daily b. As per timelines in the process details	Assistant Director (II)
7.7	Establishment	a. Completion of work b. Submission of reports	As per timelines	Assistant Director (I)
7.8	Accounts	a. Payments b. Submission of reports	As per timelines	Assistant Director (III)

* Details of programmes along with duration – Annexure-II

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8) Risk & Opportunities Identified

Ref. # Risk Register

9) Process Controls

S.no	Process	Process step	Controls established
1	Preparation of annual training plan	6.1	<ul style="list-style-type: none"> Timely issue of letters for seeking training requirements. Follow-up for timely receipt of information from the concerned. Approval of competent authority. Uploading the annual training plan in the website of the Corporation. Printing of ATC by GA Division. Issue printed ATCs/ soft copy to all the concerned
2	Training	6.2, 6.2.3 & 6.2.4	<ul style="list-style-type: none"> Timely announcement of the training program. Ensure adequate nomination through follow-up. Suitable guest faculty is identified and informed. Ensure physical/online arrangements in place. Ensuring regular participation throughout the program
3	Evaluation of training program	6.2.5	<ul style="list-style-type: none"> Submission of course-cum evaluation report. Approval of Competent Authority. Ensure follow up with the concerned divisions for sectoral training programs and HRD for internal trainings.
4	Promotion and Development schemes	<ul style="list-style-type: none"> 6.3.1, 6.3.2 6.3.3 	<ul style="list-style-type: none"> Timely issue of letter inviting eligible proposals/ nominations with the stipulated time Examination of the proposals/nominations

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			<p>in terms of prescribed norms and qualification</p> <ul style="list-style-type: none">• Approval of the Competent Authority.• Ensure regular follow up with NCCT for timely submission of cash award reimbursement proposals.• Payment, reimbursed fellowship and expenditure to be covered.
5	Consultancy and Research Work		<ul style="list-style-type: none">• Timely submission of draft report.• Ensure incorporation of comments / suggested measures for final report.• Timely submission of DPR.
6	Administrative processes and statutory & regulatory compliances	6.4 to 6.25	<ul style="list-style-type: none">• Timely compliance of statutory & regulatory requirements.• Constant and regular supervision of all externally provided services and timely payments to the same.• Timely and effective closure of complaints.

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10) Details of Documented Information retained

S. No.	Title	Identification	Location	Maintained By	Retention Period in Years	Disposition
10.1	Policy File	By title	Almirah-4 In Staff Hall	PS	Permanent	---
10.2	Training Statistics	By title	CD(PA)	PS	Permanent	---
10.3	Training Programmes and P&D Schemes (repeated every year)	By title	Almirah-4 In Staff Hall	PS	7 years	After digitization Weeding out
10.4	Other Training Programmes	By title	Almirah-3 & 4	PS	15 years	After digitization Weeding out
10.5	Inventory of furniture and other assets	By title	Almirah of PS-II.	PS (2)	15 years	After digitization Weeding out
10.6	Administrative establishment and office management records	By title	Almirah-5 In Staff Hall	PO- III	15 years	After digitization Weeding out
10.7	Personal Records in respect of leave attendance, medical etc.	By Employee Name	-do-	Sr. Asstt	Permanent	---
10.8	Housekeeping, catering, related	By title	Almirah-5 In Staff Hall	PO-III	10 years	After digitization Weeding out
10.9	Horticulture related	By title	Almirah of DD (LINAC)	DD (LINAC)	10 years	
10.10	Budget/Accounts Expenditure	By title	Almirah of Jr. A/Cs Asstt.	Jr. Asstt. (I)	Sent to H.O. (monthly/ annual)	---

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10.11	Audit	By title	-do-	Director	Permanent	---
10.12	Maintenance of office equipments and vehicle	By title	Almirah in Staff Hall	DD/PO	Till disposition	After digitization Weeding out
10.13	Books	By title	Almirahs in Library	Sr. Asstt (2)	Permanent	---
10.14	Magazines/CDs/DVDs/journals	By title	-do-	Sr. Asstt (2)	15 years	After digitization Weeding out
10.15	Newspaper for office library	By title	-do-	Sr. Asstt (2)	2 years	After digitization Weeding out
10.16	Implementation of Hindi as official language	By title	Almirah-5 In Staff Hall	AD-V	15 years	After digitization Weeding out

11) Details of Documented Information maintained

S. No.	Title	Identification	Location	Prepared by	Approved by	Revision no.
01	Pre course Questionnaire (a specimen)	Annexure -III	LINAC	LINAC	CD	00
02	Online Post course evaluation feedback form	Annexure - IV, IV-A	LINAC	LINAC	CD	00
03	E- Certificate format	Annexure-V	LINAC	LINAC	CD	00
04	Checklist for examining proposals pertaining to Promotional & Developmental Schemes	Annexure- VI, VII-1 , VII-2	LINAC	LINAC	CD	00
05	Application of CL/RH	HRMS	LINAC	LINAC		00
06	Office Order 7-4/2005-Gen(Policy) dated 03.06.2019, on constitution of Tender-cum-Purchase Committee	Annexure-VII	LINAC	GA Division HO	MD	00

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07	Office Order 10-1/2015-GA dated 14.12.2015 on Telephone Facility	Annexure-VIII	LINAC	Genl. Admn. Division	MD	00
09	Office Order 9-2/98-Admn. dated 28.7.2014 on Newspaper facility.	Annexure -IX	LINAC	Admn. Division	MD	00
10	Office Order 8-4/2010-Genl. dated 24.11.2017 on Facility of Brief Case	Annexure -X	LINAC	Genl Admn. Division	MD	00
11	Office Order 2-1/82-Admn. Dated 27.7.1994 for Admn/ Financial Powers	Annexure-XI	LINAC	Admn. Division HO	MD	00
12	Office Order 2-1/82-Admn. Dated 3.9.2010 for Admn/Financial Powers	Annexure-XII	LINAC	Admn. Division HO	MD	00

12) References:

- Promotional and Developmental Schemes – Key features (Annexure-VI)
- GFR 2005, Deptt. of Expenditure, Ministry of Finance

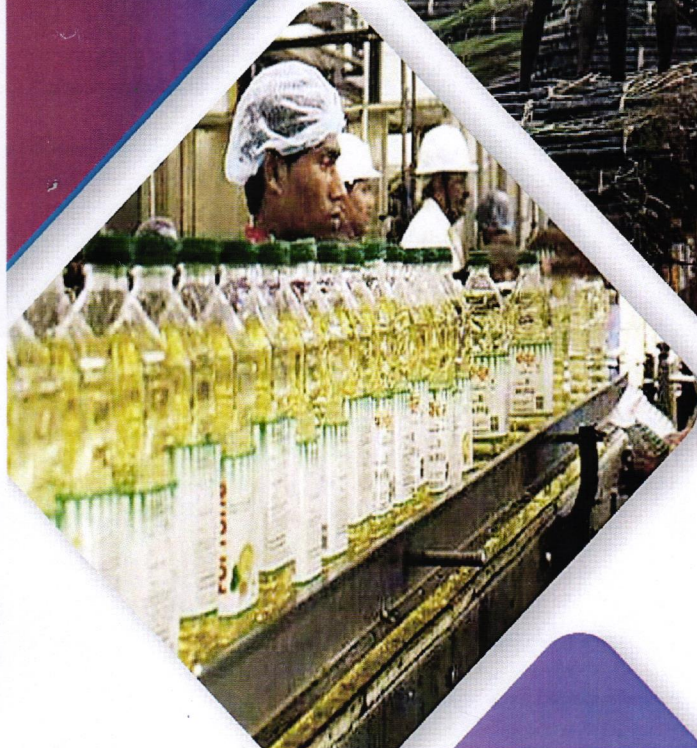
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