

Quality Manual

ISO 9001:2015

**Dr C V RAMAN UNIVERSITY
KHANDWA (MP)**

2022

**DR. C. V. RAMAN UNIVERSITY
KHANDWA
PROMOTED BY
AISECT, BHOPAL, MP**

QUALITY MANUAL

(ISO 9001:2015)

Document Review Sheet

The signature below certify that this Quality Manual has been reviewed and accepted, and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

Name	Position	Effective Date
Authorized by	Prof. Yogesh Mahajan and Prof. Praveen Shukla	
Reviewed by	Prof. Bhavna Bajpai Dean, Prof. Shahzad Kureshi, Pro Vice Chancellor	
Checked by	Shri Ravi Chaturvedi, Registrar	
Approved by	Dr. Arun R Joshi, Vice Chancellor	

Amendment Record

This quality manual is reviewed annually to ensure to the systems and process that it defines. A record contextual additions or omissions are given below:

<i>Amendment Date</i>	<i>Page No.</i>	<i>Context</i>	<i>Initial</i>

Manual Identification, Ownership and Authorization

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Introduction

DR C. V. Raman University (Khandwa) is the 5th university under the AISECT Group of Universities and it is located in the *Nimar* region of the Madhya Pradesh (Khandwa). It is the first private University in the region and offering multiple courses across almost all the disciplines.

Our USP-

- Highly skilled academic team and experienced trainers with good academic/ industrial / entrepreneurial background.
- Skill-Academies functioning under the various University Teaching Department / Schools / Faculties providing technical back up for skill delivery.
- Focus on Hands-On blended with Mind – On and OJT exposure
- Partnership with AISECT (Ltd) - NSDC and certification, and online support by www.rojgarmantra.com an online exclusive platform for job aggregation, postings and facilitation.

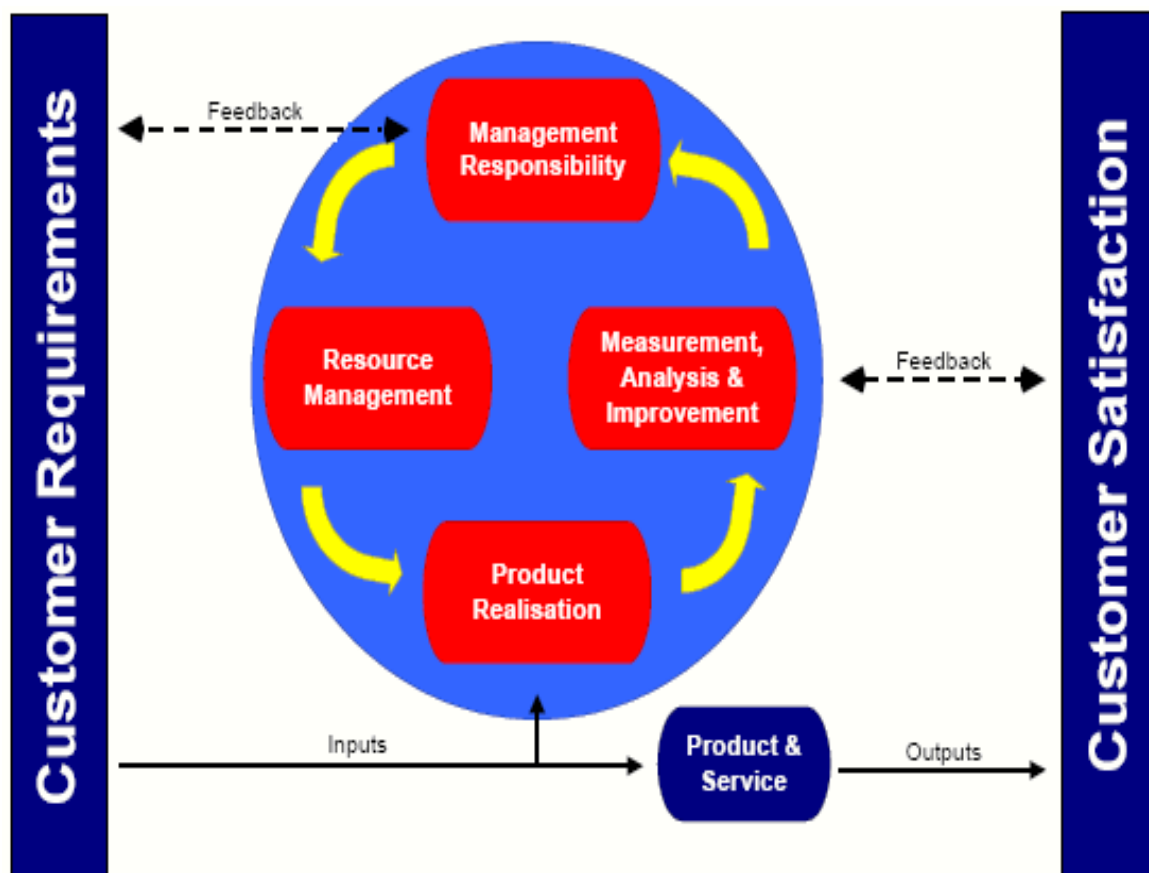
Dr C V RAMAN UNIVERSITY, Khandwa developed and implemented a Quality Management System (QMS) in order to strengthen the university's best practices, better satisfy the requirements and expectations of its stakeholders and improve the overall management of the University.

The Quality Management System (QMS) of CVRUK meets the requirement of the International Standard ISO 9001:2015. This system addresses the higher education, training, teaching, certified short courses, consultancy, knowledge center, laboratories, libraries, centers for the excellence, incubation centers with high quality housekeeping and maintenance.

This manual describes the Quality Management System, delineate authorities, inter- relationships and responsibilities of the personnel responsible for performing within the system. The manual also provides procedures for all mentioned activities comprising the Quality Management System to ensure compliances to the necessary requirement of the standards.

The manual is used internally to guide the university's staff through the various requirements of the ISO standards that must be met and maintained in order to ensure the quality, stakeholder satisfaction, continuous improvement and provide necessary instructions that create a positive work environment.

This manual is also used externally to introduce our QMS to our stakeholders and other organization or individuals. The manual is used to familiarize them with the controls that have been implemented and to assure them that the integrity of QMS is maintained and focused on stakeholder satisfaction and uninterrupted quality gradation.



QUALITY POLICY

“Continue to excel in all the performances in academic activities viz teaching, entrepreneurial initiatives, research and innovation, consultancy and continuing higher education especially vocationalisation and massification, creating new knowledge aligning with New Education Policy (NEP 2020) and fulfilling the SGD 4 obligations through processes of self evaluation and continual improvement”.

CVRUK is committed for creating Center for Excellence to build capacities and empower youth augmenting their future career by developing and applying new and applied, appropriate and cutting-edge strategies by application of science and technology. CVRUK become instrumental in learning, develop and disseminate, deepen and strengthen strategies fulfilling SDG 4 and enabling its students to emulate it for sustainable livelihood safety net in farm and non-farm sector.

CVRUK created a peaceful, favorable and amiable learning environment and an admirable infrastructure in the form of hospitable building, well-equipped study centers, lecture theatres, laboratories, live laboratories, dexterities, libraries, e – learning centers, computer center and 24 hours student amenities and campus facilities, field laboratories to plan-execute-modify-replicate models.

OBJECTIVES

In order to achieve the quality policy, CVRUK plan activities for:

- Offering new and innovative graduate, post graduate, doctoral programs besides certificate, diploma, post graduate diploma courses in the ambit of statutes empowered to do so and stringently follow the NEP 2020.
- Building capacity of cross section of stakeholders engaged in urban / rural livelihood initiatives round the year as its first mission i.e. quality education, second mission i.e. research and innovation and third mission i.e. engaging with the society.
- Coaching and mentoring of innovative research projects within the domain of sustainable urban / rural livelihoods round the year in field / live laboratories, dexterities, incubation centers to develop a thriving start – up eco – system.
- Handholding of stakeholders in all urban / rural livelihoods programs in terms of capacity building, skills, knowledge and general awareness

round the year pan-India.

- Higher technical and management education in the field of sustainable urban / rural livelihoods.
- Consultancy to multi stakeholders in the area of sustainable urban /rural livelihoods.

1. Purpose and Scope

This Quality Manual documents CVRUK quality system to demonstrate the University' ability to consistently provide products that meet stakeholders and regulatory requirements.

This manual establishes compliance with ISO 9001: 2015. The scope of Quality Manual is

"Providing management of services in higher education fulfilling the macro – level national obligations under SDG 4 through high quality higher education, setting up centers for excellence, working in tandem with other higher educational institutions, setting up of Raman Regional Resource Centers, trainings especially covering skill development, natural resources management, agriculture, horticulture, food science and technology, dairy science and technology, livestock management system, academic courses in rural and urban management, entrepreneurship management, MSME management, knowledge center, incubation center, consultancy services, micro food and / or industrial parks, and project implementation support to different stakeholders"

1.2 Exclusions

Where any requirement of ISO 9001: 2015 cannot be applied due to the nature of the organization, its activities and its products will be considered for exclusion. The exclusion may not affect the ability, nor absolve from the responsibility to deliver quality services to the stakeholders.

Strategic partnership obligation under any mutually agreed MoU shall be excluded from the scope of this manual. As certain conditions under the MoU or the processes followed by the partner institution may restrict to fulfill the standards. The Off – Campus activities and assignments outside the campus are also excluded for the purpose.

1.3 Terms and Definitions

Our QMS uses the same internationally recognized terms, vocabulary and definitions given in ISO 9001:2015. Acronyms, terms, vocabulary and definitions unique to our institution, stakeholder, sector and region and referenced throughout our QMS are contained in table below.

2.0 Quality Management System (QMS)

General and Documentation Requirements

2.1 Introduction

2.1.1 The quality assurance system operated by CVRUK is based upon the requirement of ISO 9001:2015. This addresses the following aspects:

All degree, diploma and short-term courses, consultancy, incubation and knowledge centers:

2.1.2 Key processes involved in the quality management system implemented in CVRUK have been identified and procedures have been established to define these processes. The procedures specify the aspects relating to the planning, operation and control of these processes and the resources required in terms of both physical and information to ensure their effectiveness.

2.1.3 Effectiveness of these processes is determined and targets are set to achieve continual improvement in the effectiveness during the planning and management review process. Faculty heads of concerned department monitor the achievement of targets and report the same for review during the planning and management review process.

2.2 Quality management system documentation may be broadly classified into three categories namely.

2.2.1 Policy level document comprising Quality Policy and Quality Manual, which briefly describes the quality management system processes and makes reference to the quality management system procedures.

2.2.2 System level documents comprising quality management system procedures which provide detailed description as to what activities are performed, by whom and when while implementing the processes. They cover the applicable details relating to the, planning, operation, monitoring, measurement and control of these processes to ensure their effectiveness and for achieving continual improvement. Quality management system procedures, wherever required make reference to other quality management system procedures or the next level of documents.

2.2.3 Operating level documents specify how the activities are performed, provide information for effective operation of the processes or

help in recording the evidence of performing the processes or their results.

They comprise standard operating procedures and standard laboratory practices, check lists, standard formats and records.

2.2.4 CVRUK has established & documented its Quality system as described in this Quality Manual and the procedures referred to in it. The Quality systems implemented in CVRUK conform to ISO 9001:2015 and the Quality Policy and Objectives of the organization to deliver services conforming to stakeholders, university and applicable statutory and regulatory requirements in a consistent manner and to achieve the satisfaction of its stakeholders.

2.2.5 Quality manual describes the quality systems implemented in CVRUK. It makes reference to the procedures, which define the way to perform various quality system processes. It also specifies the scope of the quality systems with justification for the exclusion and the interrelation and interaction of various quality management system processes.

2.2.6 The Quality Manual is a controlled document and is reviewed & approved by any of the ISO - UQCC Cell members before it is released. Copies of Quality Manual are issued by Management Representatives internally as controlled copies. The management representative updates all controlled copies of the quality manual with the revisions issued from time to time. Controlled copies are identified by "Controlled Copy" stamp applied in any color other than black on each page.

2.2.7 Copies of the Quality manual or extract from it may be issued to stakeholders and other external bodies in an uncontrolled manner. Such copies are duly stamped as "Uncontrolled Copy" on each page. CVRUK does not take responsibility to update the uncontrolled copies.

2.2.8 The revision status of the entire quality manual is identified by an issue number. Quality manual sections are uniquely identified and are independently revised. Any changes to the Quality Manual are issued after the review and approval by any of the ISO – UQCC Cell members in the form of revisions to individual sections. When a large number of revisions has been issued to various sections of the manual as desired by the Management Representative, the entire quality manual may be reissued. In such a case the issue number of the quality manual is incremented and the revision status of individual sections starts from '0'.

2.2.9 Holders of controlled copies of the quality manual are responsible for incorporating the revisions received by them from the Management Representative. They either destroy the obsolete copies of the quality

manual sections or return them to the Management Representative. Management Representative may retain obsolete copies for record or reference purpose duly identified by 'Obsolete Copy' stamp affixed on each page.

2.2.10 CVRUK through its ISO – UQCC Cell has established procedure for control of documents related to the quality management systems. All the documents are controlled as hard copies even though they may be generated and stored on computer medium.

The control exercised on documents includes the following:

1. Review and approval of the documents by designated authorities before release and at least once in three years thereafter to ensure adequacy & accuracy and continuing suitability.
2. Making available the pertinent documents at appropriate places to facilitate their implementation.
3. Ensuring that the controlled copies are updated with revisions issued to them.
4. Identifying the nature of revision in the documents and attachments.
5. Maintaining a master list of documents to readily identify their current revision status.
6. Maintaining the distribution list of controlled copies to ensure updating the documents whenever they are revised.
7. Prompt removal of obsolete copies to prevent their unintended use. Any obsolete copy retained for reference purpose is appropriately identified.
8. Records provide evidence of conformance to requirements and of effective operation of the QMS.
9. CVRUK has established a procedure for identification, collection, indexing, access, filing, storage, maintenance and disposition of records.

1.0 Measurement, Analysis & Improvement

1.1 General

This section describe how we define, plan and implement the measurement, analysis and improvement activities needed to assure services and QMS conformity and achieve continual QMS improvement. These activities include assessment of stakeholder satisfaction, conduct of internal audits, services monitoring and measurement.

Data collected and the feedback in writing, verbally or electronically are immediately considered by MR for improvement and prevention. Registration staff use a very simple feedback form to ascertain the stakeholder's overall perception of how well we are meeting their requirement and to document any recommendations for improvement.

1. CVRUK defines the measurement and monitoring activities in various procedures. The examinations conducted for students also give useful data pertaining to the performance of students and also the faculty members.
2. Examination Schedules, training feedbacks, consultancy reports are also the schedule for obtaining invited feedback from the various customers on their perception of quality of services provided by CVRUK. Assessments of the suitability, implementation & effectiveness of the quality management system are planned depending on the status and importance of the activities.
3. CVRUK has established a procedure to obtain participants feedback relating to their satisfaction or dissatisfaction with regards to the services provided by the Institution.
4. The data received from the above is analyzed and considered during the Management Review Meeting for identifying improvement opportunities.
5. Measures are also taken to identify current and future needs & expectations of the participants on a continuous basis and to meet and/or exceed them.
6. In additions to the above, stakeholder's complaints are handled effectively and the results are evaluated and used for the improvement of the processes and services.
7. Internal audits are conducted to determine the conformity and any additional QMS requirement that may apply for improvement and promoting awareness of stakeholders' requirement and effectiveness of our workforce.

8. MR is authorized to plan and coordinate the execution of timely internal inspection cum audit. MR coordinates and monitors the follow-up actions needed and maintains the record including non-confirmatory reports. MR submits a consolidate report for review during the Management Review Meeting.
9. CVRUK has established and maintained procedures to ensure that all processes involved in education, training, consultancy, knowledge centre are controlled.
10. CVRUK also established procedures for the measurement of the effectiveness of the services provided. Since the services provided by CVRUK are in the nature of education, it would impracticable to prescribe an acceptance criterion for conducting lectures, tutorial or laboratory sessions. It has therefore established procedures to assess the effectiveness of these sessions & take appropriate actions wherever necessary.
11. In addition, all the quality management system processes are also monitored and their effectiveness measured wherever appropriate. Quality objectives are determined to improve the QMS process and their achievement is reviewed during the Management Review System.
12. Educated and trained students and participants are the products of CVRUK. Participants are evaluated for their performance by various feedback forms and test conducted.
13. Criteria for passing or failing of students in the examination as well as grading their performance have been established.
14. Successful completion of training and acquiring the desired knowledge in expectation round is evaluated in the last session of the trainings.
15. Details of all non-conformities are documented and their disposition controlled.
16. CVRUK has established and maintained procedures to ensure that all processes involved in education, training, consultancy and knowledge centre are controlled.

4.0 QUALITY MANUAL

1. CVRUK is providing education, trainings, consultancy in following discipline:
 - Information Technology and Computer Science
 - Agriculture and Agribusiness value chain, Natural Resources Management, Water Science, River Science, Climate change including watershed and Water Resources Development and Management Horticulture and Forestry
 - Food Science and Technology
 - Home Science
 - Education - Human Capacity Building
 - Humanities and Liberal Arts, Social Development and Gender
 - Vocational education - Skill Development
 - Dairy Science and Livestock Management Systems
 - Commerce & Management Monitoring, Evaluation and Learning System
 - Physical Science, Life Science and Paramedical Education
 - Library science
2. The quality management system of CVRUK conforms to the requirement of ISO 9001:2015 and covers the above activities.
3. **List of Quality Management Procedures**

Doc. No.	Title	Revision Status
SP01	Management Review	
SP02	Planning	
SP03	Document Control	
SP04	Control of records	
SP05	Human Resource Management	
SP06	Environment and Safety	
SP07	Course Completion Certificates	
SP08	Student Identification and Traceability	
SP09	Control of customer property	
SP10	Storage and handling	
SP11	Course plan and certificates	
SP12	Examinations	
Sp13	Student and participants Feedback	
SP14	Complaints Management	
SP15	Corrective and Preventive Actions	

SP16	Control of non-conformities	
SP17	Internal Quality Audit	
Sp18	Training and Workshops	
SP19	Consultancy Assignments	
SP20	Knowledge Centre	

LIST OF ABBREVIATIONS

CVRUK	Dr C V RAMAN UNIVERSITY, KHANDWA
QMS	Quality Management system
QMP	Quality Management Procedure
VC	Vice Chancellor
MR	Management Representative
FAS	Financial Assurance System
Pro. VC	Pro Vice Chancellor
RM	Review Meeting
MRC	Management Review Committee
MRM	Management Review Meetings
MoU	Memorandum of Understanding
CoD	Control of Document
DCN	Document Change Note
OTS	Organizational Training Segment
CPAC	Corrective and Preventive Action Committee
CC	Climate Change
LS	Live stock
AB	Agri-business
H&F	Horticulture and Forestry
SD&G	Social Development and Gender
VT	Vocational Training
M&E	Monitoring and Evaluation
AISECT	All India Society for Electronics and Computer Technology

4.1 Product Realization

Our QMS identifies, plans for and documents our product and service realization processes to ensure consistency with all applicable requirements, including stakeholder's requirements and related quality objectives and requirements for specific products/services, and any/all applicable statutory/legal requirements. The outputs of product/service realization planning include the specific methods, facilities, equipment, people and materials/support services needed to achieve all desired results for a particular product, service, or MoU's.

When requirements are not adequately addressed in the documentation/data, or as required by the stakeholders, the Quality Manager/MR has overall responsibility for developing and implementing a quality control plan to address additional requirements or controls needed to verify work for the specific process, product, services.

4.1.1 Appropriate communication is established with the participants/students regarding the following at the time of registration/admission:

- Courses Offered
- Facilities Available
- Fee and other expenditures involved
- System of education & training
- Discipline to be maintain

4.1.2 Any certificate(s) or other material(s) belonging to the stakeholders collected at the time of admission or during their stay in the organization on returnable basis are properly identified, protected from damage or loss, accounted for and returned to the concerned student while leaving the organization or as agreed with them.

4.1.3 All changes to the conditions of admission and or registration are reviewed for their impact on the already specified requirements and accepted and communicated to all concerned for implementation.

4.1.4 Appropriate channels of communication with the students and parents are established on matters relating to the studies and the performance.

4.1.5 CVRUK is engaged in providing education, training, and consultancy and has established procedures for the controls to be exercised during the process. Education and training process generally comprises of conducting lecture, tutorial and field

laboratory sessions. Planning, operations and control of the various processes to ensure satisfactory provision of the education are defined in system procedures, standard operating procedures and standard field laboratory practices.

- 4.1.6 CVRUK has established and maintained procedures for identification of all participants/students and for maintaining traceability of all the records pertaining to them for easy retrieval and for performance and reporting.
- 4.1.7 In addition, Separate asset registration process is established; identification is also maintained for all the furniture fixtures used in the class rooms and workshops. CVRUK also established procedures for identification of furniture fixtures, machinery & equipment in the campus to facilitate accounting & maintenance.
- 4.1.8 Participants/Students are themselves customers and customer property. Some documents pertaining to the students are collected at the time of admission to be returned when they leave the campus or as agreed. Students are not under physical custody of CVRUK and no control is exercised to maintain them. Any customer property that is damaged, lost or otherwise found unsuitable is reported to the concerned participant/student for advice and appropriate action is taken.
- 4.1.9 The product handled in CVRUK comprising of records in the form of documents in hard copies and soft copies. Successful completion of training certificates or submission of consultancy reports to stakeholders. Controls of these documents are governed by the Procedure for Control of Records.
- 4.1.10 CVRUK also maintain stores pertaining to stationery and other consumables. They are stored suitably and their receipt and issue controlled.
- 4.1.11 CVRUK has also established procedures for conducting examinations for monitoring the performance of participants/students. Examination of students is also governed by the guidelines in accordance to the MoU signed with the strategic partner institution.

4.2 Resource Management

The Accounts head with input from all responsible faculties, ensures, appropriate resources, including trained employees and appropriate equipment, facilities, support services and work environment needed to implement, manage and improve an effective/efficient QMS and enhance stakeholder satisfaction, are identified and provided through our budgeting and Finance Assurance System (FAS). Accounts head

with input from other Faculties, monitors and measures overall operational efficiency and provides related input and recommendations that may affect QMS effectiveness to Top Management for review and action.

We believe that our employees are our most valuable resource and we do our best to help them achieve their full potential through continual education and training. The competency of people assigned responsibilities defined in the QMS is determined on the basis of documented criteria for appropriate education, training, skills, and experience for each required competency or work assignment. The Faculty of Management has overall responsibility for administering QMS.

- 4.2.1** CVRUK has a system to determine the general and human resources needed to implement and improve the quality management system throughout the planning and management review process. General Resources comprise of the infrastructure requirements including building and facilities required for laboratories, workshop, teaching and examinations as well as utilities like electricity, water, communications, etc.
- 4.2.2** CVRUK has a system for operation and maintenance of utilities as well as maintenance of other infrastructure facilities.
- 4.2.3** The need for resource, both general and human, is defined by the concerned Faculties. Resources approved and provided in review meetings. For meeting urgent needs, resources may be approved by the Top Management on case-to-case basis after evaluating the justification for the same with reference to the RM.
- 4.2.4** CVRUK maintains a congenial work environment, both physical and emotional, to encourage learning. All necessary resources in the form of trained and competent personnel, equipment and working environment are provided to perform the processes efficiently and effectively.
- 4.2.5** CVRUK has assigned trained and qualified personnel with required Competency to perform various operations in the Institute.
- 4.2.6** CVRUK has established a procedure to identify the competency need, assess the personnel against the competency needs for the current and future positions as well as meeting the changes to and provide training and take any other actions to bridge the gap.
- 4.2.7** The training and other activities are implemented and their effectiveness is assessed.
- 4.2.8** Any requirement relating to qualification of personnel for specific assigned task is also addresses.

- 4.2.9** All the employees are aware of relevance and importance of their activities and how they contribute to the achievements of quality objectives.
- 4.2.10** CVRUK maintains records relating to competency needs identified, training provided and their effectiveness, employee wise record of qualification and experience and training.

4.3 Management Responsibility

Top Management provides evidence of its commitment to the development, implementation and improvement of our QMS in very tangible ways:

Our quality policy statement documents and communicates the importance of meeting or exceeding all applicable requirements through continual improvement of our processes, products, and services.

“Continue to excel in all the performances in academic activities viz teaching, entrepreneurial initiatives, research and innovation, consultancy and continuing education especially cationization and massification, creating new knowledge completely aligning with New Education Policy (NEP 2020) and fulfilling the SGD 4 obligations through processes of self-evaluation and continual improvement”.

CVRUK committed for creating center for excellence to build capacities and empower people augmenting livelihoods by developing and applying low – cost appropriate cutting – edge science and technologies. CVRUK learn, develop and disseminate strategies to deepen and strengthen sustainable rural livelihoods safety net in farm and non-farm sector.

CVRUK created a peaceful, favorable and amiable learning environment and an admirable infrastructure in the form of hospitable building, well- equipped training halls, computer center and 24 hours library in on – line mode facilities and field laboratories to plan-execute-modify-replicate model”.

CVRUK ensures that the quality policy is understood, implemented, and maintained at all levels of the university through widespread printed distribution of our quality policy statement, and through periodic management review of the quality policy statement and corporate level improvement objectives. In addition, CVRUK quality policy and objectives are communicated and deployed throughout the university through individual performance objectives established and reviewed

during employee performance reviews.

- 4.3.1** The Quality Policy is displayed at various locations in the organizations. All faculty members, students and employees understand the quality policy and implement the same in their operations.
- 4.3.2** All the employees informed about the importance of meeting the stakeholders as well as regulatory and legal requirements. Stakeholders focus is maintained in all the operations of CVRUK.
- 4.3.3** Top Management ensures the availability of necessary resources for implementation of the quality management systems and reviews its implementation and effectiveness at defined intervals.
- 4.3.4** CVRUK plans and establishes the quality management system and quality objectives including those related to the quality of the services and performance of the organization are satisfied.
- 4.3.5** Responsibility and authority of personnel are defined below. In addition, quality management defines the responsibility and authority for implementing the procedures. Primary responsibilities denote the responsibility implementation of the process or utilization of output of the process.
- 4.3.6** **ISO – UQCC Cell at as Top Management Committee (TMC)** is responsible for planning the quality objectives and quality management system process and to provide resources. TMC is authorized to approve the Annual Budget and also capital and human resources required by the organization. TMC is responsible for defining the vision for the organization as well as policies and quality initiatives required to achieve the same.
- 4.3.7** Vice Chancellor (VC) approves all the decisions taken by TMC. He is directly responsible for financial management of the organizations. He is also responsible for coordinating all activities related to the admission & is authorized to approve the fee structure. She / He acts as the Chairperson of Management Review Committee (MRC) and approves all the decisions taken by it. She / He represents the organization with all external agencies on matters relating to the policies of the organization.

She / He is also authorized to approve all appointments, retrenchments and resignations / retirements of staff and faculty members. She / He is also overall responsible for the legal compliances of all activities and is authorized to take appropriate actions and employ the counsels for achieving the same.

Authority – She / He has the full and the final authority to ensure the above.

- 4.3.8** Registrar, CVRUK would be heading and directing over all decision in absence of VC. She / He is overall responsible for day to day management, intellectual input, knowledge sharing and all

matters formation. She / He ensures the direction and success of the organization through clear communication to other TMC members and staff.

4.3.9 Registrar is responsible for the Administrative and Dean (Academic) for the overall performance of the University. Their responsibilities include the following:

- Monitoring and reviewing the activities of various academic departments
- Preparation of Academic Calendar and approving the same
- Identifying competence needs, assessing the competency of the faculty and support staff and to propose training & other activities to satisfy these needs
- To act as Senior Superintendent of the Examinations and ensure that they are conducted in fair manner
- To maintain proper discipline in the organization
- To ensure proper maintenance of students records and communication of student performance to all concerned
- To review various proposals pertaining to academics, library and other resources from the departments to the MRC/TMC
- To review the implementation of ISO norms in the institute and time to time review the status to ensure the above
- Office Administration
- Maintaining staff and student records
- Coordinating the student admissions with the appropriate authorities
- Induction of the students,
- Hostel admissions,
- Provision of Identity Cards

Authority: She / He has the authority to monitor the above and take decision with MR.

4.3.10 FACULTIES are responsible for:

- Ensuring the effective functioning of their Schools / Departments
- Completion of courses within stipulated time frame
- Authorized to approve the course completion plans
- Monitor the implementation

- To plan and monitor the activities and propose the resource requirements
- To arrange trainings / Workshops / Seminars / Paper Presentation
- All other responsibility given to individual faculty in responsibility chart

Authority: To monitor the Course Curriculum and above-mentioned activities

4.3.11 Registrar as administrator provide good counsel and advice to TMC on all administrative matter.

Ensuring the proper maintenance of the infrastructure facilities other than laboratory and workshop equipments and teaching aids.

The infrastructure includes building, electricity, water, telephones, transport, horticulture and campus maintenance and hostel maintenance.

- Library
- Security
- Hostel Administration
- Canteen

Authority: She / He has the full authority to ensure the above. He has the administrative authority over all the matters relating to Personnel & Administration

- 4.3.12** CFO – FINANCE AND ACCOUNTS is responsible for
- Handling payments and receipts
 - Reporting of financial returns
 - Tax and other statutory obligation applicable as per FAS
 - Settlement of advances and supplier bills
 - Payment of salaries and other disbursements to employees
 - Maintaining day-to-day accounts of the organization.
 - Budget preparation and control
 - Internal and statutory audit and compliances there of

Authority – She / He has the authority to ensure the above and look after the complete banking procedure

4.3.13 Coordinator Raman Research and Innovation Center is responsible for:

- Upkeep of the all the research set – up and facilities created from time – to – time in the university
- Coordinates with Librarian in planning, procurement, loaning and maintenance of books and periodicals.
- Maintain all records of issuance and submission of books and periodicals
- Facilitates librarian for the subscription of new books and arrivals
- Facilitates operation and maintenance of official website and cybrary

Authority – She / He has the authority to ensure the above.

4.3.11 Dy. Registrar is responsible for:

- Evaluation, selection and performance monitoring of suppliers
- Purchase of stationery and consumables, storage
- Issue of Stationery and maintenance of consumables

Authority : To authorize purchasing

- De-listing of sub-contractors in consultation with MR.
- To indent requisite materials.
- To take decision on product quality.
- To ensure implementation of established quality system.

4.3.18 The TMC has appointed Prof, Designation as the Management Representative. In addition to her / his all other responsibilities, she / he is authorized for the following;

- Ensuring that the quality management system, meeting the norms of ISO 9001:2015 is established, implemented, maintained and improved.
- Maintaining liaison with external organizations on matters relating of QMS.
- Promoting awareness of customer requirements throughout the organization
- Reporting to TMC and MRC on the performance of QMS and any need for improvement
- Acts as a Member Secretary of MRC, organizes Management Review Meetings (MRM) and monitors the

implementations and effectiveness of the decisions taken during the MRM.

4.3.19 The Management Review Committee (MRC) reviews the quality management system once in six months or earlier

4.3.20 The inputs of the Management Review includes current performance & improvement opportunities obtained from:

- Results of Audit
- Customer Feedback
- Process performance & product conformance
- Status of preventive and corrective action
- Changes that effect the QMS
- Resource requirements

4.3.21 The outputs of the Management Review include actions related to:

- Improvement of QMS & its processes
- Improvements of services related to customer system & its processes
- Resource needs

1- ORGANISATION CHART

2- ACADEMIC ORGANISATION CHART

Head Faculty
Social
Development
& Gender

Head Faculty
Vocational Skill
and Education

Head Faculty
Agriculture &
Agri-Business

Head Faculty
Climate
Change

Head Faculty
Horticulture
& Forestry

Head Faculty
Livestock
Managemen
t

Specialty
Cell

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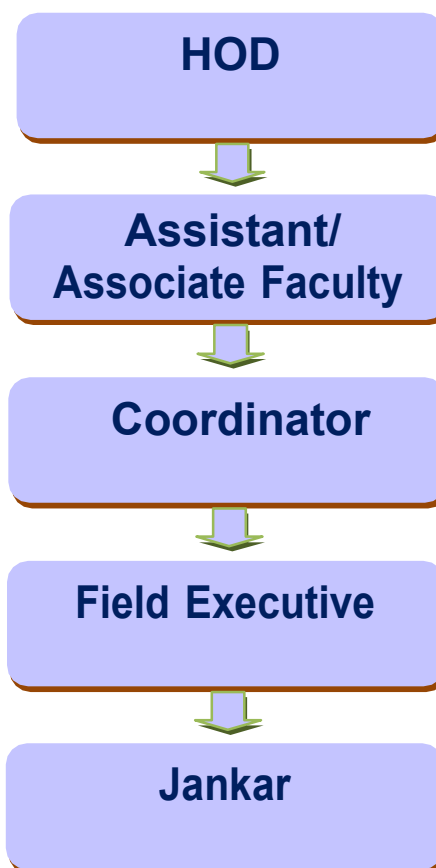
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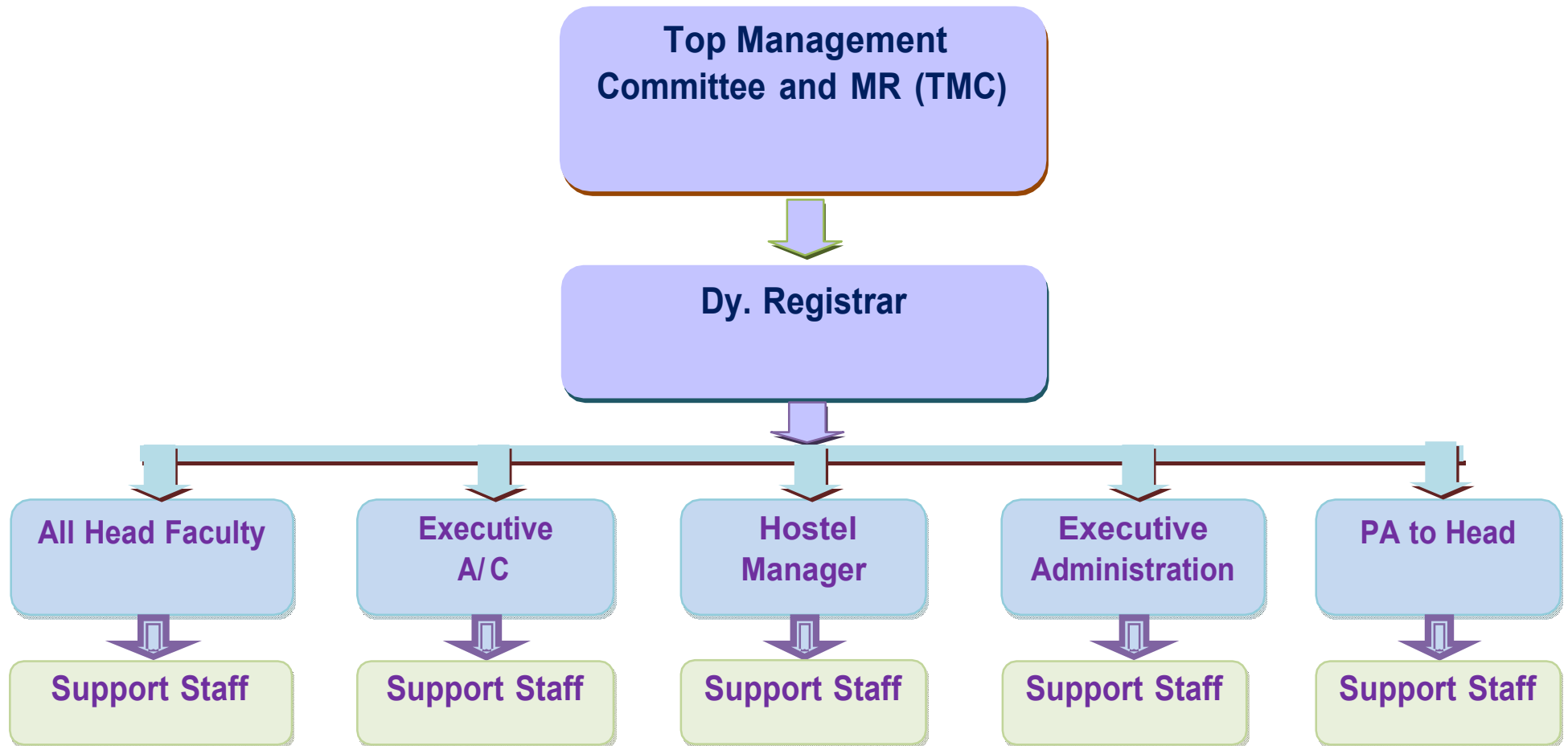
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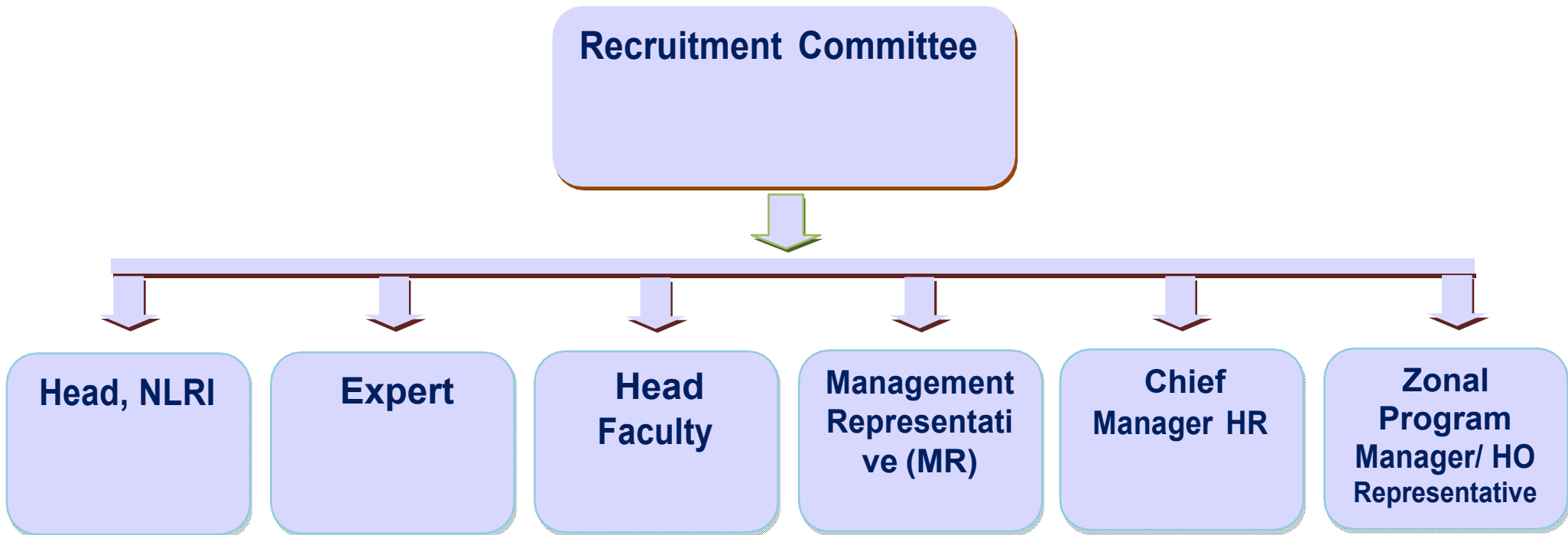
3- ACADEMIC DEPARTMENT ORGANIZATION CHART



4- ADMINISTRATIVE ORGANIZATION CHART



5- RECRUITMENT COMMITTEE



	List of Controlled copy holder	Copy number
1.	Vice Chancellor	01
2.	Registrar CVRUK	02
3.	MR	03
4.	Certifying agency	04

Management Representative (MR)

The Management Representative (MR) is appointed irrespective of other responsibilities. Mr.is appointed as MR vide Note datedfrom Vice Chancellor.

She / He has been vested with the following authority vide the above note:

- To ensure that the processes of the QMS are established, implemented and maintained in accordance with the documented system as per ISO 9001:2015 Standard.
- To report the status of quality system and its implementation to management and any need for improvement.
- To ensure promotion of awareness of customer requirements throughout the organization.

For this he will:

- Plan and carry out the Internal Quality Audits to ascertain the status of implementation of the documented system and its effectiveness and, awareness of customer requirements.
- Ensure the implementation of corrective action resulting from the review of findings of the Internal Quality Audits along with the concerned HOD.
- Maintain the records of the Internal Quality Audits.
- Authorized for the all administrative function to ascertain the Quality System maintained in the CVRUK.

Clause Applicability Matrix

Clause No.	Description	CVRUK Mgmt	MR	FIN	ADM	Agriculture	Humanities and liberal arts	IT & CS	Science	Para - medical	Management and Commerce	Education	Other
4.1	QMS General requirements	#	#	#	#	#	#	#	#	#	#	#	#
4.2	Documentation requirements	#	#	#	#	#	#	#	#	#	#	#	#
5.1	Management commitment	#											
5.2	Student (Customer) focus	#	#	#	#	#	#	#	#	#	#	#	#
5.3	Quality Policy	#											
5.4	Planning	#											
5.5	Responsibility, authority and communication	#											
5.6	Management review	#											
6	Resource management	#	#	#	#	#	#	#	#	#	#	#	#
7.1	Planning for product realization					#	#	#	#	#	#	#	#
7.2	Student (Customer) related processes		#		#								
7.3	Design and development												
7.4.1	Purchasing process												
7.4.2	Purchasing information												
7.4.3	Verification of purchased product												
7.5.1	Control of production and service provision					#	#	#	#	#	#	#	#
7.5.2	Validation of processes					#	#	#	#	#	#	#	#
7.5.3	Identification and traceability					#	#	#	#	#	#	#	#
7.5.4	Student (Customer) Property				#								
7.5.5	Preservation of product					#	#	#	#	#	#	#	#
7.6	Control of monitoring and measuring devices												#
8.2.1	Student (Customer) satisfaction				#								
8.2.2	Internal audits	#	#	#	#	#	#	#	#	#	#	#	#
8.2.3	Monitoring and measurement of processes												#
8.2.4	Monitoring and measurement of product												#
8.3	Control of non-conforming product		#										#
8.4	Analysis of data	#	#	#	#	#	#	#	#	#	#	#	#
8.5.1	Continual Improvement	#	#	#	#	#	#	#	#	#	#	#	#
8.5.2	Corrective action	#	#	#	#	#	#	#	#	#	#	#	#
8.5.3	Preventive action	#	#	#	#	#	#	#	#	#	#	#	#

QUALITY POLICY

“Continue to excel in all the performances in academic activities viz higher education programs through innovative teaching, entrepreneurial initiatives, research and innovation, consultancy and continuing higher education especially vocationalisation and massification, creating new knowledge aligning with New Education Policy (NEP 2020) and fulfilling the SGD 4 obligations through processes of self evaluation and continual improvement”.