

# Petroleum and Explosives Safety Organisation , Nagpur

## **APEX MANUAL**

# ISO 9001:2008

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Prepared & Issued By

Approved By

**Management Representative**

**Chief Controller of Explosives**

# **Petroleum and Explosives Safety Organization, Nagpur**

## **APEX MANUAL**

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Doc: PESO/MR/QML    Iss/Rev: 01/01    Iss/Rev Date: 01.10.13 /24.12.13    Page 2 of 35

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### **PREFACE**

This document (Apex Manual) is based on the requirements of ISO 9001: 2008 QMS and describes the functioning of Quality Management System of **Petroleum and Explosives Safety Organization (PESO)**, Nagpur.

The Quality Management System (QMS) is designed to assist in the achievement of total customer satisfaction & improvement in the Petroleum and Explosives Safety Organization Service system's reliability and safety in environment friendly manner.

The Apex Manual is the property of PESO, so its circulation is limited to those mentioned in the distribution list, presented overleaf. Preparation of additional copies is not permitted without authorized approval.

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**Chief Controller of Explosives**

# Petroleum and Explosives Safety Organization, Nagpur

## APEX MANUAL

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To ensure that each copy of the Apex manual maintains a complete record of amendments, this amendment page is updated, and version number of entire manual is revised and reissued as per distribution list.

Amendments of a minor or editorial nature may be undertaken and incorporated by the Management Representative. Amendments affecting policy shall only be incorporated with the approval of the Chief Controller of Explosives.

### Amendment Sheet

Sr.No	Date of amendment	Amendment Details Ref. DCN No.	Reason for Amendment
1	24/12/2012	PESO/MR/DCN/01	Audit Findings - Stage I audit

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### Scope( Q 1.0)

To administer and issue the licenses & its subsequent action as per Explosive Act 1884, Petroleum Act 1934 & rules framed there under, to provide operational, technical Advice and Assistance to the Central Government, State Governments, Local Bodies, Law Enforcement Agencies, Industry, Trade and end users of Explosives, Petroleum products and flammable and non flammable Compressed gases & to frame the policies towards operation, administration & control of the organization. *The scope is applicable to corporate functions of PESO at Nagpur.*

### Profile:

**The Petroleum and Explosives Safety Organization (PESO)** with its headquarter at Nagpur and a network of 5 Circle offices, 18 Sub-circle offices, FRDC and Departmental 5 Testing Station has been continuing to serve the public and industry for over 115 years in all matters relating to safety in manufacture, storage, transport and handling of explosives, petroleum, flammable and non flammable compressed gases and other hazardous substances through comprehensive administration of Explosives Act, 1884, Petroleum Act, 1934, Inflammable Substances Act, 1952 and rules framed there under viz. Explosives Rules, 2008, Gas Cylinders Rules, 2004, Static & Mobile Pressure Vessels (Unfired) Rules, 1981, Petroleum Rules, 2002, Calcium Carbide Rules, 1987 & Cinematographic Films Rules, 1948.

PESO works to-

Ensure public safety in the areas of manufacture, transport, storage, handling, etc. of Explosives, Petroleum, Carbide of Calcium, Inflammable substances and Compressed Gases

Advisory role in matters of safety to the government and semi-government bodies like Ports, Railways, Defence establishments & Ministry of Surface Transport, Environment & Forest, Petroleum and Natural Gas, Pollution Control Authorities etc coming within the purview of Explosives Act 1884 and Petroleum Act 1934 and the rules framed there under.

Framing National Standards concerning public safety in collaboration with BIS, OISD & other apex bodies and harmonizing Indian standards with international standards

Evaluation of new technologies finding applications in hazardous area for adoption in indigenous conditions within the purview of Explosives Act 1884 and Petroleum Act 1934 and the rules framed there under.

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Creating safety awareness amongst public at large

PESO is currently involved in regulation of over 2,56,000 premises all over India

### Address:

O/o Chief Controller of Explosives,

A Block, 5th Floor, CGO Complex,

Seminary Hills, Nagpur-440 006.

Website: <http://peso.gov.in>

### Exclusions

The Quality Management System is applicable to all the processes at **PESO, Nagpur head office** except the following:-

Design and Development (Clause 7.3)

Control Measurement and Monitoring of Equipment (clause 7.6)

Validation of Process (Clause 7.5.2)

### Normative Reference (Q 2.0)

ISO 9001: 2008 Standard-Quality Management System-Requirements Second Revision/Fourth Edition

-ISO 9000:2005, Quality Management Systems- Fundamentals & Vocabulary

Technical Standards

Statutory & Regulatory Standards

### Terms & Definition(Q 3.0)

The intended meaning of the following terms used in the Apex Manual of **PESO** is as under:

- a. Applicable : To this Quality Management System
- b. Appropriate : reasonable
- c. Customer : Applicant, Licensee, Other Agencies/Organisation
- d. Documented : written
- e. Product/ Service: end result of a process

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- f. Shall : must
- g. Suitable : reasonable for intended purpose.
- h. Organization : **PESO**
- i. Management : Chief Controller of Explosives, Jt. Chief Controller of Explosives, Dy. Chief Controller of Explosives, Controller of Explosives Activity Head, Management Representative.

### 3.1 Abbreviations:

Abbrv.	Abbreviation
AIAC	Annual Internal Audit Calender
CAG	Chief Account General
CAPA	Corrective Action & Preventive Action
COR	Control of Record
CCE/Chief Controller	Chief Controller of Explosives
DDC	Document Data Control
DDR	Document Distribution Record
DCN	Document Change Note
DH	Department Head
FH	Functional Head/ Activity Head
HR / P&A	Human Resources , Personnel & Administration
I/C	In charge
IA	Internal Audit
IS	Indian Standard
Iss/Rev	Issue/Revision
IAO	Internal Audit Observations
IAS	Internal Audit Scheduled
IASR	Internal Audit Summery Report
MRM	Management Review Meeting
MLD	Master List of Documents
MLR	Master List of Records

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MR	Management Representative
NCR	Non Conformity Report
OFI	Opportunity for Improvement
PLAN / PLG	Planning
PROJ	Cases
PESO	The Petroleum and Explosives Safety Organization
QSP	Quality System Procedures
QML	Quality Manual
RFD	Result Frame Work Document
TRND	Training Need

### Quality Management System (Q 4.0)

PESO, has established, documented, implemented and maintained a Quality Management System for ensuring that the activities of Petroleum and Explosives Safety Organization's Services & related works are carried out to meet the specified customer requirements within the frame work of applicable Act and Rules and also for providing opportunities for continual improvement in the overall quality as per ISO 9001:2008 International Standard requirements. PESO considers all the individuals and the organizations are its customer who seeks its services and expertise as statutory requirements under the relevant Acts and Rules.

### General Requirements ( Q 4.1)

To establish, implement and maintain the QMS, PESO has identified core functions and various processes for implementation of Quality Management System (here after will be called as QMS) which are :

A) Functional -activities

#### Scrutiny and approval of site, layout and construction plans for:

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Explosives manufacturing factories.</li><li>• Explosives storage premises.</li><li>• Fireworks manufacturing factories.</li><li>• Fireworks magazine store houses and shops.</li><li>• Manufacture of Explosives at site in Bulk Mixing and Delivery [BMD] Vehicles.</li></ul> | <ul style="list-style-type: none"><li>• Storage installations for compressed gases in pressure vessels.</li><li>• Auto LPG dispensing stations.</li><li>• LPG bottling units.</li><li>• Compressed gas and cryogenic gas mobile tankers</li><li>• Petroleum Refineries.</li><li>• Petroleum storage installations.</li></ul> |
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|--|---|
| <ul style="list-style-type: none"><li>• Manufacture, conversion of Ammonium Nitrate.</li><li>• Storage of Ammonium Nitrate above 30 MT</li><li>• Transport of Explosives and Ammonium Nitrate.</li><li>• Import/Export of Explosives &amp; Ammonium Nitrate.</li><li>• Authorization of Explosives &amp; Fireworks.</li><li>• Gas Cylinder filling plants.</li><li>• CNG filling stations.</li><li>• Gas Cylinders/ Valves/ Regulators</li><li>• Storage sheds for filled gas cylinders.</li></ul> | <ul style="list-style-type: none"><li>• Petroleum storage sheds.</li><li>• Petroleum service stations (Retail Outlets)</li><li>• Petroleum tank lorries.</li><li>• Petroleum cross-country pipelines.</li><li>• Flame Proof Equipments.</li><li>• Calcium carbide storage premises.</li></ul> |
|--|---|

Scrutiny and approval of design and construction of Explosives vans, Portable Explosives Magazines, Bulk mixing and Delivery vehicle for site manufacture of explosives, vehicles for transport of compressed gases in pressure vessels and petroleum tank lorries.

Licensing of the premises/units/vehicles mentioned as above.

Scrutiny of Petroleum Refineries, Petrochemical Units, Calcium Carbide Factories and Acetylene Gas generating Plants for grant of approval thereof.

Scrutiny and approval of proposals of design, construction and laying of Petroleum Pipelines.

Scrutiny of proposals of designs of Pressure Vessels and their fittings, both manufactured in India and imported for grant of approval thereof.

Scrutiny of proposals of design of Gas Cylinders and valves fitted thereto, manufactured in India and imported for grant of approval thereof.

Scrutiny of proposals of flameproof, intrinsically safe and special electrical equipments suitable for use in hazardous areas laden with flammable gases/vapors, both indigenously manufactured and imported for grant of approval thereof.

Scrutiny of proposals of factories fabricating pressure vessels and its fittings, gas cylinders valves, LPG regulators and petroleum tank truck & its fittings for grant of approval thereof.

Scrutiny of proposals of testing stations for periodic examination and testing of cylinders for grant of recognition to the cylinder testing station.

Recognition of competent persons and inspectors under Petroleum Rules, 2002 and SMPV(U) Rules, 1981 Rules. Issue of shot firers permit & foreman's certificate under Explosives Rules, 2008.

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*Following activities are carried out on as and when required case to case basis from Head Office.*

Examination of petroleum tanks in sea going vessels for issuing gas free certificates for allowing hot work, entry of man in such tanks and entry of such vessels in docks.

Technical investigation of accidents related to the substances coming under the purview of the Acts and Rules administered by the Organization for ascertaining causes of accident and violations.

Scrutiny and appraisal of proposals to import, export and transport explosives for grant of licence thereof.

Authorization of new explosives after adequate tests and trials.

Grant of permission for filling/use of imported gas cylinders and manufactured in India.

Grant of license/permit for import of cylinders & pressure vessels.

Scrutiny of periodic Quarterly/monthly returns under Explosives Rules and Ammonium Nitrate Rules.

Review & Amendment of Rules wherever necessary in Public interest.

Examination/testing of explosives/hazardous substances for classification of hazard.

Advising the Central and State Governments, the Industry and various Organizations on matters relating to the handling of explosives, flammable and other dangerous substances, coming under the purview of Explosives Act 1884 and Petroleum Act 1934 and the rules framed thereunder.

Participation as Chairman or member in various committees appointed by the Ministry of Defence, Bureau of Indian Standards and other Ministries and Functional heads.

Participation in symposiums, seminars, workshops organized by various Organizations relating to safety in handling of hazardous chemicals, petroleum products, explosives and compressed gases.

### B) System-Activities

1. Document Data Control
2. Control of Records
3. Internal Audit
4. Management Review Meeting
5. Control of Non confirming services/activities
6. Corrective, Preventive Action

The system processes are integrated in this manual & the functional processes are included in Work manual.

An "Outsourced Process" is a process that PESO needs for its QMS and which the organization chooses to have performed by an external party.

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Following are some of the important outsourced processes:

1. AMC for computer hardware and wide Area Network
2. Software developments and maintenance AMC (execution by NIC, payment by PESO)
3. Air Conditioner AMC

PESO does not outsource any process related to its core activity.

The control over the outsourced process is exercised through one of the following ways:

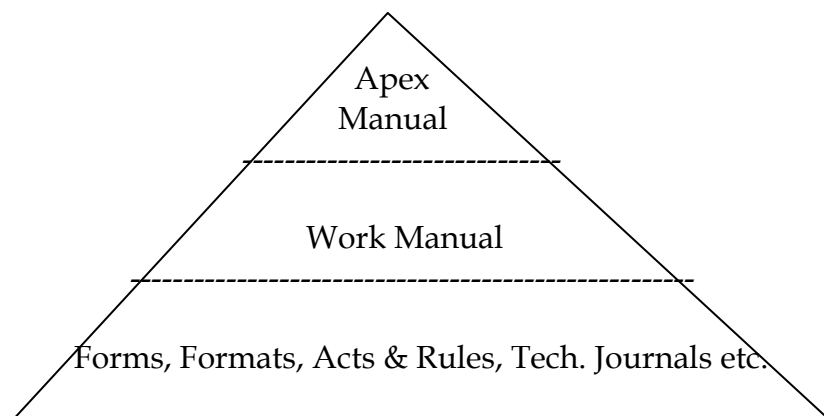
- a) Giving details about the requirements in work order/contract document & verification/ review of the same at the time of execution
- b) Monitoring & Inspection of work being carried out.
- c) Obtaining & reviewing the periodic reports from the outsourced agency.

### Documentation Requirements (Q 4.2)

The QMS followed by PESO is a means of ensuring that the procedures for the analysis, monitoring & measurement of all activities which are defined and standardized and that they meet the requirements of ISO 9001: 2008. The QMS documentation includes:

- a) Top Level :- Apex Manual with Quality Policy, Objectives and System procedures
- b) Middle Level :- Work manual.
- c) Base Level: - Functional & System Forms. [As referred in (b) or (a)] and documents of external origin such as Govt. Circulars, Acts & Rules, Equipment Manual, Tech. Journals etc.

The QMS documentation is in the form of pyramid and apex document is the Apex Manual -



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### Apex Manual ( Q 4.2.2, )

PESO has established and maintained an Apex manual (PESO/MR/QML) which includes:

- a) The scope of the QMS and exclusion if any,
- b) The references of documented procedures needed for the implementation of the QMS,
- c) A description of the interaction between the processes of the QMS.

The Apex manual is prepared by the Management Representative while the Chief Controller of Explosives reviews and approves it. After approval it is issued as per issue list.

### Work Manual

PESO has established and maintained a work manual for each function.

The work manual is prepared by the activity in-charge while the Chief Controller reviews and approves it. After approval it is issued as per issue list.

### Control of Documents ( Q 4.2.3)

The QMS system procedure "Document Data Control" is as follows-

#### Identification & Traceability

All the documents have specific Doc. Name with Issue/Revision No. & issue/Revision date.

File Numbering System Is As Per Government Guidelines Of India Order No 1(2)/69-O&MS Dated 30/05/1969, Ministry Of Industrial Development, Internal Trade And Company Affairs (Dept. Of Industrial Development).

#### Authorities for Preparation, Review & Approval

All the documents are adequate for fulfilling the functional needs and are prepared, changed, updated by the person delegated for the same & duly approved by functional Head for Functional level documents & by Chief Controller for organization level documents & are maintained in concerned Functional Head. The "Master List of Documents" of system documents (PESO/MR/MLD) is prepared by MR. Documents are issued after approval only.

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# Petroleum and Explosives Safety Organization, Nagpur

## APEX MANUAL

Sr. no	Doc.Name	Doc.No.	Authority	
			Prepared & Issued By	Approved By
1	QMS Policy	PESO/MR/QML /QPL	MR	CHIEF CONTROLLER
2	QMS Objectives(RFD DOCUMENT)	PESO/MR/RFD	MR	CHIEF CONTROLLER
3	Apex Manual	PESO /MR/QML	MR	CHIEF CONTROLLER
4	Work manual	PESO/DP/Abbrev.	Functional member	FH

### Document Issue, Distribution & Control

Original copies are approved by the concerned head & Marked as "MASTER COPY" on front side of page , same are circulated (in Hard version) after photocopying by stamping "Controlled Document" with control copy no. as mentioned & maintained in "Distribution List" on front side. Others if required for circulation is marked with " For Reference Purpose Only".

All the soft copies of documents/Records which require control are maintained in "Write Protected PDF" format (for circulation purpose). The Functional Head's(FH) takes the responsibility of it for their Functional level documents/records.

It is also ensured that all current documents are easily available & accessible to persons who need them. This is controlled by means of "Distribution (Issue) List "(PESO/MR/DDR). The copies not in use/old revisions are marked as "Obsolete Document". In case of transfer, resignation & retirement of any authorized copy holder, the copy of the document held by him/her is returned to MR or concerned FH. MR/concern FH reissues the same to the new authorized copy holder.

All the revised/amended documents are uploaded on website after taking the approval of the CCE and they are deemed to be the latest version.

### Document Change

- In order to make change in document, Document Change Note (PESO/MR/DCN) is prepared by the person wishing to change the document & is given to MR/DH.
- MR/FH reviews the proposed document changes & if found appropriate, puts for review and approval to the approving authority.
- After receiving the approval, MR/FH makes the changes in the document as needed and takes the signature of approving authority.
- MR/FH makes the changes in Master List of Documents (PESO/MR/MLD) specifying the revision No. & date

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- e. The new document prepared will have new Revision No. & date
- f. Revision sheet in the concerned document is updated by MR/FH
- g. The MR/FH issues the changed document as per the distribution list & as per the document issue procedure & takes back the original documents & stamps with obsolete document and keeps them for record for maximum retention period of one year. Obsolete documents may be retained for legal or knowledge preservation purpose.
- h. Invalid/obsolete documents are removed from all point of use and marked as obsolete for avoiding unintended use.

### Control of External Origin Documents

All external origin documents such as national and international standards as well as technical manuals and drawings are identified & controlled as defined below-

- a. QMS related by MR
- b. Functions related by FH.

It is also ensured that all current documents are easily available & accessible to persons who need them. This is ensured by means of "Distribution List".

### Control of Records (Q 4.2.4)

The primary responsibility lies with the concerned/ designated person identified for maintaining/destroying the specific/Functional records. DH/MR ensures that all the records are maintained with defined system of identification, indexing, access, storage, protection, retrieval, retention and disposal to demonstrate conformance to QMS requirements and maintained. "Master List of Records"(PESO/MR/MLR) is prepared.

The QMS system procedure "Control of Record" is as follows-

#### Identification of records:

Record / File No. : Subject Code /State Code/Form No./License No./Doc key No.

Subject code: E: Explosive, P: Petroleum

Each record of MR has corresponding document no ( PESO / MR / Alphabets) & (Iss/Rev No. & Date)

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As a means of control the Files and Registers are identified by specified identification number and are placed at defined locations. List of Files, list of registers prepared and updated at Functional level.

### **Storage of records:**

- a. Records at office: Original records, duly authorized and approved, are kept in departments after submitting to MR/FH. Records maintained in soft are protected by daily back up in the main server and once in a month the backup is taken on external memory.
- b. Other necessary records are maintained at respective Functional Department till completion of corresponding activity or case.
- c. After completion of the case, all the original records are maintained at Functional Department.

### **Protection and retrieval of records:**

- a. All copies of records are kept safe by MR/ Functional Head.
- b. Places, where records are maintained, are cleaned regularly. Pesticide treatment is carried out to protect the records from deterioration.
- c. For easy retrieval of records, the location of the records is identified by appropriate labels by user / FH.
- d. The records maintained in soft are protected by daily back up in the main server and once in a month the backup is taken on external memory.

### **Retention and disposition of records:**

- a. Records of current case shall be retained at respective Functional Department till the case is completed.
- b. After the completion of cases, the retention time is decided as per Government guidelines for respective file(as required) and such files are stored in "Separately identified Location"
- c. After completion of retention time, the unwanted records are weeded out destroyed by as per Government of India Guidelines after taking the approval of FH or Chief Controller as required.

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### Management Responsibility (Q 5.0)

A Quality policy authorized by the Chief Controller, PESO is defined and documented. The policy and objectives set out the organizations goals in achieving the expectations and needs of the customer. The Quality policy is communicated to every employee through training programs & displays made at key locations in the organization.

The responsibility, authority & the inter-relation of personnel, who manage, perform & verify work affecting QMS is defined and documented & the required organizational freedom, authority & resources are provided.

### OUR MISSION (Q 5.1)

We dedicate ourselves to achieve excellence in ensuring and enhancing safety of public and property. We aim at providing prompt and efficient services to public in proper installation and maintenance of hazardous facilities by adopting modern technologies.

### OUR VALUES : (Q 5.2)

- Care and Courtesy.
- Integrity and Transparency.
- Initiative and Innovations.
- Promptness and Perfection.
- Devotion and Dedication.

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# Petroleum and Explosives Safety Organization, Nagpur

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### Policy ( Q 5.3)

- Chief Controller of Explosives, Nagpur and his team shall constantly endeavour to render efficient, prompt and courteous services to all licensees, public and industry with complete transparency in their working within the legal frame work through optimum utilization of available human resources, e-technology and achieving RFD goals and targets while keeping in view National Interest and Safety – First Motto.
- PESO shall seek continuous improvement in quality in all areas of activities through progressive adoption of Latest Techniques for Quality Management System and through effective training for enhancing the skill of employees to synchronize with the challenging and changing demands of the public and industry initiated by technological developments globally.
- Best practices shall be adapted in the areas of safety, service and protection of environment.
- This policy will be communicated to all PESO employees and associates and shall review it for ensuring it's continuing effectiveness.

01.10.13

(Chief Controller of Explosives)

Quality policy is translated into organizational & Functional Performance objective (a method of performance monitoring and measurement) for all the levels and are implemented & reflected in annual “Results Framework Document” (RFD) as advised by Ministry of Commerce & Industry Department of Industrial Policy & Promotion, Government of India.

The policy and objectives specified are reviewed for suitability during Management Review meeting.

### QMS Objectives (Q5.4)

Top management of PESO has set Quality objectives including those needed to meet the requirements for service, for the organization and for individual Functions. These are specific, measurable, achievable, realistic, & time bound ( SMART ) and are consistent with the policy.

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The objectives are measured through performance indicators as mentioned in RFD at organization level & Performance standards at functional level (Online). These are reviewed for suitability and effectiveness during Management Review meeting. Senior management team ensures that regulatory and statutory requirements are complied at all times.

### **Responsibility, Authority ( Q 5.5)**

PESO has defined and communicated responsibilities and authorities at all levels of the organization to ensure the effective implementation of the QMS as per Organizational Structure given in annexure II. **The detail organization chart of Head Office is enclosed in MR's file.**

In the absence of the concerned personnel, responsibility will shift to same or lower level and authority will shift to higher level. All the authorities contribute to work within applicable legal framework.

Responsibilities and authorities & its accountability of various persons according to their designations are as per the Central Government Guidelines- **(Q 5.5.1)**

### **Chief Controller (System Responsibility)**

- 1) Formulate & approve QMS policy and objectives.
- 2) Review resource requirement and provide resources.
- 3) Create an organization that is employer of choice.
- 4) Controlling overall capital employed.
- 5) Review and approve costing of all Products.
- 6) Overall business management.
- 7) Generate good returns for business.
- 8) Overall guidance to sales.
- 9) Overall guidance for implementation of QMS Requirement & practice in organization.
- 10) Authority to delegate responsibility, provide resources and approve corrective/preventive actions.
- 11) Accountable for all statutory and regulatory requirements.

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### Management Representative: ( Q 5.5.2)

- a. Ensure that QMS is established, implemented & maintained in accordance with ISO 9001: 2008.
- b. Report on the performance of the QMS to the Chief Controller, review and as a basis for improvement of the system.
- c. Plan internal audits.
- d. Prepare Apex manual & procedures.
- e. Maintain all documents pertaining to the QMS.
- f. Organize and co-ordinate management review meetings.
- g. Liaise with external parties on matters relating to system.
- h. To create awareness about quality, environmental & occupational health & safety requirements in the organization.

*The duties of Group A officers is as per Adm-I/25/05-Exp dated 18/04/2013 & 05/12/13 and of staff is mentioned in Govt. circulars.*

### Internal & External Communication ( Q 5.5.3)

PESO ensures communication between its various levels and functions regarding the processes of the QMS through:

- a) Day to day correspondence by daily/monthly meeting
- b) Telephonic/Cell phonic messages
- c) Internet/Intranet
- d) Review meetings
- e) Display boards, circulars
- f) Direct interactions/instructions/reporting
- g)

Internal & external communication , the ways & mode is as per following Table-I-

From	To	Mode
<b>Internal</b>		
Employees	Management	<ul style="list-style-type: none"><li>• Meeting</li><li>• Suggestion box</li></ul>

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		<ul style="list-style-type: none"> <li>• Direct interaction</li> <li>• Training</li> <li>• Intranet</li> </ul>
Management	Employees	<ul style="list-style-type: none"> <li>• Notice Board</li> <li>• Meetings</li> <li>• Trainings</li> <li>• Websites</li> <li>• Circulars</li> <li>• Intranet</li> </ul>
<b>External</b>		
Customer	Organization	<ul style="list-style-type: none"> <li>• Telephone/Fax/Internet</li> <li>• Complaints</li> <li>• Audits</li> <li>• Work Orders</li> <li>• Amendments</li> <li>• Feedback forms</li> <li>• Customer Meets</li> </ul>
Interested Parties	Organization	<ul style="list-style-type: none"> <li>• Complaints(Tele/Cell phonic, Written, emails)</li> <li>• Notices</li> </ul>
Organization	Interested Parties including customers	<ul style="list-style-type: none"> <li>• Visits</li> <li>• Emails/Fax/Tele/Cell phonic</li> <li>• Customer meets</li> <li>• Displays</li> </ul>

### Customer Communication ( Q 7.2.3 )

PESO has identified and implemented arrangements for communication with customers relating to:

- a) Enquiries, applications, including amendments and application status through website [www.peso.gov.in](http://www.peso.gov.in) ;

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- b) Customer feedback- Online Feedback system
- c) Grievance Handling cell.

### Management Review ( Q 5.6)

Management Review Meeting to assess the Quality Management System is carried out six monthly. To review the functional performance and also to provide feedback at ministry level, CCE conducts the meeting atleast once in month. For reviewing the performance of the circles, the meeting is carried out with the circle heads at every quarter.

MR is the coordinator of QMS management review meetings and maintains the “Minutes of Management Review Meeting” The QMS system procedure “Management Review Meeting” detailed below-

a. Management review meeting is convened and conducted by MR on six monthly basis. *CCE chairs the meeting.* In case of contingency this meeting can be conducted at any time.

b. The agenda for the meeting is as follows ( PESO/MR/MRM ), which is circulated at least 1 week before the meeting.

**Review Inputs:** to management review are considered for current performance and improvement opportunities: ( Q 5.6.2)

- a) Results of audits ;( Consolidated internal audit report including OFI is also prepared and put up in the MRM);
- b) customer feedback( Complaints as well as Suggestions received from website/any communication media);
- c) process performance and product as well as service(on time delivery) conformance ;
- d) status of preventive and corrective actions ;
- e) follow-up actions from earlier management reviews;
- f) Compliances of Statutory & Regulatory requirements;
- g) changes that could affect the QMS considering the status of safety issues;
- h) Recommendations for improvement covering trainings, awareness etc.

c. Minutes of meeting are prepared and are made available. MR follows up with the action plan generated in this meeting with different Functions to achieve conformity to established QMS management system.

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Regular monitoring of the objectives is carried out at Functional level. Online Performance report of the same is prepared by concerned and reviewed by respective Functional heads. Results of management review are recorded as minutes of management review meeting and circulated to all.

**Review Output:** The outputs from the management review include decisions and actions related to:

- a) improvement of the QMS and its processes;
- b) improvement of product related to customer requirements;
- c) Resource needs.

### **Resource Management (Q 6.0)**

#### **Provision of resources (Q 6.1)**

The management of PESO determines and provides, in a timely manner, the resources needed to implement, maintain and continually improve the effectiveness of the processes of the QMS to enhance customer satisfaction by meeting customer requirements & for maintaining safe & healthy working environment. The resources include human resources, infrastructural resources, manpower, work environment and informational requirements are analyzed by Chief Controller along with functional head. The CCE grants the permission & delegates the activity for further processing .

#### **Human resources ( Q 6.2)**

##### **Competency, Awareness and Training**

PESO has established and maintained system to make its employees or members at each relevant function and level aware to build up competency through imparting the training as per requirement identified for particular situation/phase of activities/cases as advised by CCE through ISTM & deputations are carried out.

Inhouse training- Refresher & Capacity building programmes are arranged. Health & stress management training are organized.

ISO 9001:2008 awareness, documentation training for all the staff is organized at least once in a year.

Evaluation of effectiveness of training is discussed during management review meeting.

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Annual Performance Appraisal Report of all the employees are evaluated by the reporting officer and Reviewed by Reviewing officer. In case of Group A officers CCE is accepting authority.

Duty performance appreciation for Group C level employees is carried out once in year. As per the GOI guidelines monetary awards are given by the PESO.

### **Infrastructure & Work environment ( Q 6.3 , Q 6.4)**

The management of PESO, determines, provides and maintains the following facilities to achieve requirements of manufacturing & related activities in healthy & safe working environment. Infrastructure includes:

- a) buildings, workspace ergonomically designed and associated facilities;
- b) process equipments (both hardware and software)
- c) supporting services (such as planning, maintenance, transport, communication or information systems)

Concerned Functional Head identifies the requirement of Infrastructural resources like process equipments, which are in relation to the Quality management system. The major procurement actions are initiated by Chief Controller of Explosives communicated to Ministry of Commerce & Industry, Department of Industrial Policy & Promotion for further approvals & processing in case of building workspace and associated facilities. List of all process equipments is maintained. Fire Extinguisher and First Aid Boxes are provided and locations are identified for emergency use. The maintenance / operational checks of equipments are carried out by AMC service provider at planned intervals and the records of the same are maintained. Efforts are taken to ensure proper upkeep & working of the equipments & facilities.

The details about resource provision, competency skill training infrastructure & healthy, safe environment are included in respective RFD file.

### **Realization of PESO activities (Q 7.0)**

#### **Planning the PESO activities & related Activities ( Q 7.1)**

Resource planning analysis is carried out & implemented for site scrutiny & appraisal processing depending on the customer enquiry generation. In short process planning & execution is as follows-

- Scrutiny and appraisal of proposals for approval of design and construction of Explosives magazines, vans, Bulk mixing and Delivery vehicles for site manufacture of explosives, vehicles for transport of bulk compressed gases/cryogenic liquids in pressure vessels and Petroleum containers and Tank Lorries including its safety fittings.

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- Licensing of the premises/units/vehicles.
- Scrutiny and appraisal of layout etc. of Petroleum Refineries, Petrochemical units, Calcium Carbide factories and Acetylene Gas generating plants for grant of approval thereof.
- Scrutiny and appraisal of proposals of design, construction, laying and operation of Pipeline for transport of liquid hydrocarbons as well as other flammable gases/hazardous chemicals grant of approval thereof.
- Scrutiny and appraisal of proposals of designs of Pressure Vessels and their fittings both manufactured in India and imported for grant of approval thereof
- Scrutiny and appraisal of proposals of design of Gas Cylinders and valves fitted there to manufactured in India and imported for grant of approval thereof including LPG cylinder Regulator.
- Scrutiny and appraisal of proposals of flameproof, intrinsically safe and special electrical equipments suitable for use in hazardous areas laden with flammable gases/vapors, both manufactured indigenously and also imported for grant of approval thereof.
- Scrutiny and appraisal of proposals of factories fabricating pressure vessels and its fittings for grant of approval thereof.
- Scrutiny and appraisal of proposals of testing stations for periodic examination and testing of cylinders for grant of recognition to the cylinder testing station.
- Recognition of competent persons and inspectors under various Rules.
- Issue of shot firer's permit & foreman's certificate.
- Regular safety audit of the units mentioned above.
- Destruction of deteriorated and unclaimed/unserviceable/seized explosives.
- Examination of petroleum tanks in sea going vessels/ships for issuing gas free certificates for allowing hot work, entry of man in such tanks and entry of such vessels in docks.
- Technical investigation of accidents related to the substances coming under the purview of the Acts and Rules administered by the Organization for ascertaining causes of accident and violations.
- Scrutiny and appraisal of proposals to import, export and transport explosives for grant of licence thereof.
- Authorization of new explosives after adequate tests and trials.

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- Grant of permission for filling/use of gas cylinders imported from abroad and manufactured in India.
- Grant of licence/permit for import of cylinders & pressure vessels.
- Scrutiny of periodic returns under various Rules.
- Review & Amendment of Rules and grant of exemption/relaxation wherever necessary in Public interest.
- Advising on their request to port, Airport and Railway authorities on –
  - Classification of hazardous substances;
    - Packing and determination of conditions for storage/transport of dangerous substances;
  - Siting and layout of facilities for the loading/unloading and transit storage of explosives, flammable and other dangerous substances.
- Examination/testing of explosives/hazardous substances for classification of hazard.
- Advising the Central and State Governments, the Industry and various Organizations on matters relating to the handling of explosives, flammable and other dangerous substances, and the requirements of the Acts and Rules referred to above whenever asked.
- Participation as Chairman or member in various committees appointed by the Ministry of Defence, Bureau of Indian Standards and other Ministries and Departments.
- Participation in symposiums, seminars, workshops organized by various Organizations relating to safety in handling of hazardous chemicals, petroleum products, explosives and compressed gases.

While planning & execution, priorities of the requests, contingencies are considered. Also availability of other resources like vehicle, testing equipments, transport for safe working etc. is considered. Depending upon priority and availability of resources work is allocated to different officials. Those personnel perform the work as per normal work procedure as mentioned in respective Work manual. Records of work carried out (Operations/services offered) are available with Functional head.

Analyzing the occurrences of non conformities and providing the corrective actions is the primary responsibility of Functional heads.

The details under clause no.7( including subclauses) are elaborated in processes –Work manual.

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### **Customer Related Processes (Q 7.2)**

#### **Determination & Review the customer requirements ( Q 7.2.1, Q 7.2.2 )**

PESO determines customer requirements specified by the customer regarding Scrutiny, licensing & testing service, covering regulatory and legal environmental requirements and additional requirement determined by the law. Customer requirements/amendments are reviewed prior to execution through communication Medias as explained in Table I.

#### **Customer Communication (Q 7.2.3)**

*PESO maintains effective customer communication through the online system. The applicant for licence can monitor the progress of his application online. Moreover, he can visit the office at the specified time. Customer communications also ensured through the letters and emails.*

*Web site of PESO has provision for customer feedback. Also formal feedbacks are collected from customers on sample (at least 10 written feedbacks/year)*

*PESO has made provision for handling customer complaints and corrective and preventive actions are taken as per directions of Chief Controller of Explosives*

#### **Design and development (Q 7.3)**

As PESO is service department & controlled by ministry, this clause is not applicable.

#### **Purchasing Process (Q 7.4)**

Purchasing information, procedure & verification (Q 7.4.1, Q 7.4.2, Q 7.4.3)

PESO communicates the major procurement requirements to CCE for approval & as per the strict guidelines of GFR 2005 procurement is carried out. Tenders are published & tender committee is formed. Tender committee recommends the supplier by evaluating the supplier based on lowest rates and specified requirements and CCE approves it. From approved supplier/agency, material is procured or service is rendered.

Work order along with enclosure contents clear description of product/service order and includes type, class, grade, inspection requirement, technical and other relevant information. Correctness and complete nos. of purchasing data as described in WO and it's enclosures are verified before release.

Activity head (Admin/Technical) ensures the procured material/rendered service for its quality, based on their remarks, the bill get approved for final releasing the payment.

#### **Operations and service provision (Q7.5)**

Control of PESO services & related activities:

PESO & related activities are planned and controlled by Chief controller along with Functional heads. For carrying out the operations and communication activities following things are provided.

- a) Materials

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- b) Technology & machinery
- c) Vehicle for transportation
- d) Skilled and trained manpower
- e) Work manuals, Legal procedures- related forms & checklists etc.
- f) Safety equipments

The details are included in resp. case file.

Before each start of phases of case; inspection is carried out. For any defect/deviation is observed, the changes are made by functional head. After getting approval from CCE. Records of same are communicated in/through respective documents by the concerned Functional Head.

Reviews by functional head ensure that the service has the ability to meet those requirements. If a activity is deviating or having some inter-functional problems then the ambiguity or problems are resolved through RFD/Functional meetings.

During case implementation, if deviation occurs , get corrected by activity incharge/ Functional Head and are re-inspected the criteria against which it originally failed. Otherwise such faulty equipments are proposed for replacement.

### **Validation of processes for production and service provision ( Q 7.5.2)**

This clause is excluded as non applicability.

### **Identification and Traceability (Q 7.5.3)**

Identification of Records, Equipments, assets, locations is carried out in respective applicable sections.

Record numbering system is established for each client including the location (Record Room) for best traceability.

Record coding is as follows-

Record / File No. : Subject Code /Office Code/State Code/Form No./License No./Doc key No.

Ex. Subject code: E: Explosive Rules, P: Petroleum Rules, S : SMPV(U) Rules, G : Gas Cylinder.

Record Location Coding is as follows-

Record Storing Location: Abbreviation of room/Cabinet (Compactor)No.(1,2,3...)/Cabinet column(state code)/cabinet row(A,B,C...)

Compactor/Cabinet display List: Subject Code /State Code/License No.

Ex. Subject code: E: Explosive Rules, P: Petroleum Rules, S : SMPV(U) Rules, G : Gas Cylinder

*Licence number is Dockey number generated by the computer software module.*

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### **Customer property (Q 7.5.4)**

PESO has identified license related document from the customers as the customer property. PESO ensures that the customer property is handled with care and the records of the same are maintained. In case of any damage to or loss of customer property, PESO informs the customer immediately and takes the appropriate actions.

### **Preservation of Product (Reports) ( Q 7.5.5)**

PESO preserves the case reports (file) in order to maintain conformity to requirements. Preservation includes identification, handling, storage and protection as per the guidelines of ministry and applicable legal and statutory requirements.

### **Control of Measuring and Monitoring Equipments (Q 7.6)**

Head office only monitors the activity hence this clause is excluded.

### **Measurement Analysis and Improvement (Q8.0)**

PESO has planned and implemented the monitoring, measurement, analysis and improvement processes needed:

- a. to demonstrate conformity to Inspection, licensing and communication activities related to quality
- b. to ensure conformity of the QMS and
- c. to continually improve the effectiveness of the QMS

This includes the determination of the need for, and the use of applicable methodologies including statistical technique.

### **Monitoring and Measurement ( Q 8.2 )**

#### **Customer satisfaction (Q 8.2.1)**

PESO monitors information on customer satisfaction and/or dissatisfaction as one of the measurements of performance of the QMS. All the customer complaints and the actions taken at Chief Controller level are recorded. The subsequent corrective and preventive actions taken to prevent recurrence of the same complaints are also recorded. Customer satisfaction feedback is analyzed for improvement and is monitored by Chief controller.

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### Internal audit (Q 8.2.2)

PESO conducts internal audits (QMS) once in six months & CAG audit once in year to determine whether the System:

- a. conforms to the requirements of ISO 9001 : 2008 & Organizational performance Standard( Explosive & Petroleum Act and Rules framed their under)
- b. Has been effectively implemented and maintained.

MR is responsible for the planning and effective implementation of the internal audit procedure. PESO plans the audit program taking into consideration the status and importance of the activities and areas to be audited as well as the results of previous audits. A system procedure of QMS "Internal Audit" is as follows-

a. Internal audit is conducted by qualified auditors (Either Internal/ Lead Auditor). Internal audit can be also be carried out by competent external agency. *Auditors do not audit their own work areas.*

b. Internal audit is conducted on six monthly basis as per "Annual Internal Audit Calendar" (PESO/MR/AIAC) changed.

c. For each internal audit an Internal Audit Schedule (PESO/ MR/IAS) changed is prepared which mentions the audit criteria and scope of audit.

d. As per the schedule the audit is conducted and auditors submit the necessary reports to MR after filling up all the requirements of the reports. If some requirements take longer time to be completed by the auditee then the auditor completes the report as per the specified date in report.

The observations of the Auditors are recorded in the "Internal Audit observation Sheet" (PESO/MR/IAO) changed and the non conformities detected are recorded in the "Non conformity report" (PESO/ MR/NCR) changed. At the end of the audit process all the observations are summarized in the "Internal Audit Summary Report" (PESO/MR/IASR) changed and record of the audit and their results are maintained. *Follow up visit is taken by one auditor after one week of audit to check compliance.*

e. MR(CCE in case of CAG audit) ensures that the reports are properly filled and closed as per the dates mentioned in the report. MR prepares "Internal Audits Summary Report" (PESO/MR/IASR) for presenting the findings in Management review Meeting.

f. The Internal Audit Report is discussed in management review meetings & compliance to findings is carried out & communicated to auditor( CAG committee) .

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### Measurement and Monitoring of Processes (Q 8.2.3)

Case Inspection procedure (mentioned in work manual & in resp. Act and Rule) specifies the process to be carried out. At the end of every month online review of process performance carried out is done by Functional head to check if the entire process as specified are carried out. If any document/stage of case inspection processes are skipped then concern I/C needs to specify reason for skipping it. These methods confirm the continuing ability of each process to satisfy its intended purpose. For any deviations immediate actions as required are initiated. Also PESO applies suitable methods such as monitoring of RFD objectives.

System is monitored through & as per following table-

MONITORING OF MANAGEMENT PROCESSES			
Process	Method Of Monitoring	Frequency	Responsibility
Phases of Case	Periodic review, Actions (online monitoring)	Monthly	CC & members of management
Document Control	Periodic review of document changes & distribution	At least Once in Year	MR
Internal Audit, CAG audit	Review of audit findings in MR meeting		MR
Nonconforming Work	Periodic review of NCs generated and their closure status		MR & FH
CAPA	Periodic review of effectiveness of CAPA through MRM.		MR & FH
Safety Incidences	Periodic review of incidences and prevention methods adopted		MR & FH
Legal Concerns	Periodic review & Timely submission & action & effectiveness monitoring		MR & FH

### Monitoring and measurement of Case (inspection) activities ( Q 8.2.4 )

The standard to carry out the process is defined in the work manual, online modules & applicable Acts & Rules as under (inspection) procedure of respective case file. Review of process performance is carried out every month through available online system. For any deviations corrective and preventative actions as required are initiated by the concerned I/C. *Licence issue is by officer concerned, Inspection reports are scrutinizes and accepted by concerned officer.*

### Control of non-conforming services (Q 8.3)

PESO ensures that the service which does not confirm to requirements are identified & recorded. The controls and related responsibilities and authorities for dealing with non confirming(NC) services are defined in documented procedure “Control of non-conforming services” is as follows-

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- A. NCs are identified through internal audits, CAG audits, & reviews.
  - B. The compliance actions are taken on these findings in consultation with CCE.
  - C. Effectiveness of action is judged in MRM
- Records of same are maintained in concern file.

### **Analysis of data (Q 8.4)**

PESO collects and analyses appropriate data to determine the suitability and effectiveness of the QMS System and to identify improvements that can be made. This includes data generated by measuring and monitoring activities and other relevant sources.

PESO analyses this data to provide information on:

- a) Customer satisfaction and/or dissatisfaction;
- b) Conformance to customer requirements;
- c) Supplier evaluation.
- d) Equipment utilization
- e) Case Deviation Analysis
- f) Data analysis related to undesirable operation.
- g) Non conformance to legal requirement.
- h) Any safety related hazardous/ accidents.

### **Improvement (Q 8.5)**

#### **Continual improvement (Q 8.5.1)**

PESO plans and manages the processes necessary for the continual improvement of the QMS System.

PESO facilitates the continual improvement of the QMS System through the use of the policy, objectives (as stated in dashboard), audit results, analysis of data, corrective and preventive action and management review.

#### **Corrective & Preventive action (Q 8.5.2, Q 8.5.3)**

PESO takes corrective action to eliminate the cause of non-conformities in order to prevent recurrence. Corrective action is appropriate to the effects of the non-conformities encountered. Preventive actions taken are appropriate to the impact of the potential problems.

The QMS system procedure "Corrective and Preventive Action" is as follows-

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The corrective and preventive actions are initiated immediately as the non-conformities are observed/reported.

A) At the interval of every three months, the following records are analyzed for specific trends after collection and compilation of all the data.

- Records of Management Review.
- Reviews of Quality Objectives and performance measurement.
- Records of Preventive maintenance.
- Records of Evaluation of Suppliers.
- Process and System Non-Conformities.
- Training Records.
- Customer Complaints.

B) The causes of non-conformities are determined including potential non-conformities. The need for action is evaluated to ensure that non-conformities do not occur. The probable corrective and preventive actions are recorded in "Corrective and Preventive Action". The possibilities of initiating the Corrective and Preventive actions (CA/PA) after analysis of all the causes are discussed.

C) Corrective and Preventive actions are implemented on trial basis and effectiveness verified. If found effective, suitable changes in document are made.

D) The analysis of CA / PA is taken for discussion and review in Management review meeting.

E) Continual improvement activities are planned by the Functional heads in their work area to make the improvements in overall working.

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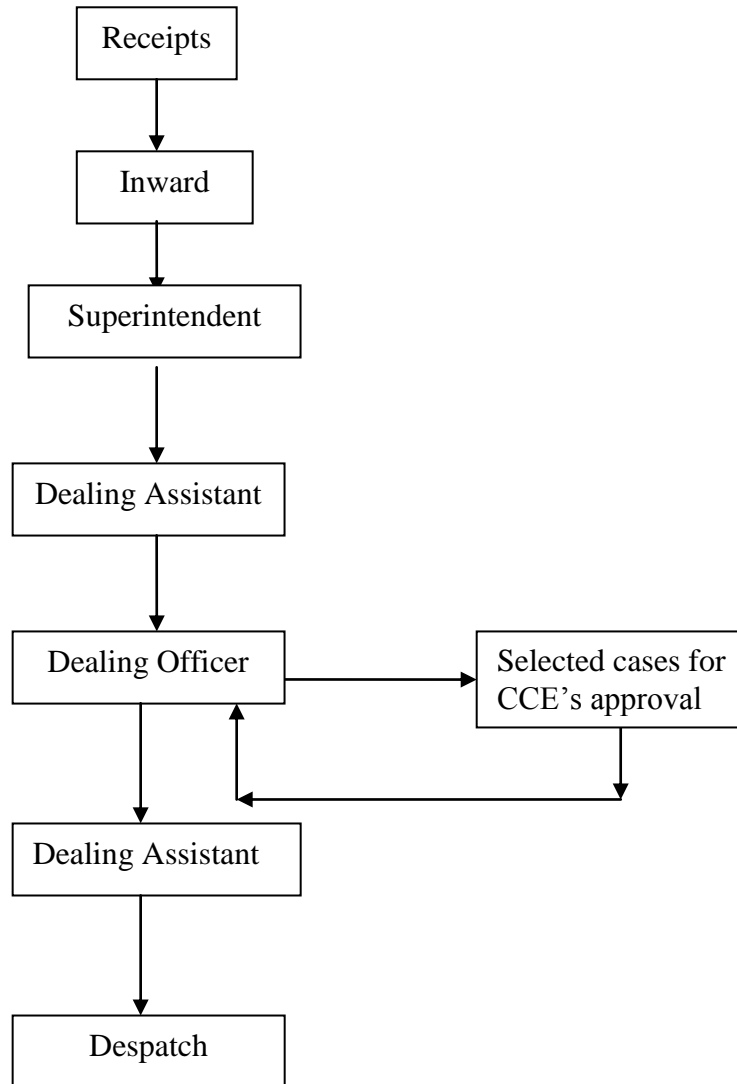
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### Annexure I - Process Flow Chart



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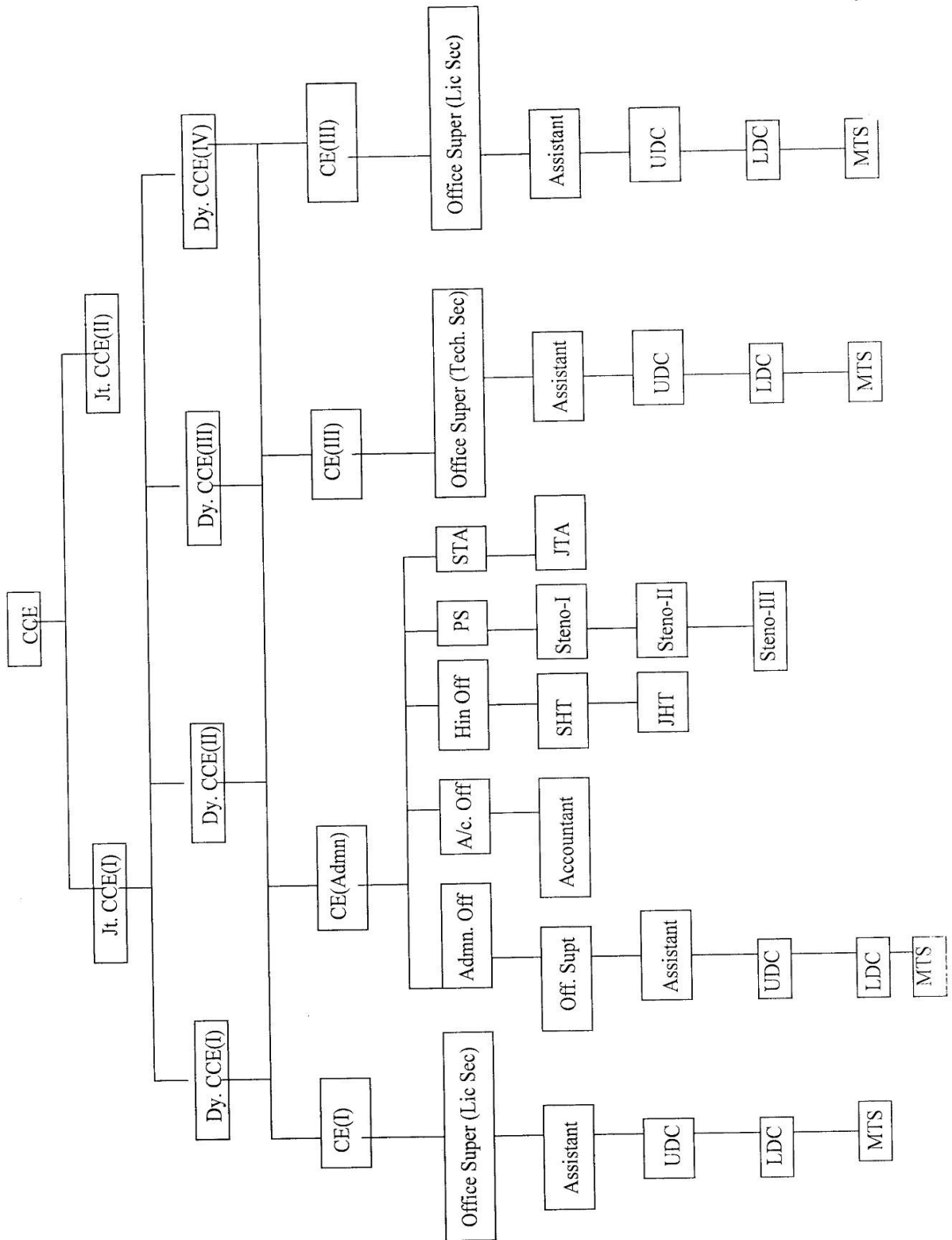
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### Annexure II Organization Chart



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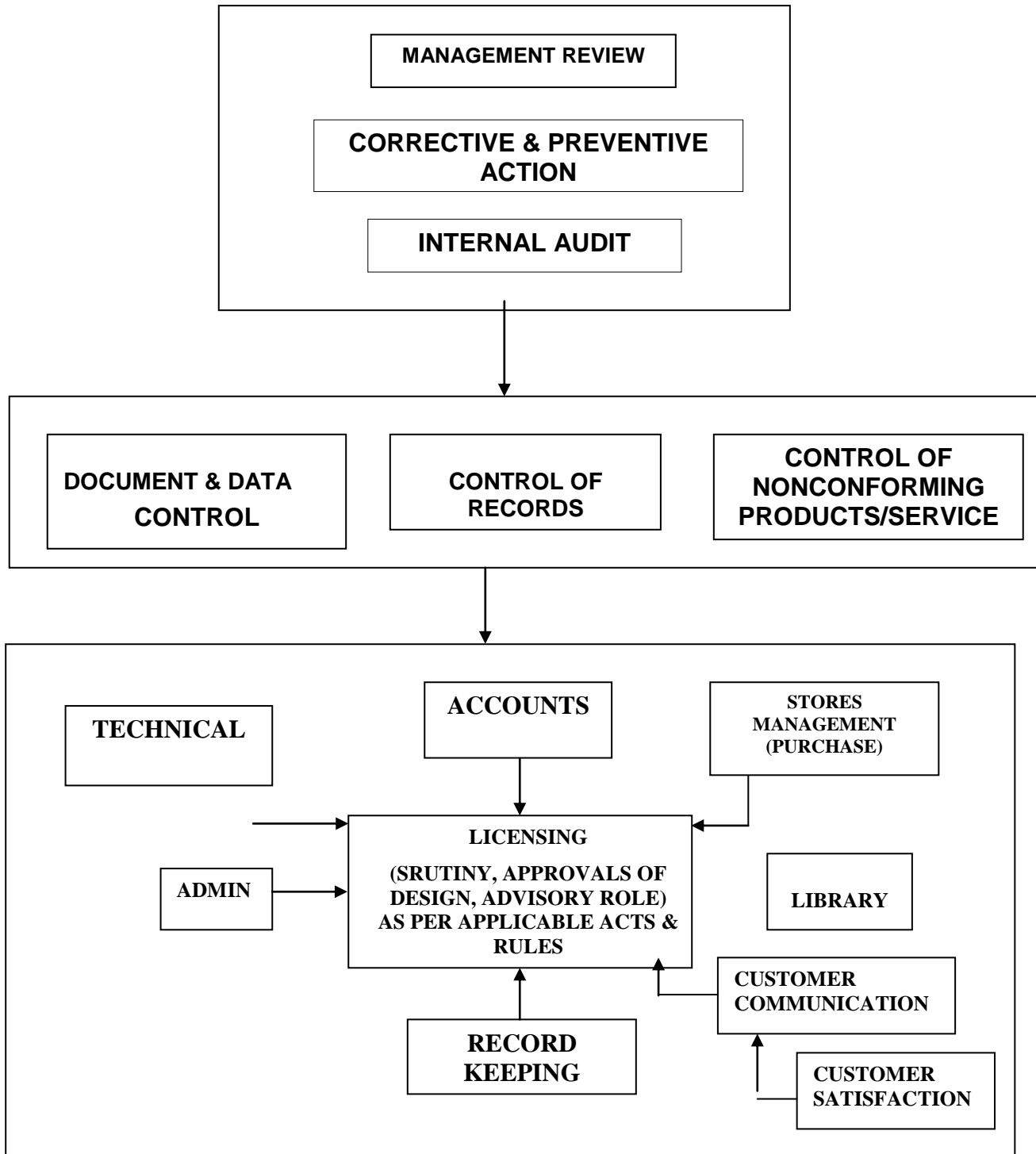
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### Annexure III Process Interaction Chart



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