This document is prepared in accordance with IS/ISO/IEC 17020:2012

PROCEDURE MANUAL

C & IB : 02
Issue No: 01
Issue Date: 01.01.2022
Amendment No.: 02
Amendment date: 01.05.2023

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SECTION 0.3		DOCUMENT DISTRIBUTION	PAGE 1 of 1
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The **Inspection Manager** ensures updating and access of documents in BPCL portal to authorized users as per the "**Control of documents and records procedure**" of Certification and **Inspection Body Procedure Manual**

SECTION 0.4	AMENDMENT HISTORY	PAGE 1 of 1
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Sr. no.	Page No.	Clause No. / Sr.no	Date of Amendment	Amendment description	Reasons
1	9	6.1.6/ 3.1	01.04.2023	Changed to clearly reflect the selection and authorization process of inspectors	Assessment observation by NABCB
2	11	6.2/ 3.1	01.04.2023	Changed to clearly reflect the scope of equipment use by inspection body	Assessment observation by NABCB
3	25/ 26/ 27	7.5 & 7.6/ 3.2/ 3.4/ 3.5	01.04.2023	All these clauses changed to clearly define the process of complaint/appeal handling without ambiguity	Assessment observation by NABCB
4	8	6.1.5/ 3.1	01.05.2023	4 years experience changed to 2 years experience	Internal Review
5	15	7.0 / 3.1	01.05.2023	same region inspectors shall not carry out the inspection of the storage location changed to the person who worked in the location (last 3 years) shall not carry out the inspection of the storage locations	Internal Review

SECTION 0.5	ABBREVIATIONS	PAGE 1 of 1
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ACC	APPEAL AND COMPLAINT COMMITTEE
AMEND	AMENDMENT
ANNEX	ANNEXURE
BIS	BUREAU OF INDIAN STANDARD
BPCL	BHARAT PETROLEUM CORPORATION LIMITED
BPCL IS	BHARAT PETROLEUM CORPORATION LIMITED -INFORMATION SYSTEMS
C & IB	CERTIIFCATION AND INSPECTION BODY
CDA	CONDUCT DISCIPLINE AND APPEAL
DOC.	DOCUMENT
EG.	EXAMPLE
E-MAIL	ELECTRONIC MAIL
ER	EASTERN REGION
GOVT	GOVERNMENT
F&F	FORMS AND FORMATS
HQ	HEAD QUARTER
HR	HUMAN RESOURCE
I&C	INDUSTRIAL & COMMERCIAL
ID	IDENTIFICATION
IEC	INTERNATIONAL ELECTRO TECHNICAL COMMISSION
IQCM	INDUSTRY QUALITY CONTROL MANUAL FOR NON AVIATION PRODUCTS
IS	INDIAN STANDARDS
ISO	INTERNATIONAL ORGANISATION FOR STANDARDISATION
LIMS	LABORATORY INFORMATION MANAGEMENT SYSTEM
MAX	MAXIMUM
MDG	MARKETING DISCIPLINE GUIDELINES
MOP&NG	MINISTRY OF PETROLEUM & NATURAL GAS
MRM	MANAGEMENT REVIEW MEETING
NDA	NON-DISCLOSURE AGREEMENT
NO.	NUMBER
NR	NORTHERN REGION
P&AD	PRODUCT & APPLICATION DEVELOPMENT
PSU	PUBLIC SECTOR UNIT
QA	QUALITY ASSURANCE
QAHQ	QUALITY ASSURANCE HEAD QUARTER
QC	QUALITY CONTROL
QR	QUALITY RECORD
REF	REFERENCE
R&D	RESEARCH & DEVELOPMENT (MARKETING)
SEC	SECTION
SBU	STRATEGIC BUSINESS UNIT
SI	SYSTÈM INTERNATIONAL
SOP	STANDARD OPERATING PROCEDURE
SR	SOUTHERN REGION
WR	WESTERN REGION

SECTION 0.6		APPROVAL	PAGE 1 of 1
ISO 17020 Clause	8.3		

This Certification and Inspection Body, BPCL Procedure Manual describes in detail how the vital functions of the Certification and Inspection Body, BPCL ,Sewree, Mumbai is to be carried out in accordance with the Policies mentioned in the Inspection body Quality Manual. This is being approved for implementation at Certification and Inspection Body, BPCL, Sewree, Mumbai. All the people working in the Inspection body have to follow the Inspection body Procedures as laid down in this Manual.

Date: 01.05.2023

Siddhartha Mitra

Inspection Director

SECTION 0.7		ISSUE	PAGE 1 of 1
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This Certification and Inspection Body, BPCL Procedure **Manual** describes in detail how the vital functions of the Certification and Inspection Body, BPCL**, Sewree, Mumbai** is to be carried out in accordance with the Policies mentioned in the Inspection body Quality Manual. This is being issued for implementation at Certification and Inspection Body, BPCL ,**Sewree, Mumbai.**

All the authorized users of this document are required to ensure its compliance in their respective areas and to update it as and when amendments are issued to this document.

The administration of this Manual shall follow the "**Control of documents and records procedure**" of this Manual.

This Manual is property of Certification and Inspection Body, BPCL, Sewree, Mumbai and is meant for restricted circulation only. It shall not be used directly or indirectly in any way detrimental to the interest of the Inspection body.

Date: 01.05.2023

Siddhartha Mitra

Inspection Manager

SECTION 1.0	IP:01 Selection, Training, authorization and monitoring of inspection body Personnel	PAGE 1 of 3
ISO 17020 Clause 6.1.5		

1. SCOPE:

This procedure covers the selection, training, authorization, and monitoring of the CERTIFICATION AND INSPECTION BODY, BPCL personnel.

2. RESPONSIBILITY:

Certification and Inspection Director is responsible for the selection and authorization of CERTIFICATION AND INSPECTION BODY, BPCL personnel and inspection Director / Inspection Manager are responsible for determining the training and monitoring of CERTIFICATION AND INSPECTION BODY, BPCL personnel reporting to them.

3. PROCEDURE:

Sr. No.	Description	Responsibility	Reference Document
3.1	**Selection, Training, authorization and Monitoring of Inspection body personnel** **Selection :** Certification and Inspection director selects the CERTIFICATION AND INSPECTION BODY, BPCL personnel /Inspectors from BPCL QA department who is having minimum 2 years' experience in QA activities and knowledge on various operations of petroleum storage locations. **Training :** A mandatory initial training (Internal/External) will be imparted to CERTIFICATION AND INSPECTION BODY, BPCL personnel / inspectors on petroleum storage location inspection process and on IS/ISO/IEC 17020. Further Training will be imparted to all the CERTIFICATION AND INSPECTION BODY, BPCL personnel / Inspectors on need basis if there is any change in Inspection process / method, Introduction / development of new technology in the operation or in the inspection process. Training plan is prepared for each CERTIFICATION AND INSPECTION BODY, BPCL personnel based on their ability, qualification , experience & position / Role in the CERTIFICATION AND INSPECTION BODY, BPCL .	**C & ID / IM** **C & ID / IM**	**IR/04 & IR 05A** **IR/05B**

SECTION 1.0	IP:01 Selection, Training, authorization and monitoring of inspection body Personnel	PAGE 2 of 3
ISO 17020 Clause 6.1.5		

Sr. No.	Description	Responsibility	Reference Document
3.1 (Contd.,)	**Authorization :** After the initial training on petroleum storage location inspection process and on IS/ISO/IEC 17020 , Training evaluation is done by the Inspection Director /Inspection Manager for all the Inspection body personnel. The minimum criteria for qualifying the training evaluation is 70% marks in the written examination. Once the personnel qualifies the evaluation process, necessary authorization is given to them based on their role and competency required (as per the quality Manual section 6.1.1). The authorization is given in form of a letter mentioning the authorized activity, the beginning of the authorization, the identity of the person who performed the authorization and the termination date of the authorization (3 years validity). **Monitoring:** Monitoring of CERTIFICATION AND INSPECTION BODY, BPCL personnel /inspector's performance /competency will be carried by C & IB Director /Inspection Manager /Regional QA Managers . For the debut inspection process, the inspector is accompanied by the experienced Inspector who has minimum 10 years experience/knowledge on inspection process. Subsequent inspections will carried out by the inspector individually unless he/she competent to perform the inspection process effectively. The performance of the inspector will be assessed by reviewing the inspection reports/verifying the inspection process thru virtual mode/collecting feedback from customer. The performance monitoring details are maintained in **IR/06**	**C& ID/ IM**	**IR/06**

Sr. No.	Description	Responsibility	Reference Document
3.2	**Induction Period and mentored Working period with experienced Inspectors** After the initial training evaluation and competence requirement Inspection Director appoints inspectors. Inspectors are members of QA department who has already done inspections as per the requirement of IQCM. All the inspector has to under one initial inspection along with the experienced inspectors / Mentors. Regional QA Managers are considering as experienced inspectors and mentors since they are carrying out the inspection activities more than 15 years as per the requirement of IQCM.The time gap between the initial training on storage location inspection process and on IS/ISO/IEC 17020 and the initial inspection with senior inspector is considered as induction period for each inspector. Each inspector will work with experienced inspector for at least one inspection. If the performance of the inspector is satisfactory as per report provided by the senior inspector / mentor, each inspector will carry out independent inspection.	**C & ID/ IM**	**IR/04**

SECTION 2.0		IP:02 Handling of test items / Inspection items	PAGE 1 of 2
ISO 17020 Clause	6.2		

1. SCOPE:

This procedure covers the verification of suitability and calibration status of the equipment used in inspection by CERTIFICATION AND INSPECTION BODY, BPCL .

2. RESPONSIBILITY:

Inspectors are responsible for the verification of suitability and calibration status of equipment which are utilized during the inspection.

3.PROCEDURE:

Sr. No.	Description	Responsibility	Reference Document
3.1	**Introduction** Certification and Inspection body, Bharat Petroleum Corporation does not own the facilities or equipment that it uses. Facilities and equipment are provided by the storage location during the inspection. Therefore, the handling is only limited to verification of suitability and calibration status of equipment used during inspection. Storage locations are sole responsible for the maintenance of these items as a part of inspection procedure. **Procedure:** a) Before start of inspection, the inspector(s) inform the storage location regarding requirement of various calibrated equipment and other aids for inspection activity. b) The storage location representative uses all such equipment during the process of inspection. c) The inspectors verifies the suitability and the calibration status of the equipment used in inspection through due verification. d) The calibration status is also verified through traceability to national or international standards.	**Inspectors**	**IR/08**

SECTION 2.0	IP:02 Handling of test items / Inspection items	PAGE 2 of 2
ISO 17020 Clause 6.2		

Sr. No.	Description	Responsibility	Reference Document
3.1 (contd.,)	**Items required for inspection:** 1) Hydrometers, Thermometers, Alcoholmeters 2) Sampling aids, Glass Jars, Sample containers, dip tapes/pastes, stoppered cylinders, Abel Flash Point Apparatus All the above cited items will be inspected initially for their physical condition, unique IDs and verified for their calibration. These items are utilized for carrying out the basic QC tests like Density, Flash Point, Ethanol Content, and Sampling. **Storage conditions**: Petroleum storage locations store all the inspection items in safe and ideal environmental conditions as per the details mentioned in standard test methods. Inspectors will verify the same during the inspection process.		

SECTION 3.0	IP : 03 Handling of Defective Equipment	PAGE 1 of 1
ISO 17020 Clause 6.2.14		

1. SCOPE:

This section covers the procedures for handling of defective items/equipment utilized for the inspection by the CERTIFICATION AND INSPECTION BODY, BPCL .

2. RESPONSIBILITY:

Inspectors are responsible for handling the items/equipment which are found defective during the inspection.

3. PROCEDURE:

Sr. No.	Description	Responsibility	Reference Document
3.1	**Introduction** As the petroleum product storage locations (customers) are part of parent organisation, holding all required inspection items at their end. These items will be utilised by Inspectors during the inspection. Storage locations are sole responsible for the maintenance/calibration of these items as a part of inspection procedure. If any of this equipment found defective during the inspection process, the same will be segregated from the working equipment and will be labelled as '**Defective** '. **Procedure:** Before utilising the equipment like hydrometer, thermometer, alcoholmeter, flash point apparatus, sampling aids, the inspector verifies that these items are suitable for performing the witness tests as a part of inspection process. If any of this equipment found defective, these items will be isolated and labelled as "**Defective**". The suitable corrections/repairs/recalibrations are performed on the defective equipment to bring back them to functional by the location (customers). If the repairs/recalibrations are not possible, such defective items will be discarded and never used for QC checks/activities.	**Inspectors**	

SECTION 4.0	IP : 04 Inspection Process	PAGE 1 of 3
ISO 17020 Clause 7.0		

1. SCOPE:

This section covers the procedures and methodologies of inspection processes used by the CERTIFICATION AND INSPECTION BODY, BPCL .

2. RESPONSIBILITY:

Certification and Inspection Director /Inspection Manager/Inspectors are responsible for the the inspection process.

3. PROCESS

Sr. No.	Description	Responsibility	Reference Document
3.1	**Introduction** BPCL (the parent organization) having many petroleum products (MS/HSD/SKO/FO/LDO/LSHS/Bitumen/Biodiesel/ Ethanol and other solvents or products) storage locations across the country. These locations receive, store, and distribute the petroleum products to the end users/other storage locations. To evolve a uniform Quality Control procedure, MOP & NG has formulated set of QC guidelines as "IQCM" – Industry Quality Controls Manual. The main purpose of this is to maintain the quality of products intact from production stage to end user in refinery good condition. In order to have uniform and perpetual quality standards, IQCM specifies mandatory QC audits of these storage locations once in a year. A dedicated checklist for the QC audits is depicted in Appendix 17 of IQCM. In vogue, these QC audits are being carried out by the BPCL QA department personnel as stipulated by IQCM. The similar audit process is adopted and implemented as inspection procedure as per ISO 17020. **Procedure:** The inspection process involves various methodologies starting from planning of inspection, allotment of inspectors (random), execution of inspection process by allotted inspectors, review of inspections by the Inspection Manager, compliance of non-conformities by the storage locations.	**IM**	

SECTION 4.0	IP : 04 Inspection Process	PAGE 2 of 3
ISO 17020 Clause 7.0		

Sr. No.	Description	Responsibility	Reference Document
3.1 (Cotd)	**1) Planning:** Inspection Director and Inspection manager schedules the inspection plans on randomization basis and the same will be assigned to the qualified inspectors (randomly). It is ensured that the person who worked in the location (last 3 years) shall not carry out the inspection of the storage locations to avoid any conflict of interest/for being impartial. Further, the inspection schedules are communicated to the respective inspectors by the inspection manager. The inspectors will coordinate with the respective storage location (customer) for the inspection process as per the schedule given by the IB. The schedules of inspections are maintained in **LIMS** **2) Inspection Process Execution:** The inspection process is initiated by an opening meeting/gathering conducted with customer (location). Customer will brief about the location operation activities and scope of the products handled. Inspector will perform the inspection process as per the checklist of Appendix 17 of IQCM and other applicable product manuals . To evaluate the technical competency, inspector witnesses various QC checks like density, ethanol purity, ethanol content in Ethanol blended Motor Spirit, flash point and sampling techniques performed by the personnel involved in QC activities of location. Upon verification of the objective evidence, Inspector will record the observations against provided checklist in the LIMS platform – Audit Module.	**IM**	**LIMS**

SECTION 4.0	IP : 04 Inspection Process	PAGE 3 of 3
ISO 17020 Clause 7.0		

3.1 (Cotd)	If any non- conformances are observed, the same will be discussed with the customer and raised as NC (non-compliance) in the LIMS platform. Positive marks are given to the compliances in the checklist and marks are deducted against the NCs/Partially met criteria accordingly. After duly fulling the checklist in the LIMS, the inspector will generate the inspection report. The total marks obtained, observations& suggestions and NCs raised with suggested corrective actions recorded in LIMS and E-mail copy of the LIMS report is shared with the Location in charge (Customer) after completion of the inspection . 3) **Compliances of Non-conformities:** The customer will close the NCs raised by taking the suitable corrective actions and the objective evidence will be submitted further to the inspector for getting NC closure concurrence. The inspector will verify the effectiveness of objective evidence provided against the NCs and close the respective NCs and the inspection process. All the reports are stored and available in LIMS software. **Review of Inspection Reports:** After completion of the inspection process, Inspection manager scrutinizes the inspection report. This review is further utilized as a tool for identifying the training needs of the inspector and monitoring the competency of the inspector. After closing the NCs raised, Inspection manager after consultation with the respective inspector will inform the Inspection Director to issue '**Inspection Certificate**' to the concern customer (location) as per **IR/18.**	**IM/Inspector**	**LIMS /IR 18**

SECTION 5.0	IP : 05 Safety During Inspection Process	PAGE 1 of 2
ISO 17020 Clause 7.1.9		

1. SCOPE:

This section covers the procedures and instructions for performing the inspection processes in safe manner.

2. RESPONSIBILITIES:

Inspectors are responsible for carrying out the inspection process in safe manner.

3. RESPONSIBILITIES:

Sr. No.	Description	Responsibility	Reference Document
3.1	**Introduction:** The storage locations handle various petroleum products which are highly volatile and inflammable. Therefore, safety is very important aspect at each level of operation. Nevertheless, inspection process also involves sampling from the bulk storage tanks, transferring the samples from one container another and testing of samples etc., are the potential activities which require high safety concern. Hence, the inspector has to take the responsibility to carry out the inspection process by taking utmost safety precautions laid down in the organisation's safety manual. **Procedure**: 1. **General:** Before entering the licensed area of the location, the inspector has to ensure the usage of required PPE like safety shoes, helmet etc. During the opening meeting, inspector has to obtain the basic safety information like assembly point, emergency exit, evacuation plan, Dos & Don's etc. Avoid handling/touching the alcohol/petroleum-based products with bare hands.	**Inspector**	

SECTION 5.0	IP : 05 Safety During Inspection Process	PAGE 2 of 2
ISO 17020 Clause 7.1.9		

3.1 (Cotd.,)	**2.Handling of Test Items/Samples:** Inspector shall take utmost precautions during the sampling from the bulk storage tank. It shall be ensured that the sample container is filled up to 85% of the total capacity. While performing the flash point, sub-sampling shall be done in a safe area (away from ignition sources). To transfer the samples from containers to jars, care to be taken to avoid any splash/bumping the samples. It shall be ensured that mass evaporation should not happen, and inhalation of vapors shall be avoided. Mouth pipetting shall be avoided. 3. **Handling of Test Equipment:** All the glass test equipment shall be handled carefully to avoid any breakage cuts/spillage of samples. During the inspection, if any mercury thermometer broken, it shall be handled carefully avoiding the contamination of mercury. Flash point apparatus shall not be left unmanned during the testing. If any glass items found with cracks shall be avoided to utilize for the inspection.		

SECTION 6.0	IP :06 CONTROL OF DOCUMENTS AND RECORDS	PAGE 1 of 6
ISO 17020 Clause 8.3 & 8.4		

1. SCOPE:

This procedure covers adequacy check, approval, issue & control of all documents, records & data of CERTIFICATION AND INSPECTION BODY, BPCL .

2. RESPONSIBILITY:

Inspection Manager is over all responsible for the document and record control. All other allied personnel are obliged to follow procedure.

PROCEDURE FOR CONTROL OF DOCUMENTS:

<table>
<tr><th>Sr. No.</th><th>Description</th><th>Responsibility</th><th>Reference Document</th></tr>
<tr><td>3.1</td><td>Identification of Documents</td><td></td><td></td></tr>
<tr><td></td><td>
<table>
<tr><th colspan="3">UNIQUE IDENTIFICATION OF DOCUMENTS</th></tr>
<tr><td rowspan="2">LEVEL I</td><td>NAME:</td><td>CIBQM (Certification and Inspection body Quality Manual)</td></tr>
<tr><td>Doc.No:</td><td>C & IB :01</td></tr>
<tr><td rowspan="3">LEVEL II</td><td>NAME:</td><td>CIBPM (Certification and Inspection body Procedure manual)</td></tr>
<tr><td>Doc.No:</td><td>C & IB :02</td></tr>
<tr><td>Procedure No.</td><td>IP - XX (XX - Sequential Numbers)</td></tr>
<tr><td rowspan="3">LEVEL III</td><td>NAME:</td><td>SOP (Standard Operating Procedure)</td></tr>
<tr><td>Doc.No:</td><td>C & IB :03</td></tr>
<tr><td>SOP No.</td><td>SOP - XX (XX - Sequential Numbers)</td></tr>
<tr><td rowspan="2">LEVEL IV</td><td>NAME:</td><td>Forms and Formats (F & F)</td></tr>
<tr><td>Format No.</td><td>IR - XX (XX - Sequential Numbers)</td></tr>
</table>
The CIBQM, CIBPM and SOP bears the Document No., Issue No., Issue Date, amendment no., date of amendment, Section No., and total No. of pages.
</td><td>IM</td><td></td></tr>
</table>

Sr. No.	Description	Responsibility	Reference Document
3.2	**Approval & Issue**		
	All relevant documents of CERTIFICATION AND INSPECTION BODY, BPCL are reviewed and approved for its adequacy by authorized personnel prior to issue. The authorities to issue and approve the documents are given below: **DOCUMENT** / **ISSUE** / **APPROVAL** IBQM / IM / C& ID IBPM / IM / C& ID SOP's / IM / C& ID Forms, Formats, Registers (IR) / IM / C& ID C & ID- Certification and Inspection Director IM -Inspection Manager ♦ CIBQM, CIBPM and SOP's are accessible to authorized users electronically on BPCL portal and the soft copies are protected with password.	C& ID/ IM	**IR 02D**

Sr. No.	Description	Responsibility	Reference Document
3.3	Document Amendment		
	♦ The amendments in the document (CIBQM/CIBPM/SOP) are done by submitting **"Change Request Note"** to the approving authority describing nature of changes and justification of the same. ♦ The issuing and approving authorities examine the proposed changes if agreed, changes are made otherwise request is filed and record is maintained. The changes in certification and Inspection body Quality Manual, certification and Inspection body procedure Manual & SOP are recorded in the amendment record sheet and the changes in other documents are recorded in the respective Master list. ♦ In a new issue amendment no. shall be 00 and the first amendment shall be 01 and so on up to 20 amendments. The amendment is defined as any change in document irrespective of time line / Nature of amendments etc. Document Control & Distribution/Amendment / Withdrawal Record is maintained in respective quality records. ♦ Master List is maintained to identify the current issued status of documents in order to prevent the use of obsolete documents. ♦ This master list is updated by Inspection Manager after amendments / updation. ♦ Authority for changes/amendment, approval and issuing is as described in point 3.2 of this procedure.	**C & ID/ IM**	**IR 02E**

Sr. No.	Description	Responsibility	Reference Document
3.3 (cotd.)	The Inspection Manager retains the soft copy in the BPCL portal in the obsolete folder and the same is removed from the active folder. The need for amendments in different documents arise mainly due to following reasons: ➢ Internal and External Audit ➢ Change in Legal, Statutory requirements ➢ Change in the operational Policy of BPCL ➢ Suggestion by the individual in the Inspection body, when he/she feels difficulty in operation. ➢ Outcome of MRM	**IM**	**IR01/ IR02/ IR11**
3.4	**External Origin Documents**		
	The External Origin documents, which are being used in the Inspection process, are as follows: • IQCM (Industry Quality Control Manual) • Ethanol & Blends Manual • MDG (Marketing Discipline Guidelines) • Control Order documents • Regulatory, Statutory requirements.	**IM**	**IR02A**
3.5	**Maintaining the soft copies of documents:**		
	The forms and formats in line with the requirement of IS / ISO / IEC 17020:2012 are available in soft form. Inspection details / record is maintained in LIMS . All computers used for data storage are protected by password which are known to Inspection body personnel authorized to operate the same. No personnel is allowed to take the data outside. All data backups are kept in BPCL server/ mass storage under the safe custody of the Inspection Manager.	**IM**	**IR02C**

Sr. No.	Description	Responsibility	Reference Document
3.6	**Review of the documents**		
	CERTIFICATION AND INSPECTION BODY, BPCL reviews all the Inspection body documents through following personnel once a year and the suggested changes are discussed during MRM along with the need for changes. Based on outcome of MRM discussion necessary changes are done.	IM & C & ID	**IR11G**

Sr. No.	Document	Review	Approval	Periodicity
1	CIBQM	IM	C & ID	Annual
2	CIBPM	IM	C & ID	Annual
3	SOP	IM	C & ID	Annual
4	Forms/ Formats	IM	C & ID	Annual

PROCEDURE FOR CONTROL OF RECORDS:

Sr. No.	Description	Responsibility	Reference Document
3.7	Identification of records: NAME: Inspection Records (IR) IR - XX (XX - Sequential Numbers) All records have Record number, Issue Number, Issue date, Amendment Number and Amendment date.		
3.8	Management related Records like Internal Audit, Management Review, Corrective & Preventive actions, etc., are maintained by Inspection Manager.	IM	**IR11/ IR14/ IR15**

SECTION 6.0	IP :06 CONTROL OF DOCUMENTS AND RECORDS	PAGE 6 of 6
ISO 17020 Clause 8.3 & 8.4		

Sr. No.	Description	Responsibility	Reference Document
3.9	Technical Records like Appendix 17 of IQCM for carrying out the inspection activity is maintained in LIMS (Laboratory Information Management system). All records related to Inspection technical activity are maintained by the Inspection Manager. During Inspection process, the above technical records are handled by respective Inspector. After the process is over, the records related to inspection activities are handed over to IM by the respective inspector either through soft form or Hard copy for retaining purpose.	IM	
3.10	All Management and technical records related to Inspection process are maintained in Hard/soft form.		
3.11	Management and technical records are listed in 'Master list of Records' with Record number, Title and type of records, retention period, filing location, maintenance responsibility and accessing authority. All legible records are stored in the server which is accessible to the personnel responsible for maintaining the same to ensure its security and confidentiality. Electronic records in computer are recalled through confidential passwords, which are not accessible to other than authorized individuals. Periodically back-up of all electronically stored record (wherever required) are taken to avoid corruption of data due to some hardware/software problem and maintained by Inspection Manager.	**IM**	**IR/02A**

SECTION 7.0	IP :07 APPEALS AND COMPLAINTS	PAGE 1 of 4
ISO 17020 Clause 7.5 & 7.6		

1. SCOPE:

The document describes the procedure for dealing with appeals and/ or complaints received from various sources.

2. RESPONSIBILITY:

Inspection Manager is responsible for monitoring of appeals and/or complaints and closure of the complaint.

3. PROCEDURE:

Sr. No.	Description	Responsibility	Reference Document
3.1	This procedure covers the process to receive, evaluate and make decisions on appeals/complaints.	C & ID / IM	IR/10 IR/12 IR/13
3.2	**Receipt of Appeals / Complaints** a) The appellant can appeal within 7 days of receipt of any decision from the CERTIFICATION AND INSPECTION BODY, BPCL . b) All Appeals / complaints received channeled to the Certification and Inspection Director who maintains record pertaining to all complaints including important dates like date of receipt, date of acknowledgement, date of closure or final disposal. c) The Certification and Inspection Director acknowledges the receipt of the complaint/appeal within one week (through email/letter). Certification and Inspection Director makes all efforts to process / resolve the complaint within 1 month and appeals within 2 months , unless it requires more time depending on the nature of the complaint/appeal.	C& ID / IM	IR/10 IR/12 IR/13

Sr. No.	Description	Responsibility	Reference Document
3.3	**Validation of Appeals/Complaints:** • All complaints shall undergo initial scrutiny to determine whether they fall within the ambit of the CERTIFICATION AND INSPECTION BODY, BPCL activities and whether they are valid. • If a complaint is outside the ambit of the CERTIFICATION AND INSPECTION BODY, BPCL activities or insufficient information provided, the complainant shall be informed accordingly and the complaint shall be treated as closed. • If the complaint clearly falls within the ambit of the CERTIFICATION AND INSPECTION BODY, BPCL activities and appears to be valid, the initial information provided is sufficient for initial investigation the same shall be taken up for further action.	C& ID / IM	IR/10 IR/12 IR/13
3.4	**Investigation of Appeal / Complaints** After validation, Certification and Inspection Director proceeds for detailed investigation. The Certification and Inspection Director has the right to either disallow the appeal or to form an Appeals and/or Complaint Committee based on the merit of the contents of the appeal/complaint. The Appeals /Complaint committee is headed by one of the Certification and Inspection body Members nominated by the Certification and Inspection Director. along with maximum two members out of the inspectors, staff or experts in the field or any other outside members as necessary to discharge the appeal/Complaint. It would be ensured that the members had not been involved in the subject matter of the appeal/complaint.	C& ID / IM	IR/10 IR/12 IR/13 IR/04 & IR/05A

Sr. No.	Description	Responsibility	Reference Document
3.5	**Reporting on Complaints and Other Related Actions** a) The outcome of investigation of Complaints & Appeals are informed to certification and Inspection Director and corrective actions are initiated as per Procedure for Corrective Action. b) The Certification and Inspection Director gives the decision on appeal/complaint based on the investigation findings and recommendations. c) All records pertaining to complaints/appeals maintained up to date by the members involved in the redressal. d) The complaints received, their handling and the corrective actions taken discussed as one of the agenda items in review meeting under the chairpersonship of Certification and Inspection Director, CERTIFICATION AND INSPECTION BODY, BPCL . The analysis of complaints placed during the management review. e) Certification and Inspection body, Bharat Petroleum Corporation Limited provides formal notice about the decision taken on Complaint/appeal (**IR/10**) to the complainant/appellant at the end of complaint & appeals-handling process through email/letter / BPCL portal.	C& ID / IM	IR/10 IR/12 IR/13

SECTION 7.0	IP :07 APPEALS AND COMPLAINTS	PAGE 4 of 4
ISO 17020 Clause 7.5 & 7.6		

Sr. No.	Description	Responsibility	Reference Document
3.6	**RECORDS** a) Customer complaint record: b) Appeal record c) Appeals & Complaints file is maintained by Complaints & Appeals Committee, where all correspondence in respect of complaints received, the Certification and Inspection body's decisions, and any other relevant documents are filed date-wise.	C& ID / IM	IR/10 IR/12 IR/13

SECTION 8.0	IP :08 MANAGEMENT REVIEW	PAGE 1 of 2
ISO 17020 Clause 8.5		

1. SCOPE:

This procedure covers the management review of CERTIFICATION AND INSPECTION BODY, BPCL .

2. RESPONSIBILITY:

Inspection Manager is overall responsible.

3. PROCEDURE:

Sr. No.	Description	Responsibility	Reference Document
3.1	CERTIFICATION AND INSPECTION BODY, BPCL conducts Management Review Meeting at least once in 12 months to review its management system preferably after the internal or external audit for its continuing suitability, adequacy, effectiveness, policies and objectives.	IM	**IR/11F** **IR/11G**
3.2	The meeting is chaired by Certification and Inspection Director. Inspection Manager, Dy. Inspection Manager, Inspectors, Appeal and complaint committee members are also part of this meeting.	IM	**IR/11F** **IR/11G**
3.3	The Agenda of MRM is prepared by the Inspection Manager & circulated to all the members well in advance.	IM	**IR/11F**
3.4	The information related to following aspects are presented before the management review committee for discussion. a) results of internal and external audits. b) feedback from customers and interested parties related to the fulfilment of IS/ISO/IEC 17020:2012. c) the status of preventive and corrective actions. d) follow-up actions from previous management reviews. e) the fulfilment of objectives; f) changes that could affect the management system; g) appeals and complaints. h) Safeguarding impartiality i) adequacy of current human and equipment resources, projected workloads and the need for training of both new and existing staff j) effectiveness of systems established to ensure adequate competence of the personnel	IM	**IR/11F** **IR/11G**

SECTION 8.0	IP :08 MANAGEMENT REVIEW	PAGE 2 of 2
ISO 17020 Clause 8.5		

Sr. No.	Description	Responsibility	Reference Document
3.5	The output of management review meeting are recorded which includes the decisions and actions to be taken related to the following: a) improvement of the effectiveness of the management system and its processes; b) improvement of the Inspection services related to requirement of IS/ISO/IEC 17020:2012; c) resource needs.	IM	**IR/11G**
3.6	Minutes of the meeting are recorded mentioning the action to be taken along with target date of completion and responsibility. Minutes of the MR Meeting is circulated to all the committee members and monitored by Inspection Manager for its implementation with the target period. Inspection Director is informed time to time regarding progress in the implementation.	IM	**IR/11G**

SECTION 9.0	IP :09 INTERNAL AUDIT	PAGE 1 of 2
ISO 17020 Clause 8.6		

1. SCOPE:

This procedure covers the internal audit of CERTIFICATION AND INSPECTION BODY, BPCL as per the scope of the CERTIFICATION AND INSPECTION BODY, BPCL to verify the effective implementation and maintenance of management system.

2. RESPONSIBILITY:

Inspection Manager is over all responsible.

3. PROCEDURE

Sr. No.	Description	Responsibility	Reference Document
3.1	The CERTIFICATION AND INSPECTION BODY, BPCL conducts **Internal Audit at least** once every 12 months covering all the elements of management system including Inspection activities.	C& ID & IM	**IR/11A** **IR/11B**
3.2	The Inspection Manager prepares the audit plan covering the criteria and scope and schedule of the internal audit taking into consideration the importance of the processes and areas to be audited as well as the results of previous audits. Internal Audit programme includes important processes and areas to be audited, as well as the outcome of previous audits.	IM	**IR/11A** **IR/11B**
3.3	The CERTIFICATION AND INSPECTION BODY, BPCL through its Internal Audit Procedure ensures the following: a) Internal audits are conducted by competent personnel having sufficient knowledge in the Inspection process, auditing and the requirements of IS/ISO/IEC 17020:2012; b) It is ensured that auditors do not audit their own work; c) Personnel responsible for the area audited are informed of the outcome of the audit; d) any actions resulting from internal audits are taken in a timely and appropriate manner. e) any opportunities for improvement are identified. f) the results of the audit are documented in internal Audit check list	ID & IM	**IR/11A** **IR/11B** **IR/11C** **IR/11D**

Sr. No.	Description	Responsibility	Reference Document
3.4	To harmonize the audit process and to ensure that all the auditors conducts the audits in uniform manner and all the requirements of Quality System are audited, The Audit observations are recorded in the IA audit checklist & Summary.	IM	**IR/11D**
3.5	Audit findings are recorded in prescribed format and duly signed by auditor & the Auditee with indicating corrective action proposed, corrective actions taken, corrective action acceptance and follow up actions. These are to be signed by Auditor / Auditee / IM at respective columns. The identified non-conformity during internal audit is addressed within a reasonable time agreed by both Auditor & Auditee unless the non-conformity requires more time for resolution. If investigation reveals that the extent of non-conforming would have affected the Inspection process, the location is notified the corrective action taken by Inspection Manager immediately.	Internal Auditor	**IR/11D IR/11E IR/14**
3.6	On closure of non-conformities or before the due date Inspection Manager verifies the closing action of NC and makes entry of it in the NC report if the action is agreed for closure. Wherever required, follow up audit is also planned by the Inspection Manager for verification of the effectiveness of implementation of corrective action.	IM	**IR/11E IR/14**
3.7	Summary of all the NC's and status of their corrective action follow up audit and pending action, if any are recorded for each Internal Audit.	IM	**IR/11E IR/14**
3.8	Internal Audit reports are circulated to all concerned by the Inspection Manager. The audit findings and summary of each Internal Audit is discussed in the Management Review Meeting.	IM	**IR/11D IR/14**

SECTION 10.0	IP :10 CORRECTIVE ACTION	PAGE 1 of 3
ISO 17020 Clause 8.7		

1. SCOPE:

This procedure covers identification and management of corrective actions for non-conformities including actions to prevent re-occurrence.

RESPONSIBILITY:

Inspection Manager is responsible for root cause analysis, monitoring, record maintenance and implementation of corrective action identified.

2. PROCEDURE:

Sr. No.	Description	Responsibility	Reference Document
3.1	**Identification of non-conformances** The non-conformances in the Inspection process may be detected by any of the following means, • Internal/ External Audits • Customer Appeals ,complaints and feed backs • Inspector observation. • Management Reviews In case of detection of any non-conformity, the Inspection Manager is authorized to prepare its report in the corrective action report format.	IM	**IR/11E** **IR/12** **IR/13** **IR/ 16** **IR/11G** **IR/14**

Sr. No.	Description	Responsibility	Reference Document
3.2	**Root Cause Analysis:** Investigation for root cause of Non-Conformity is done by Inspection Manager to find out the causes of non-conformity. A careful analysis of all potential causes of the problem is done by the Inspection Manager. If causes are more than one such as Personnel, process, Equipment etc., then it is numbered in sequential manner with effect to the Operation of the system. The impact (consequences) of non-conformity in CERTIFICATION AND INSPECTION BODY, BPCL activities, if any, are addressed by the Inspection Manager.	**IM**	**IR/14**
3.3	**Implementation of Corrective Action:** Appropriate corrective actions as evaluated from cause analysis are taken within target period. The Inspection Manager also takes necessary steps to identify potential preventive action and implement the same throughout the system in order to prevent its recurrence.	**IM**	**IR/15**
3.4	**Monitoring of Corrective Action:** The effectiveness of implementation of any corrective action is monitored by means of analysing the output derived out of the Corrective action by the Inspection Manager so as to ensure that such nonconformities not occurring again.	**IM**	**IR/14**

Sr. No.	Description	Responsibility	Reference Document
3.5	**Record Maintenance :** CERTIFICATION AND INSPECTION BODY, BPCL maintains the following records: • Causes of non-conformity • Corrective action taken and • Results of corrective action.	IM	**IR/14**
3.6	**Reviewing the effectiveness of corrective action:** The effectiveness of implementation of corrective action shall be reviewed and the same is recorded and discussed during Management review Meeting. Changes to the management system if required is done.	IM	**IR/14** **IR/11G**

SECTION 11.0	IP :11 PREVENTIVE ACTIONS	PAGE 1 of 2
ISO 17020 Clause 8.8		

1. **SCOPE:** This procedure covers identification and management of preventive actions and it is applicable to entire Inspection process.

2. **RESPONSIBILITY:**

   Inspection Manager is responsible for identification and review of preventive actions observed during Inspection processes.

3. **PROCEDURE:**

Sr. No.	Description	Responsibility	Reference Document
3.1	The CERTIFICATION AND INSPECTION BODY, BPCL identifies the potential sources of non-conformances through the inputs from the following: • Customer feedback / interested parties feedback. • Reviewing performance of Location in terms of Quality control activities • Inspection process records. • Identification of training needs of the personnel operating at Location. • Management review • Member Suggestion • Corrective actions of other bodies in our system CERTIFICATION AND INSPECTION BODY, BPCL takes necessary actions based on the above inputs.	**IM**	**IR/16** **IR/15**
3.2	Based on the identified sources of potential sources of non-conformities, CERTIFICATION AND INSPECTION BODY, BPCL takes preventive measures by the following means, • Ensuring the availability of required personnel for Inspection process. • Ensuring the availability of material required for Inspection process • Ensuring environmental conditions and facilities as per Inspection scheme • Ensuring the technical competency of the personnel involved in the inspection process.	**IM**	***IR/15*** ***IR/05A***

Sr. No.	Description	Responsibility	Reference Document
3.2 *(Contd)*	• Ensuring the calibration of Instruments/ equipment used in assessment of Location samples test accuracy and verification of instruments used by location. • Ensuring proper storage and handling of test equipments in order to avoid its deterioration.	**IM**	**IR/08**
3.3	**Implementation of preventive Action:** Appropriate preventive actions as evaluated from cause analysis are taken within target period. CERTIFICATION AND INSPECTION BODY, BPCL also takes necessary steps to identify potential preventive action and implement the same throughout the system in order to prevent the occurrence of nonconformities	**IM**	**IR/15**
3.4	**Monitoring of preventive Action:** The effectiveness of implementation of any preventive action is monitored by means of analyzing the output derived out of the preventive action so as to ensure the non-recurrence of the same.	**IM**	**IR/15**
3.5	**Record Maintenance :** CERTIFICATION AND INSPECTION BODY, BPCL maintains the following records: • Nature of the non-conformities • Causes of non-conformity • Preventive action taken and • Results of preventive action.	**IM**	**IR/11E** **IR/14** **IR/15**
3.6	**Reviewing the effectiveness of preventive action:** The effectiveness of implementation of preventive action shall be reviewed and the same is recorded and discussed during Management review Meeting. Changes to the management system if required is done.	IM	**IR/15** **IR/11G**

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