

Copy No.:

**RAJASTHAN RAJYA VIDYUT PRASARAN NIGAM LTD.**



# **QUALITY MANUAL**

**ISO 9001:2000**

**RVPN/QM**

**Issue 1**

**Released on :**

**Issue By: MR**

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## 1. ORGANIZATION'S PROFILE :

1.1 After unbundling of RSEB, Rajasthan Rajya Vidyut Prasaran Nigam Limited (RVPN) has been established under Companies Act 1956 by Govt. of Rajasthan and registered with Registrar of Companies as "**RAJASTHAN RAJYA VIDYUT PRASARAN NIGAM LIMITED**" with its Registered Office at **VIDYUT BHAWAN, JYOTI NAGAR, JAIPUR-302005**. RVPN has been discharging its function as a Transmission Licensee in the State.

Under the provision of the Electricity Act, 2003 effective from 10th June, 2003, RVPN has been declared as State Transmission Utility (STU) by the State Government. Section 39(1) of Electricity Act 2003, prohibits the STU to undertake business of trading of electricity. Accordingly, the State Government decided that the RVPN would continue its function of bulk supply of electricity only upto 31st March 2004 under the provisions of the existing license. From 1st April 2004 the Distribution Companies are directly contracting power purchase with the Generating Companies as per the share allocated by the State Government. Currently, RVPN has been discharging functions of power transmission, system operations & load dispatch in the State of Rajasthan.

The main functions carried out by RVPN are :-

- Intra State Transmission of Electricity through Intra State Transmission System.
- Planning and Co-ordination relating to Intra-State Transmission with a connected agencies such as CTU, State Govt., GENCO, Licensees, Regional Power Committees etc.
- Ensure development of an Efficient, Co-ordinate and Economical System of Intra-State Transmission of Electricity from Generating Stations to Load centers
- Non-Discriminatory Open Access to its Transmission System on Payment of Transmission Charges
- Comply with the directions of RLDC and SLDC
- To operate SLDC until any other authority is established by the State Govt.

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### A) Maintenance of EHV Lines & Grid Sub-stations


RVPN undertakes the maintenance of EHV lines and Grid Sub Stations of 400 kV/220 kV/132 kV/66 kV rating.

### B) Preparation of Annual Plan

Every year Annual Plan for undertaking various EHV works, i.e. laying of new transmission lines, construction of Grid Sub Stations and augmentation of existing sub stations, is made

### C) Shared Power Projects (As on 31.3.2005):

Name of Power House	Shared with	Total Installed capacity (MW)	Rajasthan Share(MW)
1. Satpura TPS	M.P.	312.5	125
2. Chambal Complex			
(i) Gandhi Sagar	M.P.	115	57.5
(ii) RPS	M.P.	172	86
(iii)Jawahar Sagar	M.P.	99	49.5
(3) Bhakra Beas Complex	Punjab/Haryana	2866.30	654.95

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## 1.2 Quality Management System at RVPN

1.2.1 This Quality Management System covers activities of RVPN summarized as under:

- (i) Corporate activities comprising of overall performance monitoring & governance of the organization, interface with distribution licensees / Generating Companies, Central, State Govt., CERC, RERC,CEA, NREB, PGCIL, BBMB and other agencies etc. associated with power management. Taking overall decision for organizational improvement, provisioning of resources from the nodal point etc.

The head office at Jaipur has various wings to support its overall functioning, such as :

- Project Planning Monitoring & Reform Wing performs planning & monitoring of 400KV, 220KV 132KV EHV schemes, review and implementation of power sector reform activities, Monitoring of World Bank loans funded projects. Implementation of open access of transmission network. Selection and award of 400kV turn key contracts for new schemes / augmentation of EHV sub station and purchase of material / equipment relating to 400kV lines / substations projects.
- Material Management Wing procures materials/equipment (centrally purchased items) for EHV Sub Stations & Transmission lines. The MM wing also awards contracts on turnkey basis for construction of Sub Stations & lines and on labour contract basis for transmission lines.
- T&C Wing performs regular O&M activities of Sub Stations and transmission lines, monitors the execution of planned construction projects and arranges required resources and accord sanctions for the same.
- Load Dispatch Wing performs the function of Load Dispatch , load scheduling, balancing, economic dispatch & system stability as per guide lines provided in the Grid Code & IEGC and advises accordingly to the distribution licensees / Generating companies and Open Access

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consumers for taking necessary action and preparation of State Energy Accounts.

- The Finance & Accounts Wing carries out the functions of preparation of accounts & control, internal audit, budgeting, resources planning and arrangement of funds etc.
- The Administrative Wing performs the work of overall coordination for HR activities such as recruitments, postings, promotions, general administration, arrangement of guest houses and management of central pool of vehicles etc.
- IT& Training Wing performs the over all planning, coordination of activities related to IT, MIS. It manages the in house and outsource training need of the employees of RVPN.

Company Secretary assists in the smooth working of the RVPN and mainly deals with the company affairs of RVPN and coordinates various meetings of RVPN.


Legal Wing undertakes all the legal affair activities pertaining to RVPN.

The Civil Wing performs civil works of the projects, construction & maintenance activities related to Sub stations and transmission lines, colony, office building etc.

(ii) Major activities undertaken at field Circles are :

- Operation & Maintenance of EHV Sub Stations and transmission lines and arranging necessary statutory clearances from various agencies.
- Erection & commissioning of EHV Sub Stations and transmission lines.

The field offices are located at Jaipur, Ajmer, Jodhpur, Kota, Suratgarh, Udaipur, Sirohi, Bikaner, Ratangarh, Heerapura, Merta.

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## 2.0. **QUALITY MANAGEMENT SYSTEM ADMINISTRATION :**

2.1 The Quality Management System (QMS), as defined by this Manual envisages Certification to ISO 9001:2000 for the entire activities of RVPN as per following scope:

Scope :

Planning, construction, coordination, operation and maintenance of intra state transmission system as a State Transmission Utility for use by licensee, generating companies or open access consumers and exercising suitable control for secure & economic grid operations and optimum scheduling & dispatch.

Each department/wing/circle/ division / subdivision will be responsible for implementation of QMS. Chief Engineer (PPM&R) has been nominated as Management Representatives (MR) by the CMD, RVPN for the scope of work. He is assisted by MR Cell to co-ordinate implementation of QMS in various Departments / wings / circles etc. of RVPN.


## 2.2 **Issue / Revision of Quality Manual :**

The MR is authorized to execute the activities of preparing, updating, revising and amending the Quality Manual on recommendations of the concerned Directors and approval by the CMD.

The distribution of Manual and the release of amendments will be controlled and carried out by the MR.

The insertion of any additional / amendment sheet and removal of an old sheet, in the individually-controlled copies, as per distribution list of the Manual, shall be the responsibility of the persons holding each individual copy.

Controlled copies of the Manual will be issued, as per its distribution list, with the stamp "CONTROLLED". All controlled copies shall be kept updated with the amendments.

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Apart from controlled copies as per the distribution list, any additional copy of the Manual, required by anybody else, will be issued only by the MR / members of the steering committee. Revisions shall be done, as necessary, to meet the requirement of such copies of the Manual issued will be stamped "UNCONTROLLED" on each page. These uncontrolled copies would not come under the purview of the document amendment procedure. Uncontrolled copies may be issued for purposes such as publicity, business development etc. When issued, these shall be of current version.

Once in three years, the entire Quality Manual will be reviewed by the MR along with Steering Committee Members or those nominated by the Chairman. On revision, the entire Quality Manual will be re-issued with a new Issue Number. Amendment to individual sheets of the Quality Manual may also be carried out, when necessary. On amendment, the relevant page (s) will be re-issued with a new Page Revision Number. The revisions / amendments will be approved by the CMD / nominated Director, on one copy, prior to issue.

Each amendment / revision is introduced formally by the issue of a new sheet / document, as the case may be. The changes made shall be reflected in the Amendment Sheet and also highlighted through writing the text in italics.

One copy of invalid sheet / document will be retained by the MR in the archives of the Organization for future reference. All other copies of the invalid sheet / documents will be disposed suitably. Obsolete copies retained with the M R shall be stamped '**OBSOLETE**', on all pages.



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**QMS MANUAL  
ABREVIATIONS / TYPICAL  
TERMS**

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<b>Abbreviation</b>	<b>Full Form</b>
RVPN	Rajasthan Rajya Vidyut Prasaran Nigam Ltd.
CMD	Chairman & Managing Director
Dir. (F&CA)	Director, Finance & Corporate Affairs
Dir. (Tech)	Director, Technical
C.E.	Chief Engineer
MR	Management Representative
CCOA	Chief Controller of Accounts
ALA	Advisor Legal Affairs
SE	Superintending Engineer
CAO	Chief Accounts Officer
ASE	Addl. Superintending Engineer
XEN	Executive Engineer
Dy.Dir. (IA)	Dy.Director, Internal Audit
Dy. COA	Dy.Controller of Accounts
Sr. AO	Sr. Accounts Officer
A.O.	Accounts Officer
AEE	Addl. Executive Engineer
A.En.	Assistant Engineer
AAE	Addl. Assistant Engineer
J.En.	Junior Engineer
Doc	Document
Page Rev. No.	Page Revision Number
QMS	Quality Management System

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### **QUALITY POLICY OF RVPN**

RVPN the State Transmission Utility of Rajasthan as an innovative organization shall ensure effective implementation of Quality Management Systems in transmission, construction, operation, maintenance, renovation and modernization of Transmission Network. Every effort shall be focused to achieve new heights of excellence in transmission of high quality power to fulfill the requirements of customers through:-

- ❖ Optimal utilization of existing infrastructure and resources.
- ❖ Efficiency and cost-effectiveness.
- ❖ Prospective planning for extension of the system as per requirements.
- ❖ Continuous up gradations of system, adoption of emerging technologies.
- ❖ Compliance to all applicable legal and regulatory requirements.
- ❖ Continual Improvement in processes, methods, procedures and resources.
- ❖ Human Resource Development.

Quality Objectives shall be set in keeping the above focus areas and shall be deployed through suitable Programmes. This Quality Policy will be reviewed from time to time to meet the requirements of RVPN and its customers.


**Chairman & Managing Director  
Rajasthan Rajya Vidyut Prasaran Nigam Ltd.  
Dated :**

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## QUALITY OBJECTIVES OF RVPN

1. Preventive maintenance of Sub Stations and Transmission lines as per laid down schedules to improve operational efficiency and minimization of forced outages.
2. Monitoring & control of Power System to prevent failures.
3. Expeditious handling of breakdowns of Grid system and equipment.
4. To ensure efficient, fault free and distortion free data flow through state of art communication system.
5. Effective implementation & Monitoring of new Projects as per annual plans keeping Quality, Cost and Schedules targets of the projects.
6. Renovation, modernization of Transmission lines and equipments consistent with ongoing standards.
7. Up gradation of skills and knowledge of Employees through focused training and other work related exposures.

**Chairman & Managing Director**  
**Rajasthan Rajya Vidyut Prasaran Nigam Ltd.**  
**Dated :**

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## I PURPOSE & SCOPE:


This chapter outlines the scope & coverage of the Quality Management System in the RVPN, its major processes, QMS documentation, and controls over documents and records.

## II POLICY

### 1 SCOPE, COVERAGE, AND BASIS OF QMS WITH PERMISSIBLE EXCLUSIONS :

1.1. The Quality Management System at RVPN covers major activities of CE (PPM&R), Jaipur; CE (MM), Jaipur; CE (Civil), Jaipur; CE(LD), Jaipur; CE (IT – Trg.), Jaipur; Zonal CE(T&C), Jaipur and Jodhpur, CCOA, Jaipur; Secretary (Admn.), Jaipur; Advisor (LA), Jaipur, Dy. Director (IA), Jaipur as under.(they are assisted by various circles / subordinate units) -

- a) Planning & monitoring of 400kV, 220kV & 132kV EHV schemes. Performing power sector reform activities like engagement of consultant, management of World Bank Loan and implementation of open access of transmission network. Design and Award of 400kV turn key contracts for new schemes / augmentation of EHV Sub Stations and purchase of material / equipment relating to 400kV lines / Sub Stations.
- b) Matters pertaining to procurement of various materials/equipments(centrally purchased items) for EHV Sub Stations and Transmission lines along with award of contracts on turnkey for construction of Sub Stations,lines and on labour contract basis for transmission lines
- c) Planning and development of civil works of new Sub Stations and augmentation of old Sub Stations and Repair & Maintenance of existing infrastructure.
- d) Monitoring of System Operation and Load Dispatch. Modification and augmentation of SCADA system & PLCC along with its maintenance. Archiving of data and preparation of report. Energy accounting for the energy drawl by Discoms and the matters pertaining to the billing for UI charges and accounting energy from


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wind mills, bio mass, Captive Power Projects (CPP) and open access.

- e) Matter pertaining to information technology i.e. MIS, computerization at company level. Conducting training in-house and out source.
- f) Erection & commissioning of grid Sub Stations / transmission lines and taking necessary PTCC clearances from various agencies for transmission line. Operation and maintenance of EHV lines and Sub Stations. Repair & maintenance of EHV transformers and testing of transformer oil.
- g) Preparation of budget & annual accounts. Arranging various statutory AG inspections. Payment pertaining to salary & allowances and retirement benefits (CPF/GPF).
- h) All administrative & personnel matters relating of allocation of PAs, Steno's, Assistants etc to various sections. Dealing of personnel matter of gazetted / non gazetted staff. Arranging acquisition of land from private & Govt. agencies for various planned projects of RVPN. Arranging miscellaneous office consumable items. Managing the activities of general administration department.
- i) Providing legal advises & monitoring and management of court cases/ legal cases relating to various activities pertaining to RVPN.
- j) Arranging internal audit of expenditure and commercial accounts.

**1.2.** The Quality Management System of RVPN has been designed in line with ISO 9001:2000. All elements and sub-elements of the standard are covered under the QMS of RVPN for the identified circles with exclusions as given below:

- a) Clause 7.5.2, namely, validation of processes for production and service provision as there is no such process in vogue in the Organization which requires pre-validation.
- b) Clause 7.5.4, namely, Customer Property as no transaction of any Customer Property is involved involving the scope of Quality Management System of RVPN.


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## **2. QUALITY MANAGEMENT SYSTEM PROCESSES (Clause 4.1 of ISO 9001: 2000)**

- 2.1 The various processes covered under the Quality Management System (QMS) of RVPN have been identified; their sequence and interactions have been determined and, based on the same, Overall Process Flow Chart of the Organization for the work under the scope of this Quality Manual has been laid out as depicted in Annexure A.
- 2.2 The criteria and methods needed to ensure effective operation and control of various processes, both managerial and functional, shall be established and, where necessary, documented in various Quality System Procedures and Quality Plans etc.
- 2.3 Necessary resources and information needed to support the execution and monitoring of these processes shall be provided and shall be regularly reviewed and upgraded, as necessary for specific Circles/Units and work areas defined above.
- 2.4 It shall be ensured that processes are monitored, measured and analyzed at suitable levels for their smooth execution, fulfillment of their laid-down criteria and meeting customers' expectations.
- 2.5 Continual improvement is an important part of QMS at RVPN, and it shall be achieved through customer focus, interactions with customers, performance reviews, inspections at various levels, data analysis and improvement of resources, processes and systems.
- 2.6 Selectively some of the parts of the processes may be outsourced on need basis (for example in the areas of maintenance, calibration etc) ensuring that any out-sourced process is subjected to effective controls. Such controls shall be identified and implemented as a part of Quality Management System.

## **3. QUALITY MANAGEMENT SYSTEM DOCUMENTATION (Clause 4.2.1 of ISO 9001 : 2000)**

- 3.1 The QMS at RVPN shall be documented through the following levels of documentation :

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- a) Quality Policy & Quality Objectives
- b) Quality Manual
- c) Quality System Procedures and Quality Plans
- d) Other documents needed for effective planning, operation and control of processes, both internal, such as, Operation & Maintenance Manuals, Drawings, Check Sheets, Records Formats, Work Instructions etc. and external documents, such as, IS / ISO standards etc.
- e) Other records, Reports as required


#### **4. QUALITY MANUAL** *(Clause 4.2.2 of ISO 9001 : 2000)*

4.1 The Quality Manual has been elaborated to provide an outline of Quality Management System to be followed by RVPN. It covers the following :


- a) Introduction to RVPN and its services.
- b) Scope, Coverage & Basis of Quality Management System of the Organization.
- c) List of Quality System Procedures and Overall Process Flow Chart
- d) Management role in effective implementation of Quality Management System
- e) Resource Management
- f) Service Realization Processes
- g) Measurement, Analysis and Improvement of QMS

#### **5. CONTROL OF DOCUMENTS** *(Clause 4.2.3 of ISO 9001 : 2000)*

5.1 MR shall be responsible for control of all documents specific to Circle/Units in line with a documented procedure on the subject. MR shall be responsible for control of all common documents applicable to all the Circles/Units.

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- 5.2 All documents of internal origin shall be reviewed for their accuracy and adequacy, prior to issue, by specified authorities as given in the relevant procedures. Documents shall be reviewed and approved for adequacy by appropriate authority as prescribed
- 5.3 Document control mechanism shall ensure that :
- a) The relevant versions of applicable documents are available at all locations where operations essential to effective functioning of Quality Management System are performed.
  - b) All documents are legible and identifiable.
  - c) Invalid and/or obsolete documents are promptly removed from all points of issue or use
  - d) Any obsolete documents maintained for archival / future reference purpose are identified by stamping.
- 5.4 Documents shall be revised and updated as per the needs. Any changes needed in the documents of internal origin shall be reviewed and approved by the same authorities who were responsible for initial approval. The external documents shall be controlled & distributed by Circle/Unit head. For external documents, changes shall be based on the changes made by the authorities responsible for their issue. Necessary controls to ensure availability of external documents at relevant locations, as per the need, shall also be in place.
- 5.5 In case of document change, nature of changes shall be identified.
- 5.6 All data maintained on electronic media shall be kept secured and under control.
- 6 CONTROL OF RECORDS** *(Clause 4.2.4 of ISO 9001: 2000)*
- 6.1 The responsibilities to control the records shall be as per the documented procedures on the subject.
- 6.2 Records shall be established and maintained to provide evidence of conformity to requirements and effective operation of Quality Management System, as identified under various Quality System Procedures.

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- 6.3 Generation of a record shall be ensured as per the requirement. Records generated, shall be maintained in a legible condition and identified. They shall be collected, compiled, maintained, properly indexed and filed, as necessary. Adequate facilities shall be provided to maintain safe condition and custody of records in such a manner that they are easily retrievable and are prevented from damage, deterioration or loss.
- 6.4 Minimum retention periods of records shall be fixed depending on customer / RVPN/ statutory requirements. It shall be ensured that records are not disposed off before the minimum retention period.
- 6.5 Relevant Records / Reports / Data thereof, as required, shall be made available to user organisation or its representatives, under appropriate approvals.

### III References:

- |   |              |
|---|--------------|
| 1. Process Flow Charts of RVPN                  | Annexure – A |
| 2. List of Quality Management System Procedures | Annexure - D |
| 3. Procedure for Document Control               |              |
| 4. Procedure for Control of Records             |              |

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## I. PURPOSE & SCOPE

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

## II. POLICY

### 1. MANAGEMENT COMMITMENT (*Clause 5.1 of ISO 9001 : 2000*)


**1.1** The top management team of RVPN headed by the Chairman & Managing Director and supported by Director (F&CA), Director (Technical), Chief Engineer(s), Chief Controller of Accounts, Secretary (Admn.) and Company Secretary is committed to develop, implement and effect continual improvement of Quality Management System in the RVPN and shall provide leadership to:

- a) Consistently provide services that fully meet Customers, regulatory and any other applicable requirements.
- b) Continually enhance customer satisfaction and internal effectiveness and efficiency of the RVPN.
- c) Create and maintain a working environment conducive to bring out the best from all members of the RVPN in meeting the organizational goals and commitments.

**1.2** The top management shall play a leading role in establishing the quality culture in the RVPN by creating a focus on the Customer, throughout the RVPN, and establishing a mechanism for clear understanding of the customer's needs, along with applicable statutory and regulatory requirements, and communicating them to relevant levels of the RVPN so that services, fully meeting Customer requirements, could be provided.

The Customers for RVPN are Discoms (i.e. JVVNL, AVVNL, JdVVNL), Open Access customers, to whom the required power is transmitted as per their need.

The overall philosophy, vision and strategy of the RVPN, as regards to Quality, has been established by the top management through Quality Policy of the RVPN, providing direction to all concerned.

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**1.3** The Quality Policy has been deployed by establishing Quality Objectives as applicable to each Centre/Unit, along with Objectives Deployment Plans.

**1.4** Top Management shall review the status of Quality Management System, from time to time to examine the performance of QMS and achievements of objectives throughout the RVPN and identify improvements needed. At the level of each Circle/ Unit these reviews shall be done by the concerned Circle/Unit officer.

**1.5** Top management shall ensure that an effective system exists for resource planning and provisioning as per the existing / upcoming requirements of the RVPN.

**1.6** The top managements' commitment shall be transmitted to all levels of RVPN. It shall provide the leadership for quality, ensuring that quality of works and service is given paramount importance.

**2. CUSTOMER FOCUS** *(Clause 5.2 of ISO 9001 : 2000)*


**2.1** RVPN an organisation, is committed to provide services, fully meeting the stated and implied requirements of the Customer organizations, so as to achieve their full satisfaction.

The top management shall play a leading role in creating organization wide focus for the Customer organization. Systems have been created to ensure that Customer organization requirements are determined and fulfilled at each applicable function and level with the aim of enhancing their satisfaction while fulfilling the applicable statutory / regulatory requirements.

**2.2** Senior Officers shall take necessary action to determine existing and upcoming requirements of Customers, create necessary procedures, infrastructure and other resources to meet these requirements and create awareness, concern and systems to continuously meeting these requirements.

**3.0 QUALITY POLICY** *(Clause 5.3 of ISO 9001 : 2000)*

**3.1** The Quality Policy of the RVPN has been laid down under the approval of the Chairman & Managing Director of RVPN.

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- 3.2** The Quality Policy reinforces the RVPN's commitment to comply with the requirements and to continually improve the effectiveness of the Quality Management System.
- 3.3** Based on the Quality Policy, Quality Objectives for the RVPN have been established.
- 3.4** Quality Policy shall be widely communicated and circulated throughout the RVPN so that it is well understood.
- 3.5** Quality Policy is a dynamic document, which shall be regularly reviewed and can be updated, based on changing management priorities and thinking.


**4. QUALITY OBJECTIVES** *(Clause 5.4.1 of ISO 9001 : 2000)*

- 4.1** Quality Objectives have been developed along with their Deployment Plans Wing-wise, to implement the Quality Policy, addressing overall organizational focus and services.
- 4.2** Quality Objectives shall be measured for achievement through the determination of specific milestones / targets / Plans. Quality Objectives shall be reviewed and revised in view of their status of achievement, changing organizational focus and priorities.

**5. QUALITY MANAGEMENT SYSTEM PLANNING** *(Clause 5.4.2 of ISO 9001 : 2000)*

Planning has been done for the Quality Management System at the level of each Circle/Unit for specific work areas defined in Chapter 4 as well as for common / management level activities carried out at CMD / CEs level. This is depicted through the Quality Manual, procedures, Quality Plans, work-instructions, drawings and Operation & Maintenance Manuals etc.

QMS planning shall be reviewed and revised, from time to time, in line with emerging client (user) requirements, organisational restructuring and need for continual improvement. Integrity of the Quality Management System shall be maintained when any changes in the QMS are planned and implemented.

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## 6. **RESPONSIBILITY & AUTHORITY** *(Clause 5.5.1 of ISO 9001 : 2000)*

Overall Organizational structure of RVPN, has been defined at Annexure B.

The responsibilities and authorities of main functionaries of the RVPN have been documented and given in Annexure C. The responsibilities and authorities shall be widely communicated throughout the RVPN.

## 7. **MANAGEMENT REPRESENTATIVE** *(Clause 5.5.2 of ISO 9001 : 2000)*

7.1 CE (PPM&R) have been nominated as the MR


7.2 MR in addition to his other responsibilities, shall have authority for:

- a) Ensuring that processes needed for Quality Management System are established, implemented and maintained in accordance with ISO 9001 in the RVPN under their jurisdiction.
- b) Reporting on performance of the Quality Management System to the top management for review which would form the basis of improvement of the Quality System.
- c) Ensuring the promotion of Customer requirements throughout the RVPN.
- d) Liaison with the certifying body and other external parties on matters relating to Quality Management System.

## 8. **INTERNAL COMMUNICATION** *(Clause 5.5.3 of ISO 9001 : 2000)*

Internal communication within the RVPN exists through various forums such as meetings, internal circulars, letters, interactions and consultations which shall also be utilized for communication regarding the effectiveness of QMS. Means of communication such as fax message, electronic data transfer etc. have been established for speedy transfer of information to management and State Govt. authorities, as appropriate.

It shall be ensured that all communications on matters relating to QMS and quality of service are effective and on time, to bring out best possible response.

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## 9. MANAGEMENT REVIEW *(Clause 5.6 of ISO 9001 : 2000)*

**9.1** Management Review Committees have been constituted at HO level. At Circle/Unit level the management review is conducted by concerned Circle/ Unit officer.


Management Reviews shall be conducted at a frequency of about once in six months or earlier This is to ensure continuing suitability and effectiveness of Quality System to meet Quality Policy & objectives. The review at HO level is carried out at least once every six months and at Circle/Unit level, once in each quarter in accordance with a documented procedure. These shall be coordinated by CEs/MR.

**9.1.1** Inputs to the management review meeting include

- a) Follow up actions on previous management review minutes.
- b) Results of internal/external quality audits.
- c) Feedback from customers e.g. DISCOMS, if any.
- d) Performance of various activities as prospective plan/construction programme /targets.
- e) Status of corrective/preventive actions.
- f) Changes in the policy, objectives, rules & regulations ,applicable legal requirements etc.
- g) Recommendation for improvement.

**9.1.2** The output to the management review shall include

- a) Improvement for the effectiveness of QMS and its processes.
- b) Improvements related to customers requirements.
- c) Resources needed to carry out identified improvements.
- d) Minutes of Management Review meetings shall be recorded and circulated for improvement of QMS and corrective / preventive actions

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**9.2** In addition to the above, many other forums exist for review of performance, such as Board meetings, Centre wise Periodical Performance Review on various relevant aspects including financial performance, physical performance to provide directions for improvements. Timely actions on decisions taken shall be ensured and followed up at suitable levels.

### **III. REFERENCE :**

Procedure for Management Review

Overall Organizational structure of RVPN - Annexure B

Responsibilities & Authorities of Main Functionaries of RVPN–Annexure C

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## I. PURPOSE & SCOPE

This chapter covers the policy with respect to management of resources for operation of Quality Management System (QMS) at RVPN.

## II. POLICY

### 1. PROVISION OF RESOURCES *(Clause 6.1 of ISO 9001 : 2000)*


Resource planning shall be carried out keeping in view the projected work requirements, targets and plans. Each Circle/Unit shall make annual projections about the works to be carried out, funds requirements, manpower requirements, and infra-structural requirements which shall be processed suitably. The overall philosophy in determining the resource requirements shall be:

- i) Effective implementation and maintenance of QMS and the needs for its continual improvement.
- ii) Enhancement of satisfaction level of DISCOMs and local community.
- iii) To maintain and improve the facilities and infrastructure for long-term requirements
- iv) It shall be ensured that adequate resources are provided and are upgraded, based on emerging requirements

### 2. HUMAN RESOURCES *(Clause 6.2 of ISO 9001 : 2000)*

#### 2.1 RVPN carries out its functions through a well established organization as depicted through Origination Chart (Annexure - B).

The overall human resource requirements at senior level is fulfilled mainly by recruitment / promotion based on the set criteria for educational qualification, experience & competence as defined in service rules of respective cadres of RVPN for different positions ..Overall manpower planning is being/shall be done keeping in view of the existing and projected work / competence requirements and sanctioned norms.

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2.2 Each Circle/Unit maintains record of their manpower as per the approved strength/laid down norms and initiate proposals for filling of vacant posts through normal administrative channels. Officers are posted / transferred based on competence required & competence available.

2.3 The important aspect of overall human resource planning shall be maintenance of competence levels. Regular up gradation of knowledge and skills of the employees shall be ensured.

2.4 Continued competence shall be ensured for the personnel performing quality related functions, based on appropriate education, training, skills and experience as per Training policy of RVPN

2.5 Training activities at RVPN are centralized and planned by CE (IT& Training) Wing. A procedure for manpower training is documented.


2.6 It shall be ensured that:

- a) Necessary competence for personnel performing work affecting service quality is determined and provided.
- b) Wherever gaps are noticed, the same shall be made up through training or other alternative actions such as job rotation etc.
- c) Effectiveness of the actions taken shall be evaluated.
- d) Personnel are made aware of the relevance and importance of their activities and their contribution in the achievement of quality objectives.
- e) Record of education, training, skills and experience shall be maintained.

### 3. **INFRASTRUCTURE** (*Clause 6.3 of ISO 9001 : 2000*)

3.1 The basic infrastructure needed for transmission of power, monitoring and execution of operation and maintenance activities include :

- a) Civil Structures and Buildings, Mechanical / Electrical Plant & Machinery and associated equipment, Sub-Stations, transmission lines etc.

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- b) Laboratories and testing facilities.
- c) Building, work space and associated utilities.
- d) Computer hardware and software .
- e) Supporting services such as transport and communication.

Infrastructural facilities required are largely in place and further investments shall be planned at top management level depending on the need for up gradation / improvement.

Concerned Chief Engineer/HOD shall be responsible for maintenance, upkeep and improvement of necessary infrastructure so as to ensure quality of service and professional work environment.


**4. WORK ENVIRONMENT** *(Clause 6.4 of ISO 9001 : 2000)*

Supportive physical and human work environment already exists which shall be maintained through continuous efforts at all levels. The effort shall always be to motivate all personnel to ensure their full involvement and contribution in making RVPN prestigious organization.

It shall be ensured that an healthy atmosphere prevails in the RVPN at all the levels for smooth working.

**REFERENCES:**

- Procedure for IT & Training Wing
- Procedure for Administration Wing

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## I. PURPOSE & SCOPE

This chapter presents an outline of Quality Management System related to various processes involved in service realisation as per the scope of this Quality Manual ie. Construction of transmission lines and Sub Stations, monitoring of transmission of power and Operations & maintenance of transmission lines, Sub Stations, associated works, utilities and workshops.

## II POLICY


### 1. PLANNING OF SERVICE REALIZATION *(Clause 7.1 of ISO 9001 : 2000)*

1.1 All processes involved in the realization of services, as mentioned above, shall be planned, ensuring compatibility of the planning process with other QMS processes. Most of these processes are standardized processes as per RVPN Manuals/ procedures project activities.

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

- a) Quality objectives and requirements for the works to be undertaken
- b) The need to establish additional processes, documents and to provide the resources suitable to the service to be rendered.
- c) The need to appoint / select suitable officers , staff, contractors, suppliers and consultants for the works to be undertaken
- d) Requisite verification, validation, monitoring, inspection and test activities specific to the services to be undertaken and criteria for acceptance of work
- e) The need for suitable instruments, inspection,/ measuring / test devices, skills and competencies needed.
- f) Records needed to provide evidence that realization of processes and resulting service meet the requirements.

The output of this planning has been consolidated in the form of procedures, quality plans, work instructions and works-specific documents like O&M manuals, purchase manual, grid code, safety manual etc.

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1.3 The major processes for service realisation shall be the following:

**a. Customer related processes including:**

- i) Determination of requirements related to services to be rendered i.e. transmission of power .
- ii) Review of requirements and adjustments, if any .
- iii) Communication of agreed requirements.

**b. Purchasing including**

- i) Control over purchasing processes
- ii) Control over purchasing information
- iii) Verification of purchased products

**c Operation & Maintenance processes including**

- i) Control of O&M Process
- ii) Identification and traceability
- iii) Preservation of product / equipment


**d. Control of monitoring and measuring devices.**

The overall policy for the execution of above processes has been outlined in this chapter.

**2 CUSTOMER RELATED PROCESSES (Clause 7.2 of ISO 9001 : 2000)**

**2.1 Determination of requirements related to the product (Clause 7.2.1 of ISO 9001 : 2000)**

The transmission of electrical power among Discoms is done on the basis of daily/monthly requirement of power to be transmitted received from various Discoms. During the transmission of power, it is ensured by monitoring the system parameter so that transmission lines are not over loaded beyond their capacity. In case, it is found that a particular line is

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being over loaded, the same is communicated to concerned Discoms for taking necessary action of load shading. The transmission charges are recovered from Discoms based on transmission tariff determined by RERC for the quantum of power transmitted.

Daily/Monthly requirement of power from various Discoms is finalised through Rajasthan Power Procurement Centre (RPPC) / Discoms and communicated to RVPN for wheeling of the power requirement .


It shall be ensured that all relevant requirements are determined including:

- a) Requirements specified by the customer ie Discoms for power transmission, open access customers etc..
- b) All Statutory, regulatory and safety related requirements applicable.
- c. Requirements not stated by customers /regulatory body but necessary to be executed for its stated or intended use
- d. Any additional requirement as determined from time to time.

## **2.2 Review of requirements related to the product (Clause 7.2.2 of ISO 9001 : 2000)**

All requirements received shall be reviewed by RVPN for ensuring that

- a) The requirements are adequately defined and understood.
- b) The requirements can be met with in view of operational / maintenance / safety requirements of the transmission lines/ Sub Stations.
- c) Proposed requirements are in line with statutory requirements applicable.
- d) Records of reviews and actions arising from the reviews are communicated to RPPC / Discoms by RVPN. Keeping in view of transmission lines capacity and constrained

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### 2.3 Customer Communication *(Clause 7.2.3 of ISO 9001 : 2000)*

All customer communication shall be treated with utmost care, to ensure timely , effective appropriate response with necessary follow up actions, if any.

- a) Project profile/ salient features / capabilities and strengths of RVPN as available and updated periodically.
- b) All communications with respect to enquiries, status of operation & maintenance work, status of supply of power of any developmental work shall be effectively handled at operational level at the concerned functional level and responded in a timely manner through personal discussions, periodical reports, letters, fax , wire less (PLCC) etc., as suitable.
- c) All communications relating to customer / Discoms, feed-back /complaints including public grievances shall be effectively handled at the senior-most levels. These shall be analyzed and examined for prompt action. These communications could be received during personal meetings, during inspection visits or any other mode.
- d) Proactive efforts for maintaining good interaction / relations with local administration / community shall be made through regular meetings with officers of concerned department/ surpanches / taluka , village level officers etc..

### 3 DESIGN AND DEVELOPMENT **(Clause 7.3 of ISO 9001:2000)**

For the current scope of Certification for RVPN covering planning, construction, coordination, operation and maintenance of intra state electric transmission system as a State Transmission Utility for use by licensee, operating company or users and exercising suitable control to secure & economic grid operations and optimum scheduling & dispatch of electricity, Design & Development is relevant for the design of electrical layouts and augmentation of EHV Sub-Stations, preparation for bid documents(specifications) for EHV 400 kV turnkey contracts. The design/development work primarily relates to technology up-gradation, renovation and modernisation necessitating any design changes.

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The design and development activity is controlled as follows:-

### **3.1 Design & Development Planning (Clause 7.3.1 of ISO 9001:2000)**

On receipt of the project report from SE(P&P), the 400 kV Design Circle identifies and finalized the earth-mating layout design and prepares scheme and lists down design tasks, their inter-linkage for timely integration at appropriate stage of design. The Design Plan covers the following:

- a. Design & development stages.
- b. Review, verification and validation stages.
- c. Responsibilities and authorities.
- d) The design plan/scheme is updated as the design progresses to reflect actual time schedule.


### **3.2 Design & Development Input (Clause 7.3.2 of ISO 9001:2000)**

The designers take care that all the available inputs are complete, clear (without any ambiguity) and accurate. These inputs include:

- a. Functional and performance parameters.
- b. Statutory and regulatory requirements
- c. Information from previous similar designs.
- d. Other requirements such as CWC, CEA, CERC guidelines, Central Board of Irrigation and Power Manual(CBIP), IEEE standards, CIGRE, Central Pollution Control Board (CPCB), Indian Standard/handbooks etc.

### **3.3 Design & Development Output (Clause 7.3.3 of ISO 9001:2000)**

The design engineers ensure that all/any documentation of design work prepared by them would enable cross checking/verification by any other qualified design engineer without any problem.

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All the outputs viz. calculations / charts / drawings are presented in such a manner that verification of the design outputs viz-a-viz all design input requirements is practicable. Design outputs shall:

- a. Meet inputs requirements
- b. Provide appropriate information for purchasing, inspection, installation, erection and commissioning stages of the Project.
- c. Provide reference to acceptance criteria
- d. Specify parameters that are essential for safety, environment and proper operations

#### **3.4 Design & Development Review (Clause 7.3.4 of ISO 9001:2000)**


The design reviews are carried out at appropriate stage as indicated in design plan/scheme. The participants in the review process may include experts from other circles of RVPN or Partner States, CWC, CEA, CERC, Geological Survey of India etc. as needed. Minutes of meeting and Reports of various Expert Committees is kept for reference and record of design review.

The design review ensures the following:

- a. Ability of design to meet requirements
- b. To identify potential field problems in advance and provide necessary design solutions at the stage itself.

#### **3.5 Design & Development Verification (Clause 7.3.5 of ISO 9001:2000)**

The design work carried out by nominated design engineers shall be verified by the SE/ Design Circle, or any other nominated Design Officer to ensure that design output shall meet all the requirements and that adequate safety margins and precautions have been taken at the design stage.

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### 3.6 Design & Development Validation (Clause 7.3.6 of ISO 9001:2000)

Validation of design shall be performed in accordance with design plan to ensure that design is capable of meeting the intended applications / or enhanced purpose. Validation shall be carried out prior to implementation (wherever practicable). Records of validation tests carried out and values observed shall be maintained for future reference.

### 3.7 Design & Development Changes (Clause 7.3.7 of ISO 9001:2000)

Based on the field data or the problems encountered, the design and development changes are identified and process of revision of design parameters are initiated. The design change process shall also involve proper planning, determination of input requirements, description of design process, responsibilities and interfaces and also design review, verification and validation as indicated above. While implementing design changes impact of change shall be evaluated on other constituent parts of the Project.

The records of design and development planning, input, output, verification, review and validation are being/shall be properly maintained.

## 4. PURCHASING (Clause 7.4 of ISO 9001 : 2000)


### 4.1 Purchasing Process (Clause 7.4.1 of ISO 9001 : 2000)

A well defined purchase manual exists which prescribes the mechanism for purchase through tendering, quotations, spot purchases. It shall be ensured that purchased services / materials / stores conforms to tender / works/ order/ contract specifications. The procedure, requirements and other guidelines are given in the purchase manual. The authority for purchase is given in delegation of power.

Requirements shall be assessed well in advance & approval / sanction obtained from competent authority approved and submitted to the prescribed agencies.

4.1.1 Purchasing based on any of the following modes shall be carried out for which well defined requirements, criteria and methodology exist :

a) Purchase through Open Tenders

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- b) Purchase through Limited Tenders
- c) Purchase through Single Tenders
- d) Purchase through DGS&D Rate Contract / Rate Contracts of Controller of Stores
- e) Purchase through Spot Purchase Committee
- f) Petty cash purchases
- g) Purchase of Proprietary items / articles

4.1.2 The criteria of evaluations of tenders / selection of the suppliers shall include issues such as the following to ensure quality, reliability and competitiveness :

- a) Competence, and capability to meet tender / supply requirements
- b) Past experience on similar supplies / works
- c) Technical & financial bids / quotations
- d) Commercial terms & conditions.
- e) Ability to deliver the product / service in time
- f) Registrations with other Government agencies
- g) Accreditation / certification for product / process / system
- h) Past credentials, references, performance record

4.1.3 Control on suppliers / service providers shall be dependent on their effect on the final deliverables and shall include as appropriate:

- a) Inspection / verification of incoming materials / services
- b) Inspection & supervision of works, ensuring conformity to Specifications, during execution of project
- c) Identification of defects / non-conformities & rectification thereof.

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- d) Monitoring the progress of works & corrective and preventive actions.
- e) Verification of measurements & bills

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

#### **4.2 PURCHASING INFORMATION** *(Clause 7.4.2 of ISO 9001: 2000)*

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

- a) Commercial terms and conditions, Specification of the material / description of services to be hired including requirements for approval of materials ,products, procedures, processes, equipment ,as required
- b) Requirements for qualification of personnel , wherever required
- c) Requirements for Inspection of supplies at vendor's end / consignee end.
- d) Delivery Schedules
- e) Quality Management System requirements, including quality assurance scheme / plan, standard to be followed.
- f) Purchase orders / applicable purchase documents/ contract agreements/ work orders shall be checked, reviewed for adequacy, correctness before issue at defined level.

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#### **4.3 VERIFICATION OF PURCHASED PRODUCT** *(Clause 7.4.3 of ISO 9001 : 2000)*


Verification / inspection / examination of purchased products / outsourced services shall be done as per established procedures to ensure their conformity to requirements based on means such as:

- a) Inspection at supplier premises
- b) Inspection of supplies on receipt by Store Officers/ indenting Wing.
- c) Third Party certification / inspection certificates
- d) Verification of records / reports


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

#### **5 CONTROL OF OPERATION & MAINTENANCE WORKS** *(Clause 7.5.1 of ISO 9001 : 2000)*

- a) All processes related to operation & maintenance of works / project components involved in power transmission under the scope of this manual shall be planned and carried out under controlled conditions.
- b) All processes of operation, maintenance and inspection shall be planned and carried out in line with documented procedures, Quality Plans and established O&M Manuals.
- c) Necessary information for controlled execution of works such as applicable schedules, manuals, drawings, specifications, standards, codes, work instructions, guidelines, check sheets etc shall be made available to personnel, as necessary.
- d) It shall be ensured that required plant, machinery equipments, communication facilities and infra-structural / logistics facilities are made available and regularly upgraded to fully meet the work requirements which shall be maintained in suitable working condition.

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- e) Suitable monitoring & measuring devices shall be provided for monitoring of power which shall include power measuring/control devices etc. Monitoring of process performance shall be carried out through collection of data , periodic meetings, comparative studies, feedback on activities carried out etc. The details of the controls exercised are detailed in respective procedures.
- f) RVPN is known for its technical excellence and is considered a benchmark in all areas of operation, maintenance, inspection, safety, renovation and modernization keeping pace with latest technology. It has been possible through its dedicated work force, innovative approach, well managed industrial relations and well established & time tested working systems. It shall be ensured by the management to maintain a highly skilled and motivated work force for all area of work. The skill levels shall be constantly upgraded to meet the emerging requirements.
- g) Necessary supervision, checks, super checks, inspections and measurements shall be carried out as per laid down system, at various stages. Any defects, deficiencies shall be identified and rectified / repaired to ensure conformance to specifications and workmanship requirements.
- 5.1 Main O&M processes related to operation & maintenance of transmission lines and sub stations is outlined as under:
- a) Power generated from various generation plants (State as well as out of state is evacuated through 400 kV/ 220kV/132 kV switch yard located at different locations in Rajasthan/out of Rajasthan. Procedures have been laid down for operation and maintenance of various sub station equipment, switching devices, transformers, transmission lines, lightening arrester etc. Detailed instructions exists for each major equipment.
- b) The effective functioning of the transmission lines and substations is achieved through periodic & timely maintenance. These include off-line or online maintenance as per documented system. The operation & maintenance activities are further supported by other functional areas of RVPN.
- c) The PLCC Division helps to transmit clear, distortion free data & voice signal for timely actions. The safe functioning of the equipment's is maintained through various protection schemes, installed & tested by 'Protection & Testing cell'. Equipments and support facilities have been

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selected and installed to meet the system requirements. The data generated is compiled (through MIS wing) and reviewed on periodic basis for improvement. Other support functions include stores, utilities, purchase etc.


Procedures have been documented for operation and maintenance activities of all above systems / processes.

## **6 IDENTIFICATION AND TRACEABILITY (Clause 7.5.3 of ISO 9001 : 2000)**

- a) Identification requirements are applicable with respect to various major works, installations, locations, equipment etc which shall be identified through suitable codification for plant / machinery / components, documents, drawings and location records. Identification of records / documents shall be through their reference nos. dates etc. Drawings shall be codified and identified accordingly. Various components / materials etc shall also be identified through their codification. The locations of various installations / works shall be identified with elevation benchmarks.
- b) The traceability requirements applicable to various work-stages shall be addressed by means of suitable markings, tags, name plates, display boards and records / certification of bench marks by Survey of India.
- c) The status of inspection of various works shall be maintained through their respective displays and records. Status of materials ( pass/fail - good/bad) in Stores shall also be maintained through their location. The Inspection & Test /Review status of works executed as conforming / non-conforming / requiring modifications, repairs etc. shall be brought out through relevant records.

## **7 PRESERVATION OF PRODUCT (Clause 7.5.5 of ISO 9001 : 2000)**

- a) It shall be ensured that suitable storage is provided at works for various raw materials, equipment, spares and other stores whether procured or repaired / rectified to prevent their damage or deterioration pending use. As necessary, guidelines / instructions shall be issued for this purpose and through suitable instructions.

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- b) It shall be ensured that adequate means and methods are used and provided for safe and secure handling of machines, components, materials and other stores so that no damage / deterioration takes place, and safety in operations is maintained.
- c) All items in stores shall be provided suitable storage facility so that no damage / deterioration to quality takes place in stores and its safe custody is maintained and materials such as cement are protected against moisture.

**8. CONTROL OF MONITORING, TESTING AND MEASUREMENT DEVICES**  
(Clause 7.6 of ISO 9001 : 2000)

- a) It shall be ensured that calibration of monitoring and measurement devices are calibrated at suitable intervals with all calibrations being traceable to national standards. Periodicity of calibration shall be fixed. Records of calibration shall be maintained. For such instruments / devices which have been embedded and for which no replacement / calibrations can be provided, suitable corrective actions shall be decided once their integrity becomes doubtful.
- b) If during the re-calibration, the monitoring / measuring devices are found to be out of calibration, suitable corrective steps shall be decided based on extent of error and criticality of measurement. These may include ,taking the said device out of service and replacing with another valid duly calibrated
- c) Through appropriate supervision controls appropriate and correct usage by authorized personnel shall be ensured.

**III REFERENCES**

- a) Purchase Manual
- b) Delegation of Power (latest)
- c) Grid Code & Safety Code
- d) O&M Manual & Concerned Procedures
- e) Procedures on Project Planning, Monitoring and Reforms Wing (Design Circle)

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## I. PURPOSE & SCOPE

This chapter elaborates the policy with regard to monitoring, measurement, analysis and improvement of services and related processes, in transmission, erection and maintenance activities carried out by the RVPN as per the scope of coverage of this Quality Manual, for ensuring effective implementation of Quality Management Systems of and related processes.

## II. POLICY


### 1. Measurement, Analysis & Improvement *(Clause 8.1 of ISO 9001 : 2000)*

Monitoring, measurement, analysis and improvement activities related to all operation & maintenance services and related processes shall be planned and implemented to :

- a) Demonstrate conformity of service executed / delivered, to the planned requirement.
- b) Demonstrate effective and efficient operation of Quality Management System
- c) Continually improve the effectiveness of the Quality Management System.

### 2. These activities shall include:

- a) Monitoring / Measurement of customer satisfaction
- b) Internal Quality audits
- c) Monitoring and measurement of processes involved in service execution (Project schedule)
- d) Monitoring and measurement of products /Service deliverable
- e) Control of non conformities
- f) Analyses of data

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- g) Continual improvement of processes
- h) Corrective actions
- i) Preventive actions

### **3. Customer Satisfaction** *(Clause 8.2.1 of ISO 9001: 2000)*

- a) RVPN is involved in transmission of Electrical Power on EHV lines. The operation and maintenance, of transmission line and electrical equipments installed in sub station , is carried out as per maintenance schedule. Customer in the context of RVPN are Distribution Companies(Discoms)i.e. Jaipur Vidyut Vitran Nigam Ltd , Ajmer Vidyut Vitran Nigam Ltd , Jodhpur Vidyut Vitran Nigam Ltd and Open Access customers .
- b) Customer grievances / dissatisfaction if any, are brought out through letters / regular coordination committee meetings involving members from all power utilities. Based on the above coordination committee meetings the Company Secretary –RVPN prepares record notes along with action points and forward to all concerned for necessary action. The progress of action requires by concerned is monitored by Company Secretary

### **4. Internal Quality Audits** *(Clause 8.2.2 of ISO 9001 : 2000)*


- a) Circle wise Internal audits covering all Divisions shall be planned by MR in line with the documented procedure on the subject. For any activity carried out at Top Management level, forming a part of Quality Management System defined here, MR shall plan the audits. Audits shall be planned in such manner that atleast one round of quality audit is completed once in a year , however more frequent audits can be carried out, depending on status / importance of the activity or results of previous audits, further audits, comprehensive or partial, may be planned. Audit programmes shall bring out audit criteria and scope clearly.
- b) Internal auditors shall be trained and qualified, whose services shall be used to carry out effective audits of QMS.

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- c) The essential feature of all internal audit activities shall be independent of audits (to eliminate any element of bias) and competence of audit teams for effectiveness of audits. Auditors shall not audit their own work.
- d) Internal audits shall be carried out in line with the laid down procedure on the subject. ISO 19011 shall be used as the guideline document for conducting the audit.
- e) To control the amount of subjectivity and bias, internal audits shall be carried out by teams. As far as possible, at least one member of the team shall have necessary work experience needed for each activity to be audited.
- f) As a result of internal audits, areas of non-conformity shall be identified, documented and reported to auditee as well as to management personnel responsible for the area to enable corrective / preventive actions to be taken.
- g) Auditees shall take timely corrective / preventive actions on non-conformities which shall be verified for effectiveness.
- h) Results / trends of audits shall be reported for management review by MR where they shall be evaluated to assess the effectiveness of the system and to suggest system improvements.

**5. Monitoring and Measurement of Processes** (*Clause 8.2.3 of ISO 9001 : 2000*)

- a) Identification of various major processes involved in transmission, operation & maintenance activity has been done and their procedures & quality plans have been documented, bringing out the criteria for monitoring and measurements to be carried out for desired outcome.
- b) The responsibilities for the required monitoring and measurements have also been documented. Concerned officers shall ensure monitoring and measurements as per the laid down procedures for effectiveness of processes.
- c) Inspection of project activities is carried out periodically as per defined system by CE / SE / XENs etc. Various types of inspection include

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quarterly/monthly inspections for civil structures / electrical & mechanical systems, instrumentation, transmission lines, etc.

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

**6. Monitoring and Measurement of Product** (*Clause 8.2.4 of ISO 9001 : 2000*)

**6.1** All the major raw material / other inputs are accepted based on the following as per the requirements of purchase order:

- a) Inspection of stores at suppliers' premises
  - o (i) During manufacturing wherever possible
  - o (ii) After completion of manufacturing.
- b) Inspection of stores on receipt by indenters.
- c) Verification of Test Certificates / other related documents on receipt .


6.1.1 It shall be ensured that all materials are examined for their meeting/conformity specifications.

6.1.2 No material shall be released for usage unless its prescribed inspection / testing / verification has been carried out and conformance to specifications is established.

6.1.3 Records of all checks/ tests/ verification shall be maintained.

6.1.4 Similarly verification, examination / evaluation of services received from external contractors shall be carried out to ensure fulfillment of specified requirements.

**6.2** Product output in the context of RVPN is transmission of electric power. Monitoring / measurement of product i.e. the output delivered shall be carried out as a part of monitoring of individual quality plan at various stages. The quality plans also indicate records to be maintained as evidence of conformity.

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Product release / delivery shall be carried out as directed by appropriate authority.

**6.3** Records shall be maintained to complete the evidence of the activities performed and results obtained. Records shall indicate the authority authorizing / clearing, acceptance of materials / clearance of works stage/ hand over of works.

**7. Control of Non-Conformities** *(Clause 8.3 of ISO 9001 : 2000)*

- a) Documented procedures exists for Control of Non-Conformities during transmission, operation & maintenance to prevent unintended use of non-conforming materials / works / processes, through activities such as inspections, audits, documentation, evaluation and disposition of all non conformities .
- b) Concerned Officers shall identify non-conformities relating to transmission, operation & maintenance activity and provide the decision including rectification / repair / replacement depending on the nature of non-conformity. Wherever a non-conformity is of a serious nature, it shall be reported to the concerned Officer for review. The decision to accept any deviation shall not be taken at a level lower than SE.
- c) If it is felt that a particular non-conformity will not have substantial impact on the works and safety / structural stability / security is not affected, a deviation may be permitted and reported to the S.E for approval, as required.
- d) Record of all deviations shall be maintained.
- e) Records of non-conformities including proposed repair / rework / replacement / permitted deviation shall be documented and communicated to the concerned personnel for implementation.
- f) Reworked / repaired / replaced materials / works shall be re-inspected for their conformity before clearance.
- g) In the event of a non - conformity being detected having consequences on local population, District Administration shall be informed.

**8. Analysis of Data** *(Clause 8.4 of ISO 9001 : 2000)*

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

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

- i) Load data
- ii) Energy accounting for the energy receipts
- iii) Energy drawl of GSS
- iv) Energy transmission loss
- v) Unscheduled Inter (UI charges) Charges
- vi) Transmission System Availability
- vii) Instrumentation Data
- viii) Inspection data
- ix) Financial Data such as Expenditures & Receipt Data, Customer Satisfaction / Dissatisfaction / Complaints
- x) Supplier / Contractor Performance
- xi) Monthly Progress Reports
- xii) Project Monitoring and Control
- xiii) Non conformities observed during internal audits.

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**9. Continual Improvement** *(Clause 8.5.1 of ISO 9001 : 2000)*

- a) The responsibility for Continual Improvement of the effectiveness of the QMS rests with every member in the RVPN.
- b) Continual Improvement is one of the most important elements of the policy of the RVPN. A Continual Improvement philosophy is deployed throughout the RVPN, to continually improve the quality of operation & maintenance services, efficiency and effectiveness of various processes involved, including the effectiveness of QMS implemented.
- c) Opportunities for improvement shall be identified through various mechanisms such as reviews of quality policy, quality objectives and targets, management review, audit results, data analysis, corrective & preventive actions, feedbacks etc. Based on any further identification of continual improvement issues, quality objectives and their deployment plans shall be modified.
- d) Five Years perspective plan is prepared and construction programmes are drawn for its implementation in a time-bound manner.

**10. Corrective Actions** *(Clause 8.5.2 of ISO 9001 : 2000)*

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

- a) Effective handling of any feedbacks received from user organizations / occupants of buildings, reports of work-related non-conformities / deviations noticed at any stage, data analysis, internal audits, observations during inspections, periodical performance reviews etc.
- b) Investigation of the causes of non-conformities and evaluating the need for corrective action to ensure that non-conformities do not recur.
- c) Determination and implementation of the corrective action needed to eliminate the causes of non-conformities.
- d) Application of controls to ensure that corrective action is taken

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- e) Maintenance of records of the results of action taken.
- f) Ensuring effectiveness of the corrective actions through reviews

Corrective actions shall be decided at appropriate levels in the organization, appropriate to the complexity and nature of problem, its financial repercussions, effect on the works and image of the RVPN.

In all matters, client satisfaction and image of the RVPN shall be accorded pre-eminence.

#### **11. Preventive Actions** *(Clause 8.5.3 of ISO 9001 : 2000)*

- a) The need for preventive actions to eliminate the causes of potential non-conformities shall be assessed through analysis and review of performance trends, monthly reports, periodical performance reviews, data and related reports, such as, the reports of quality system audits, management review, data on deviations, process characteristics, financial and business performance, trends with respect to achievement of objectives & targets, user organization feedbacks etc.
- b) The causes of potential non- conformities shall be investigated and evaluation of the same shall be done. Preventive actions shall be decided at appropriate levels in the organization, depending on the complexity and nature of problem, its financial repercussions, effect on the business and image of the RVPN. Action as decided, shall be implemented and reviews carried out to ensure that preventive actions are effective.
- c) Records of results of preventive actions shall be maintained.

### **III REFERENCES**

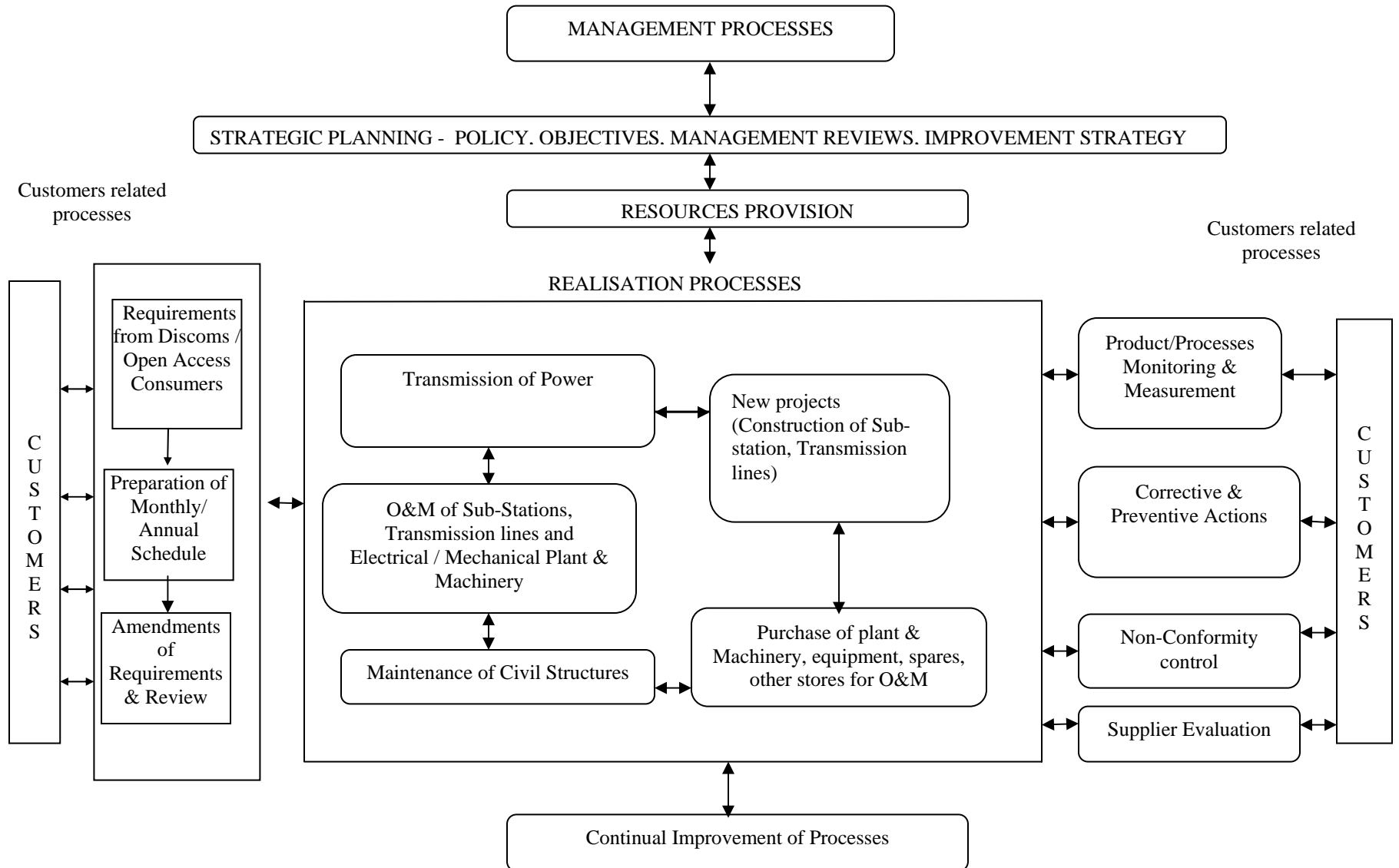
1. Procedure for internal quality audits
2. Procedure for corrective and preventive actions
3. Procedure for control of non-conformities
4. Quality Procedures & plans for various activities



**Approved By :**

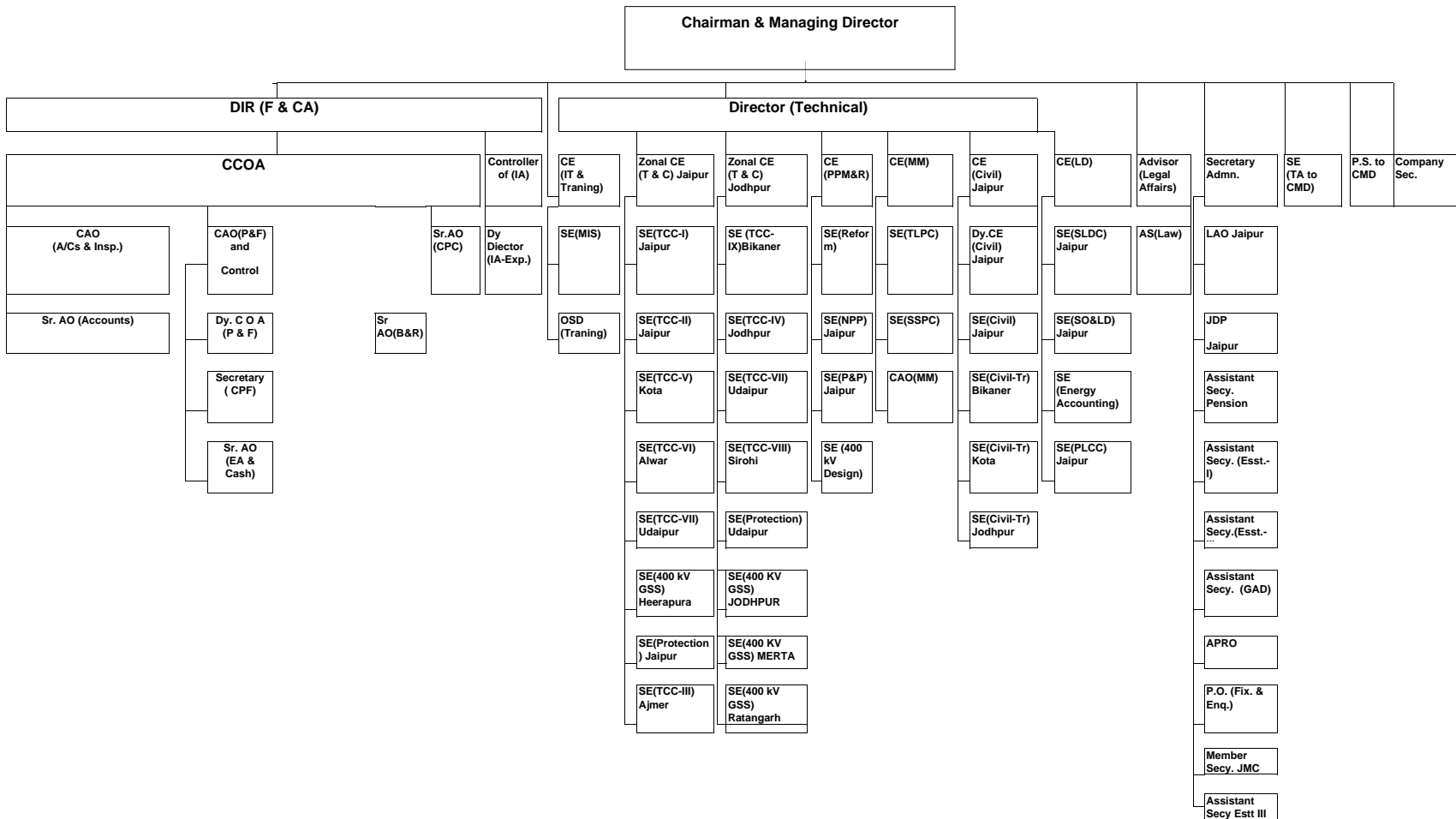
**Chairman & MD**


**Effective Date:**





QUALITY MANUAL,  
ORGANISATIONAL CHART




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**(1) Chairman & Managing Director (CMD), RVPN:**

- i) CMD is over all Head of the Organization. He is responsible for interacting with the State & Central Government authorities. He chairs the directors / coordination committee meetings & provides the policy direction to the organization & sets organizational goals. As a CMD of the RVPN, he reviews the performances of various wings & provides necessary resources.
- ii) For Quality, management system, CMD has issued the quality policy for RVPN. This policy has been deployed throughout the organization & necessary objectives, procedures & plans are formed. CMD along with the Directors of RVPN and other key functionaries conducts Management Reviews to evaluate the Quality Management System (QMS) & endeavor in their continual improvement.

**(2) Director Finance & Corporate Affairs ( F&CA):**

- a) Director (F&CA) is head of financial wings of the RVPN to issue necessary instructions related to finance. He is responsible for the following financial activities of the organisation:
  - i) Rendering guidance to RVPN on all financial matters.
  - ii) Taking appropriate action for obtaining adequate funds from the GoR/Gol and other financial institutions, ensuring for sound financial health of RVPN.
  - iii) Arranging pre-checks of all claims, purchase proposals and other transactions related to accounts.
  - iv) Arranging verification of Stores including T&P.
  - v) Arranging compilation of income & expenditure accounts of the RVPN.
  - vi) Arranging Internal audit of financial and accounting transactions.

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- b) For QMS he takes Review Meetings with Chief Controller of Accounts & concerned CAOs of RVPN and provides necessary policy directions for making excellence in the working of Accounts Wings of RVPN.

**(3) Director, (Technical):**


- a) Director, (Technical) is Head of technical wings of RVPN & is responsible for the activities being undertaken by following wings of the organisation :

- I) Project Planning, Monitoring and Reforms
- II) Transmission & Construction
- III) Material Management
- IV) Civil O&M and Construction
- V) System Operation & Load Despatch.
- VI) Protection Circle

- b) For QMS and EMS, Director Technical takes review meetings with concerned Chief Engineers and provides necessary inputs to maintain the excellence in Quality, Environment & Safety at all areas in his jurisdiction. As a Director Technical of RVPN, he is involved in decision making for upgrading of technology, human resource development & detailed investigations etc.

**(4) Secretary ( Admn.):**

Secretary (Admn.) deals with the task relating to establishment matters of the RVPN. He looks after the work of maintaining seniority of the officers/staff, promotion and transfers as per rules & regulations laid down by the RVPN .He is also responsible for maintenance of pooled vehicles, arrangement of stationery and sundry items for use of Corporate office, and looks after printing of various manuals, circulars, diary and planner, etc.

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**(5) MR for ISO 9001:2000, ISO 14001:2004 & OHSAS 18001:1999):**

Chief Engineer(PPM&R) has been appointed as MR for ISO 9001:2000, ISO 14001:2004 & OHSAS 18001:1999. He is responsible for:


- a) Ensuring that processes needed for QMS, are established, implemented and maintained
- b) Reporting to the top management on the performance of the QMS and any need for improvement, through management review meetings, quality, audits and normal channels of communication.
- c) Promotion of awareness of customer requirements through out the Organisation, holding awareness programmes , conducting meeting at appropriate stations/ centers
- d) Liaison with consultants, certifying body on all matters relating to QMS consultancy training, certification & surveillance.

**(6) Chief Engineer ( PPM&R)**

Chief Engineer(PPM&R) is head of the project planning, monitoring and reform activities and is responsible for planning & monitoring of 400KV, 220KV 132KV EHV schemes, review and implementation of power sector reform activities, Monitoring of World Bank loans funded projects. Implementation of open access of transmission network. Selection and award of 400kv turn key contracts for new schemes / augmentation of EHV sub station and purchase of material / equipment relating to 400kv lines / substations.

**(7) Chief Engineer (IT& Training)**

Chief Engineer (IT& Training) is head of the Information technology and training wing and is manages the in house and outsource training needs of the employees of RVPN & discoms. Also he is responsible for over all planning & coordination of activities related to IT, MIS.

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**(8) Chief Engineer (Material Management)**

Chief Engineer (MM) is head of the materials management wing and is responsible for procurement of various material/ equipments (Centrally purchased items) for EHV sub stations and transmission lines along with award of contract on turnkey basis for construction of Substations and lines and on labour contracts basis for transmission lines.

**(9) Zonal Chief Engineer / T & C – (Jaipur & Jodhpur)**

Zonal Chief Engineers is head of the respective zone of Transmission and Construction wing and is responsible for regular O&M activities of Substations and transmission lines, monitors the execution of planned projects and arranges required resources and accord sanctions for the same..

**(10) Chief Engineer ( Civil )**


Chief Engineer (Civil) is head of the civil engineering wing and is responsible for civil works of the projects, construction & maintenance activities related to Sub stations, colony, and office building etc

**(11) Chief Engineer ( LD)**

Chief Engineer (LD) is head of the load dispatch wing (SOLD/SLDC) and is responsible for monitoring the load dispatch, load scheduling, balancing economic dispatch and system stability as per guidelines of the grid code and advices according to Discoms for taking necessary actions.

**(12) Chief Controller of Accounts (CCOA)**

CCOA is head of the Accounts Wing and is responsible for the maintaining the financial and accounts activities and performs the functions of expenditure, accounts & control, internal audit, budgeting & resources planning and arrangement of funds etc.

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**(13) Company Secretary(CS):**

CS mainly deals with the company affairs of RVPN and coordinates various meetings of RVPN such as BOD, HOD and follow up for compliance of with decision of the meeting.

**(14) Advisor – Legal Affairs (ALA)**

ALA is head of the legal wing and is responsible for all the legal affairs pertaining to RVPN.

**(15) S.E. – 400KV Design**

He is responsible for design and layout of EHV sub stations viz 132 kV, 220 kv and 400 kv line. He is also responsible of carrying the procurement activity for the new and existing 400kV S/s's in totality. It includes drafting of specification, and then bidding etc.

**(16) S.E. – NPP**


He is responsible for activities pertaining to the new power projects of wind, captive power plant, consultancy matters related to institutional strengthening of RVPN etc . Processing the application of “Open Access” client of RVPN Assisting MR in coordinating various ISO certification activities of RVPN.

**(17) S.E. – Reforms**

He is responsible for filing ARR, Tariff of RVPN with the regulator (RERC) and coordinates other regulatory matters of RVPN .

**(18) S.E. – P&P**

He is responsible for planning part of all projects of RVPN like new transmission lines new GSS. He also manages the power system studies of RVPN power system network. He is also deals with questions related to State Assembly and Parliament and performs various works related to inter state matters.

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**(19) S.E. – T&C**

SE Transmission and Construction ( Of various Circles) are responsible for operation and maintenance of transmission lines and GSS. And they are also responsible for construction of new EHV lines and S/S's. However, SE(TCC.I), Jaipur is also responsible for the monitoring of works/activities being performed by XEN(M&F), Heerapura such as fabrication shop at Heerapura and activities entrusted to ACOS, Heerapura and Beawar.

**(20) S.E. – Protection**

He is responsible for the protection and testing part of entire protection system of the EHV lines and substations of RVPN. He is also responsible for inter companies boundary metering.

**(21) S.E. –400 KV GSS**


SE(400 kV GSS) are responsible for the operation and maintenance part of the entire 400 kV GSS . They are also responsible for keeping the system healthy and minimizing the unscheduled interruptions. However, SE(400 kV) GSS, Heerapura is also responsible for repair & overhauling of EHV transformers of entire RVPN at the transformer repair shop at Heerapura.

**(22) S.E. –TLPC**

He is responsible for procurement of material/equipment pertaining to transmission lines of RVPN along with award of contracts on Turnkey basis for construction of transmission lines . He prepares the specification of the items and co-ordinates all the activities of the procurement till the material is received at Store/consignee or the turn-key work/labour contracts completed as per requirement.

**(23) S.E. –SSPC**

He is responsible for procurement of material/equipment pertaining to EHV sub stations of RVPN. Along with award of contracts on turnkey basis for construction of sub-stations. He prepares the specification of the items and co-ordinates all the

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activities of the procurement till the material is received at Store/consignee or the turn-key work completed as per requirement.

**(24) S.E. –Civil**

He is responsible for carrying out the civil work of sub stations, office/ residential building. He is also responsible for O&M of civil activities of existing lines, sub stations, residential colony, office building.

**(25) S.E. –SOLD**

He is responsible for performing the activities of Load Dispatch of RVPN. He controls the demand supply gaps of power on real time basis to minimize unscheduled interchanges of power to so as to best utilize the power available in the state.

**(26) S.E. –Energy Accounting**


He is responsible for verification of UI charges as per NREB accounts and prepares monthly state energy account, apportionment of UI Energy/ UI charges among Discom(s).

**(27) S.E. –PLCC**


He is responsible for O&M of the existing carrier system and erection of the new power line carrier communication equipment at various sub stations of RVPN which are used for keeping the RVPN network and healthy position.

**(28) S.E.-- (MIS)**


He is responsible for compilation of data and its consolidation for decision making by management for the activities like Annual plan , monthly progress, Energy accounting, generation of output reports of TCC,400KV circle, employee claims etc. He is also responsible for IT implementation &computerization in RVPN.

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<b>S. No.</b>	<b>Detail of Procedures</b>	<b>Procedure No.</b>
	<b>Common Procedures</b>	
1.	Procedure for document control	RVPN/MR/P/01
2.	Procedure for control of records	RVPN/MR/P/02
3.	Procedure for management review meeting	RVPN/MR/P/03
4.	Procedure for internal audit (Quality, Environmental and Occupational Health and Safety Management system)	RVPN/MR/P/04
5.	Procedure for corrective and preventive action	RVPN/MR/P/05
6.	Procedure for control of non conformities	RVPN/MR/P/06
7.	Procedure for calibration of measuring devices	RVPN/MR/P/07
<b>II</b>	<b>Project Planning, Monitoring and Reforms Wing (Project Circle)</b>	
1.	Procedure for formulation of annual plan	RVPN/P&P/Projects/P/01
2.	Procedure for EHV system and formulation of EHV schemes of 220 KV and 400 KV schemes.	RVPN/P&P/Projects/P/02
3.	Procedure for Planning of system and formulation of 132 KV schemes with 33 KV outlets	RVPN/P&P/Projects/P/03
4.	Procedure for EHV System Study and formulation of EHV schemes, augmentation program, meetings related to power sector, resources etc.	RVPN/P&P/PSS/P/01
5.	Procedure for electricity demand forecast for power sector planning	RVPN/P&P/Hydel/P/01
6.	Procedure for monitoring of EHV schemes	RVPN/P&P/Monitoring/P/01
<b>III</b>	<b>Project Planning, Monitoring and Reforms Wing (NPP Circle)</b>	
1.	Procedure for engaging the consultant for consulting assignments	RVPN/NPP/CA/P/01
2.	Procedure for management of world bank loan to utilities.	RVPN/NPP/PMU/P/01
3.	Procedure for open access for transmission lines of RVPN	RVPN/NPP/OA/P/01
<b>IV</b>	<b>Project Planning, Monitoring and Reforms Wing (Reform Circle)</b>	
1.	Procedure for Aggregate Revenue Requirement (ARR) & tariff filing before RERC	RVPN/Reforms/P/01

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2.	Procedure for conducting SPC meeting for implementation of Grid Code	RVPN/Reforms/P/02
3.	Procedure for various RERC matters	RVPN/Reforms/P/03
<b>V</b>	<b>Project Planning, Monitoring and Reforms Wing (400 kV Design Circle)</b>	
1.	Procedure for execution of projects of EHV 400 kV turnkey contracts	RVPN/400kV Design/P/01
2.	Procedure for purchase of material/ equipment for 400 KV system	RVPN/400kV Design/P/02
3.	Procedure for design of electrical layouts and augmentation of EHV sub-stations	RVPN/400kV Design/P/03
<b>VI</b>	<b>Project Planning, Monitoring and Reforms Wing (Legal- Section)</b>	
1.	Procedure for conducting legal activities of legal wing	RVPNL/Legal/P/01
<b>VII</b>	<b>Civil Wing</b>	
1	Procedure for planning and development of new civil works	RVPNL/CIVIL/P/01
2	Procedure for planning and development of old civil works R&M and Augmentation of old GSS	RVPNL/CIVIL/P/02
<b>VIII</b>	<b>Accounts Wing -( CPC Section)</b>	
1.	Procedure for passing the bills of centralized purchased items and arranging funds to circles/ P&F trusts	RVPNL/ACC/CPC/P/01
<b>IX</b>	<b>Accounts Wing – ( Accounts Section)</b>	
1.	Procedure for preparation of annual accounts	RVPN/A/C's/HO/P/01
<b>X</b>	<b>Accounts Wing – (EA-Cash Section)</b>	
1	Procedure for per- audit of Claims, as per rules	RVPN/A/CCC/EA-CASH/P/01
<b>XI</b>	<b>Accounts Wing – ( Pension Section)</b>	
1	Procedure for arranging payment through bank to Pensioners	RVPN/A/Cs/Pension/P/01
2	Procedure for issue of authorities for retiral payments	RVPN/A/Cs/Pension/P/02
3	Procedure for payment of medical reimbursement to pensioners	RVPN/A/Cs/Pension/P/03

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4	Procedure for Monitoring of AG's inspection and half yearly reports	RVPN/A/Cs/Pension/P/04
<b>XII</b>	<b>Accounts Wing – ( W&amp;M Section)</b>	
1	Procedure for monitoring funds position and loans(Disbursement & Repayment)	RVPN/W&M/HO/P/01
2	Procedure for preparation of budget estimates/revised budget estimates	RVPN/Budget/HO/P/01
<b>XIII</b>	<b>Accounts Wing – (GPF/CPF Section)</b>	
1	Procedure for payment of retiral benefits to GPF holders	RVPN/A/C/P&F/GPF/P/01
2	Procedure for payment of retiral benefits to CPF holders	RVPN/A/C/P&F/CPF/P/01
<b>XIV</b>	<b>Accounts Wing – Circle AO (TCC)</b>	
1	Procedure of Control Section	RVPN/AO/TCC/P/01
2	Procedure of Cash Section	RVPN/AO/TCC/P/02
3	Procedure of Cost & Works Section	RVPN/AO/TCC/P/03
4	Procedure of Establishment & Audit Section	RVPN/AO/TCC/P/04
5	Procedure of General Account Section	RVPN/AO/TCC/P/05
<b>XV</b>	<b>Internal Audit</b>	
1.	Procedures of conducting Internal Audit of Expenditure and Commercial Accounts	RVPNL/INT Audit/P/01
<b>XVI</b>	<b>Load Dispatch Wing – (SO&amp;LD Circle)</b>	
1.	Procedure for System Operation & Load Dispatch	RVPN/LD/SO&LD/P/01
<b>XVII</b>	<b>Load Dispatch Wing – (SLDC Circle)</b>	
1.	Procedure for augmentation and modification of SCADA system	RVPN/LD/SLDC/P/01
2.	Procedure for attending breakdown in SCADA equipment	RVPN/LD/SLDC/P/02
3	Procedure for preventive maintenance of SCADA equipment	RVPN/LD/SLDC/P/03
4.	Procedure for archiving Data and preparation of report	RVPN/LD/SLDC/P/04
5.	Procedure for attending breakdown in capacitor banks equipment	RVPN/LD/SLDC/CAP/P/01
<b>XVIII</b>	<b>Load Dispatch Wing – ( PLCC Circle)</b>	



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1	Procedure for preventive maintenance of PLCC Equipment	RVPN/LD/PLCC/P/01
<b>XIX</b>	<b>Load Dispatch Wing – (Energy Accounting Circle)</b>	
1	Procedure for preparation of monthly state energy account	RVPNL/EA/P/01
2.	Procedure for apportionment of UI energy / UI charges among Discoms	RVPNL/EA/P/02
3.	Procedure for verification of UI charges as per NREB account	RVPNL/EA/P/03
4	Procedure for working out Energy drawl by Discom	RVPNL/EA/P/04
5	Procedures for issuing bills of transmission / SLDC charges/generation cost of partnership projects	RVPNL/EA/P/05
6.	Procedure for updating of information concerning open access on RVPN's Website	RVPNL/EA/P/06
7	Procedure for accounting energy from wind farm, Biomass, CPP & open access	RVPNL/EA/P/07
<b>XX</b>	<b>IT &amp; Training Wing (Training Section)</b>	
1.	Procedure for conducting training through internal & outside agencies at in-house and outside	RVPN/Trg./P/01
	<b>IT &amp; Training Wing (MIS Circle)</b>	
1	Procedure for Management Information System(compilation of ASS of Discoms)	RVPN/SE/MIS/P/01
2	Procedure for Management Information System(compilation of ASS of T&C circles of RVPN)	RVPN/SE/MIS/P/02
3	Procedure for Management Information System(compilation of Energy Account)	RVPN/SE/MIS/P/03
4	Procedure for Management Information System((Monitoring of Annual Plan & Honorable Governor and Finance Minister's speech)	RVPN/SE/MIS/P/04
5	Procedure for Management Information System (Implementation & Monitoring of IMIS)	RVPN/SE/MIS/P/05
<b>XXI</b>	<b>Transmission &amp; Construction Wing (T&amp;C) (Transmission &amp; Construction Circle)</b>	
1.	Procedure for erection & commissioning of Grid Sub Station	RVPN/T&C/P/01
2.	Procedure for operation & maintenance of Grid Sub Stations.	RVPN/CE/T&C/P/02

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3.	Procedure for Erection and commissioning of transmission lines	RVPN/CE/T&C/P/03
4.	Procedure for operation and maintenance of EHV Lines	RVPN/CE/T&C/P/04
5.	Procedure for Testing of insulating oil in oil testing laboratory	RVPN/CE/T&C/P/05
6.	Procedure for Repair of EHV transformer	RVPN/CE/T&C/P/06
<b>XXII</b>	<b>Transmission &amp; Construction Wing (PTCC-Circle)</b>	
1.	Procedure for PTCC clearance of EHV power lines	RVPN/T&C/PTCC/P/01
2.	Procedure for PTCC clearance of Telecom lines	RVPN/T&C/PTCC/P/02
3.	Procedure for Environment and Forest Clearance	RVPN/T&C/PTCC/P/03
4.	Procedure for Railway crossing approval	RVPN/T&C/PTCC/P/04
5.	Procedure for Aviation clearance	RVPN/T&C/PTCC/P/05
<b>XXIII</b>	<b>Transmission &amp; Construction Wing (Protection- Circle)</b>	
1.	Procedure for testing of protection relays and schemes	RVPNL/Protection/P/01
	<b>Transmission &amp; Construction Wing (M&amp;F and Store Section)</b>	
1	Procedure for Store Works i.e. ACOS	RVPN/ACOS(T&C)/M&F/P/01
2	Procedure for M&F Work	RVPN/ACOS(T&C)/M&F/P/02
3	Procedure for M&F Workshop	RVPN/ACOS(T&C)/M&F/P/03
<b>XXIV</b>	<b>Materials Management Wing (MM)</b>	
1	Procedure for procurement activity for centralized purchased item	RVPN/MM/P/01
2	Procedure for vender registration	RVPN/MM/P/02
<b>XXV</b>	<b>Administration Wing – ( L. A. O. Section)</b>	
1.	Procedure for acquisition of land from private/ personal	RVPN/Admn./LAO/P/01
2.	Procedure for allotment of land from Government property	RVPN/Admn./LAO/P/02
3.	Procedure for miscellaneous work of land related matters like cancellation of allotted land, refund of excess amount etc.	RVPN/Admn./LAO/P/03
<b>XXVI</b>	<b>Administration Wing – (A.S. ESTT.- II)</b>	
1	Procedure for Control of JENs, P.As, Stenos, Stat. Asstts.	RVPN/Estt.-II/HO/P/01

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	/ Computer programmer, Appointment & other activities	
<b>XXVII</b>	<b>Administration Wing – (A.S. ESTT.-I)</b>	
1	Procedure for Control and Utilization of all Gazetted, Technical and non Technical officers their Training, Deputation and other activities0	RVPN/AS( Estt.-I)/P/01
<b>XXVIII</b>	<b>Administration Wing – (JDP Section)</b>	
1	Procedure for Establishment Activities under JDP	RVPN/ADMN/JDP/P/01
<b>XXIX</b>	<b>Administration Wing (Enquiry Section)</b>	
1	Procedure for Enquiry Cases of RVPN under Personal Officer	RVPN/ENQ/P/01
<b>XXX</b>	<b>Administration Wing (AS ESTT III) Sections</b>	
1	Procedure for Annual Performance Appraisal Reports	RVPN/ADMN/ACR/P/01
<b>XXXI</b>	<b>Administration Wing – ( A.A.O. (Admn.) Section)</b>	
1.	Procedure for Purchase of stores	RVPN/ADMN/STORE/P/01
2.	Procedure for Printing Activities	RVPN/ADMN/STORE/P/02
3.	Procedure for Sanction of Posts	RVPN/ADMN/STORE/P/03
4.	Procedure for Sanction of Writ off losses	RVPN/ADMN/STORE/P/04
5.	Procedure for AMC and R&M of office Equipment	RVPN/ADMN/STORE/P/05
6.	Procedure for maintenance of Cash Book	RVPN/ADMN/STORE/P/06
<b>XXXII</b>	<b>Administration Wing – (A. S. (Pension) Section)</b>	
1.	Procedure for processing and sanction of the Pension/DCRG/Commutation/Ex. Gratia amount to the pensioners	RVPN/AS(P)/P/01
<b>XXXIII</b>	<b>Administration Wing – (A. S. (GAD) Section)</b>	
1.	Procedure for arrangement of Cash for POL, R&M of Vehicles and meeting arrangements	RVPN/Admn./AS(GAD)/P/01
2.	Procedure for R&M of vehicles	RVPN/Admn./AS(GAD)/P/02
3.	Procedure for Distribution of dak of GAB section	RVPN/Admn./AS(GAD)/P/03
4.	Procedure for proper arrangement of old records	RVPN/Admn./AS(GAD)/P/04
5.	Procedure for receipt of all letters and dispatch of various circulars/ orders/ endorsement of GAB	RVPN/Admn./AS(GAD)/P/05

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6.	Procedure for allotment of residential quarters in various RVPN colonies	RVPN/Admn./AS(GAD)/P/06
7.	Procedure for to provide basic telephone facility to officers and staff	RVPN/Admn./AS(GAD)/P/07
8.	Procedure for to provide EPABX telephone facility to officers and staff	RVPN/Admn./AS(GAD)/P/08
9.	Procedure for to provide Mobile phone facility to officers and staff	RVPN/Admn./AS(GAD)/P/09
10.	Procedure for arrangement of Security Guards for the security of the Vidyut Bhawan premises	RVPN/Admn./AS(GAD)/P/010
11.	Procedure for framing the new rules and amendment/ insertion/ alteration in the existing rules	RVPN/Admn./AS(GAD)/P/011



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Director(Technical)	3
Chief Engineer(PPM&R)	4
Chief Engineer(MM)	5
Chief Engineer(Civil)	6
Chief Engineer(LD)	7
Chief Engineer(IT & Trg.)	8
Chief Controller of Accounts	9
Zonal Chief Engineer (T&C) Jodhpur	10
Zonal Chief Engineer (T&C) Jaipur	11
Secretary(Admn)	12
Advisor (Legal Affairs)	13
Superintending Engineer(NPP)	14
Superintending Engineer(Reforms)	15
Superintending Engineer(P&P))	16
Superintending Engineer((400 Design)	17
Superintending Engineer(TLPC)	18
Superintending Engineer(SSPC))	19
Superintending Engineer(SO & LD)	20
Superintending Engineer(Energy Accounting)	21
Superintending Engineer(PLCC)	22
Superintending Engineer(MIS)	23

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Superintending Engineer(TCC.IX), Bikaner	32
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