



Internal Implementation Process

(IS/ISO 9001:2015)



Department of Agricultural Research and Education
and
Indian Council of Agricultural Research
Ministry of Agriculture & Farmers Welfare
Krishi Bhavan, New Delhi

Internal Implementation Process

(IS/ISO 9001:2015)



Department of Agricultural Research and Education
Indian Council of Agricultural Research

Ministry of Agriculture & Farmers Welfare,
Krishi Bhavan, New Delhi



Internal Implementation Processes

(IS/ISO 9001:2015)

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**Department of Agricultural Research and Education
and
Indian Council of Agricultural Research**



QUALITY POLICY

DARE and ICAR are committed to clientele satisfaction and continual improvement for achieving excellence in agricultural research, education and frontline extension. This is achieved through systematic knowledge management, sense of ownership, responsive approach, human resource development, technological up-gradation, conducive work culture and implementation of effective Quality Management System ensuring compliance with applicable requirements.

QUALITY OBJECTIVES

1. Achieving the documented measurable targets timely, qualitatively and with enhanced resource use efficiency.
2. Providing improved service delivery to stakeholders through IT-enabled systems management and human resource development.
3. Ensuring continual enhancement of clientele satisfaction.

(M.L. Jat)

Secretary (DARE) & Director General (ICAR)
Krishi Bhavan, New Delhi

Dated: 11th August, 2025

**Department of Agricultural Research and Education
&
Indian Council of Agricultural Research**

Internal Implementation Process

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Issued by: : MR, DARE/ICAR
Signature



(Kumar Rajesh)

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SCOPE of the Quality Management System @ DARE/ICAR

Quality Management System of DARE/ICAR Head Office covers “*All the activities of DARE and ICAR pertaining to coordinating, guiding and managing research, extension and education in agriculture including Crop Science, Horticulture Science, Natural Resource Management, Agricultural Engineering, Animal Science, Fisheries Science, Agricultural Education, and Agricultural Extension are executed through various ICAR institutes, National Research Centers, National Bureaux, Directorates, Project Directorates, Krishi Vigyan Kendras and Agricultural Universities.*”

Purpose of the Document: *To make aware about the IS/ISO 9001:2015 related activities and its processes in DARE/ICAR.*

IS/ISO 9001:2015 @ DARE/ICAR

Introduction: International Organization for Standardization (ISO) 9001 is defined as the international standard that specifies requirements for a Quality Management System (QMS). Organizations use this standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements.

The current version of ISO 9001 was released in September 2015. This version ISO 9001:2015 applies to any organization, regardless of size or industry. It specifies the requirements for an effective Quality Management System (QMS), and helps them in: Organize a QMS; *Create Satisfied Customers, Management, and Employees; Continually Improve their Processes; and save costs.*

Quality Management System: A quality management system is a way of defining how an organization can meet the requirements of its customers and other stakeholders affected by its work. ISO 9001 is based on the idea of continual improvement. It doesn't specify what the objectives relating to “*quality*” or “*meeting customer needs*” should be, but requires organizations to define these objectives themselves and continually improve their processes in order to reach them.

Benefits of ISO 9001: 2015: Implementing a quality management system will help in following ways:

- ❖ Emphasis on leadership engagement in development of QMS and its implementation.
- ❖ Assess the overall context of our organization to define who is affected by our work and what they expect from us. This will enable us to clearly state our objectives and identify new business/service opportunities.
- ❖ Put our customers (*ICAR-Institutes*) first, making sure we consistently meet their needs and enhance their satisfaction. This can lead to repeat customer, new clients and increased business/services for our organization.



- ❖ Work in a more efficient way as all our processes will be aligned and understood by everyone in the business or organization. This increases productivity and efficiency, and bringing internal costs down.
- ❖ Meet the necessary statutory and regulatory requirements.
- ❖ Identify and address the risks associated with our organization

IS/ISO 9001:2015 at DARE/ICAR:

- ✓ The **First** Certificate of Quality Management Systems (**IS/ISO 9001:2008**) was granted to DARE/ICAR by Bureau of Indian Standards (BIS) for three years (*from 04.07.2013 to 03.07.2016*).
- ✓ This Certificate of Quality Management Systems (IS/ISO 9001:2008) was Renewed (**Second**) by Bureau of Indian Standards (BIS) for three years (*from 02.02.2017 to 14.09.2018*).
- ✓ The **Third** Renewal of this certificate from 14.09.2018 to 03.07.2019 by BIS was issued with its new version i.e., **IS/ISO 9001-2015**.
- ✓ In this regard 137 ICAR officials were trained by conducting “**Awareness and Internal Audit Training Course on Quality Management Systems as per IS/ISO 9001:2015**” in collaboration with BIS-NITS, Noida and its Certificates were issued (**Annexure-I & II**).
- ✓ The Certificate was again Renewed (Fourth) for next three years (from 04.07.2019 to 03.07.2022) by BIS.
Further, this certificate has been renewed (Fifth) for next three years from 30.11.2022 to 03.07.2025 (**Annexure-III**).
- ✓ To manage the activities related to this certification Director, ICAR is the Nodal Officer (On behalf of Secretary DARE and DG, ICAR) which is named as **Management Representative (MR)** for IS/ISO 9001:2015 supported by Quality Management System (QMS) **Coordinators** at each Division/Unit. The **Heads** of each Division/Unit are **responsible** for its implementation and regular maintenance.
- ✓ To update the Quality Manual and System Procedures of DARE/ ICAR for IS/ ISO 9001:2015, as well as other relevant assignments of ISO related activities viz. Surveillance/ Internal Audits, Management Review Meeting (MRM), document revisions etc., a **Working Group** has been nominated which is supporting to Management Representative (MR) of IS/ ISO 9001:2015 (**Annexure-IV**).
- ✓ A **Management Review Committee** has been constituted to review the operation and effectiveness of Quality Management System. The committee consists of:

Secretary DARE and DG, ICAR

Addl. Secretary DARE and Secretary ICAR
Divisional Heads
Management Representative (MR)
Any other member (s) as desired by Chairman

Chairman

Dy. Chairman
Members
Coordinator

Work Responsibilities of Management Representative (MR) Unit

To maintain and sustain this certification on regular basis, MR of DARE/ICAR has to Organize:

- ✓ Awareness Trainings/Programmes/ Meetings,
- ✓ Internal Audits,
- ✓ Management Review Meeting (MRM),
- ✓ Creation and Revision of Documents/Activities,
- ✓ External Audits viz. Surveillance Audit, and Renewal Audit, and
- ✓ Other Mandatory Requirements of the Standard.

Important Documents of IS/ISO 9001:2015:

All the Divisions/Units have to maintain following documents for execution of IS/ISO 9001:2015 activities at their office:

- ✓ **Quality Manual:** A quality manual is a document that states the organization's intentions for operating and executing the processes within its Quality Management System.
- ✓ **Common/ System Procedures:** This document consists of operating procedures according to the Quality Manual.
- ✓ **Quality Policy and Quality Objective:** Quality Policy is a dynamic document which should be widely communicated, understood and adopted throughout the organization. Quality Objectives have been developed to implement the Quality Policy addressing overall organizational focus.
- ✓ **Divisional Document:** This document is compilation of Organogram, Responsibility and Authority, Objective/Targets, Major Activities, Key Achievements, area for improvements, customers, quality system documents etc. A template of the Divisional Document is explained at *Annexure-V*. This document must be signed by the concerned Division/Unit Head only. The signed (Scan) copy of this document should be sent to MR Unit for record keeping.
- ✓ **Internal Documents:** These are the documents viz. *Decisions, Guidelines, Reports, Office Orders, Manuals etc.* which were created/ issued/ prepared by the DARE/ICAR eg. *Guidelines for AICRP/QRT, Decisions of Personnel/ Administration Divisions for Scientific/Technical Service Management, Annual Reports etc.*
- ✓ **External Documents:** These are the documents viz. *Decisions, Guidelines, Reports, Office Orders, Manuals etc.* which were issued/ prepared by other organizations viz. *Decisions and Guidelines of DOPT, Ministry of Finance, Acts and Rules of PPV&FRA, Patents, Biodiversity Authority etc.,* and are required/useful in DARE/ICAR's office procedures/activities.
- ✓ **Internal Audit Report:** This is the work efficiency report submitted by Internal Auditor (twice in a year) to the QMS Coordinator and MR Unit.



- ✓ **Customer Feedback:** Feedback provided by customers i.e. *ICAR-Institutes* about the services provided by concerned Division/Unit.
- ✓ **Corrective and Preventive Actions (CAPA):** These are the actions/changes/initiative taken by the Division/Unit to improve the quality of services to satisfy the need of their customer.

Important Individual/Terms of IS/ISO 9001:2015:

QMS Coordinator: An employee of DARE/ICAR (Under Secretary and Above), nominated by his/her Division/Unit head for executing and managing IS/ISO 9001:2015 activities in his/her Division/Unit. QMS coordinator is the Auditee for Internal/Surveillance/Renewal Audits for his/her Division/Unit.

Internal Auditor: An employee of DARE/ICAR (Assistant and Above), trained by BIS-NITS under “Awareness and Internal Audit Training Course on Quality Management Systems as per IS/ISO 9001:2015” shall be nominated by Management Representative (MR) to execute Internal Audits in the Divisions/Units. Internal Auditor is responsible for auditing all the QMS related activities on time and if require raise non-conformity(es); and report to the MR.

Internal Audit: This is the major activity of the MR Unit to maintain the quality of services at all Divisions/Units DARE/ICAR by auditing/inspecting their services with trained Auditors at specified intervals i.e., Twice in a year per standard given in the quality manual.

Surveillance Audit: This audit is conducted by BIS for the first two years of the certification with a team of 3 to 4 lead auditors, where they will audit/inspect all the Divisional/Unit QMS related activities.

Renewal Audit: This audit is also conducted by BIS in the third year of the certification with a team of 3 to 4 lead auditors, where they will audit/inspect all the Divisional/ Unit QMS related activities, and recommend for Renewal/ Rejection.

Follow-up Audit: This audit is conducted by MR in case of improper results of internal audit or on the recommendation of top management.

Management Review Meeting (MRM): Management Review is an important activity of MR Unit which shall be conducted twice in a year (after completing the internal audit), to ensure continuing suitability and effectiveness of QMS in meeting Quality Policy & Objectives.

Preparation for Internal/External Audits:

To face an/a Internal/Surveillance/Renewal audit of IS/ISO 9001:2015, an auditee/ QMS Coordinator should be ready with following documents:

- ✓ Internal Audit Report(s)
- ✓ Closure and Reporting to MR for Non-Conformity(es) (NCs), if any
- ✓ Copy of a Quality Manual



- ✓ Copy of Common/System Procedures
- ✓ Display of Quality Policy and Quality Objective in the office premises
- ✓ Important files/documents in hard/soft form
- ✓ Customer Feed-back from concerned ICAR Institutes
- ✓ Report on Customer Feed-back
- ✓ List of Internal and External Documents in hard/soft form
- ✓ Management Review Meeting (MRM) agenda and its decisions

Annexure-I

Copy of Certificate of Awareness and Internal Audit Training Course on Quality Management Systems as per IS/ISO 9001:2015

 मानक: पथप्रदर्शकः	
प्रमाण-पत्र / Certificate	
प्रमाणित किया जाता है कि अजय वर्मा ने 24-25 सितम्बर 2024 के दौरान राष्ट्रीय मानकीकरण प्रशिक्षण संस्थान, भारतीय मानक ब्यूरो द्वारा भारतीय कृषि अनुसंधान परिषद, नई दिल्ली में आयोजित "आईएस/आईएसओ 9001:2015 के अनुसार गुणवत्ता प्रबंधन प्रणाली पर प्रलेखन, जागरूकता और आंतरिक संपरीक्षण" पर दो दिवसीय प्रशिक्षण कार्यक्रम में भाग लिया	
This is to certify that Ajai Verma has attended 2-Day Training Programme on "Documentation, Awareness and Internal Audit on Quality Management System as per IS/ISO 9001:2015" held during 24-25 September 2024 at Indian Council of Agricultural Research, New Delhi Conducted by National Institute of Training for Standardization, Bureau of Indian Standards	
 (आशुतोष शुक्ल/Ashutosh Shukla) (पाठ्यक्रम समन्वयक/Course Coordinator)	 (ए.चटर्जी /A. Chatterjee) (प्रमुख, रा.मा.प्र.सं./Head, NITS)
Certificate No. NITS/TRG./02/2024-25/16/03	
राष्ट्रीय मानकीकरण प्रशिक्षण संस्थान/National Institute of Training for Standardization भारतीय मानक ब्यूरो/Bureau of Indian Standards उपभोक्ता मामले, खाद्य एवं सार्वजनिक वितरण मंत्रालय/Ministry of Consumer Affairs, Food & Public Distrib. ए/आ 20-21, संस्थागत क्षेत्र/Institutional Area, सैक्टर/Sec.-62, नोएडा/Noida-201309, उ.प्र./U.F. फोन/Ph.: 0120-2212 722/724/725/727, ईमेल/Email: nits@bis.gov.in, hnits@bis.gov.in वेबसाइट/Website: www.bis.gov.in, www.manakonline.in	

Annexure-II

Photographs of Awareness and Internal Audit Training Course on Quality Management Systems as per IS/ISO 9001:2015





Annexure-III

IS/ISO Certificate Issued by BIS to DARE/ICAR

   	फॉर्म III (स्कीम-III के पैरा 3 के उप-पैरा (5) को देखें) Form III (Refer Sub-Para (5) of Para 3 of Scheme III) भारतीय मानक ब्यूरो BUREAU OF INDIAN STANDARDS गुणता प्रबंध पद्धति प्रमाणन लाइसेंस LICENCE FOR THE QUALITY MANAGEMENT SYSTEMS CERTIFICATION राष्ट्रीय प्रत्यायन प्रमाणन निकाय बोर्ड, नई दिल्ली द्वारा प्रत्यायित (Accredited by National Accreditation Board for Certification Bodies, New Delhi) लाइसेंस सं. म.क्ष.का/क्यूएम/एल - 8003417.3 Licence No. CRO/QM/L- 8003417.3 1. भारतीय मानक ब्यूरो अधिनियम, 2016 (2016 का 11) द्वारा प्रदान की गई शक्तियों के आधार पर, ब्यूरो By virtue of the power conferred on it by, the Bureau of Indian Standards Act 2016 (11 of 2016), the Bureau hereby recertifies M/s Department of Agriculture Research, & Education (DARE), and Indian Council of Agricultural Research (ICAR), Krishi Bhavan, Dr. Rajendra Prasad Road, New Delhi - 110 001 मैसर्स डिपार्टमेंट ऑफ एग्रीकल्चर रिसर्च एण्ड एजुकेशन (डीएआरई) एण्ड इण्डियन काउंसिल ऑफ एग्रीकल्चरल रिसर्च (आईसीएआर), कृषि भवन, डॉ राजेंद्र प्रसाद रोड, नई दिल्ली - 110 001 को (जिन्हें इसके बाद लाइसेंसधारी कहा गया है)। इसके साथ लगी अनुसूची में विशेष रूप से वर्णित उत्पादों और/या सेवाओं या प्रक्रियाओं के संबंध में ब्यूरो के गुणता प्रबंध पद्धति प्रमाणन के लाइसेंसधारियों के रजिस्टर (री) में उसी संख्या से सूचीबद्ध होने का अधिकार और लाइसेंस प्रदान करता है, जो इस लाइसेंस की है। इस प्रकार के उत्पाद और/या सेवाएं या प्रक्रिया लाइसेंसधारी द्वारा, आईएस/आईएसओ 9001:2015 के अनुरूप गुणता प्रबंध पद्धति के अनुसार केवल ऊपर बताए गए पते (पतों) पर निर्मित/प्रदत्त/ प्रचालित किए जाएंगे। (hereinafter called the Licensee) the right and licence to be listed in the Bureau's register(s) of Licensees of Quality Management Systems Certification in respect of the products and/or services of processes particularly described in the schedule hereto, bearing the same number as this licence. Such products and/or services or processes shall be manufactured/ provided/carried out by the Licensee at only the address (es) given above, and under the Quality Management Systems in accordance with IS/ISO 9001:2015 2. यह लाइसेंस इस लाइसेंस का विनियम करने वाले उपरोक्त अधिनियम और इसके अधीन बनाए गए नियमों और विनियमों के संबद्ध प्रावधानों के अंतर्गत नवीकृत किया गया है और लाइसेंसधारी एतद द्वारा ब्यूरो को उपरोक्त नियमों और विनियमों का विधिवत पालन करने का वचन देता है। The licence is recertified subject to the relevant provisions of the above Act and the rules and regulations made there under governing the licences referred to above, and the Licensee hereby covenants with the Bureau duly to observe with the said Rules and Regulations. यह लाइसेंस 30 नवंबर 2022 से 03 जुलाई 2025 तक वैध होगा और इसका विनियमों के अनुसार नवीकरण किया जासकेगा। This licence shall be valid from 30 November 2022 to 03 July 2025 and may be recertified as prescribed in the Regulations. 2022 के नवंबर माह के तीसवां दिन हस्ताक्षरित एवं मुहरोकित Signed, Sealed and dated this Thirtieth day of November 2022 (Smt. Sneha Lata) Deputy Director General (Central) For BUREAU OF INDIAN STANDARDS Last certification expiry date 03 July 2022 Certification audit Date 22-24 Aug 2022 * Recertification Due Date 03 July 2025
	  
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	Page 1 of 2



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M

S

MSC-F6.4-12 Issue – 04

लाइसेंस सं. म.क्षे.का/क्यूएम/एल - 8003417.3
Licence No. CRO/QM/L- 8003417.3

जारी: मैसर्स डिपार्टमेंट ऑफ एग्रीकल्चर रिसर्च एण्ड एजुकेशन (डीएआरई) एण्ड इण्डियन काउंसिल ऑफ एग्रीकल्चरल रिसर्च (आईसीएआर),

1. कृषि भवन डॉ राजेंद्र प्रसाद रोड, नई दिल्ली - ११०००१
2. कृषि अनुसंधान भवन - I, पूसा नई दिल्ली - ११००१२
3. कृषि अनुसंधान भवन - II, पूसा, नई दिल्ली - ११००१२

Issued to: M/s Department of Agriculture Research and Education (DARE) and Indian Council of Agriculture Research (ICAR)

1. Krishi Bhavan, Dr. Rajendra Prasad Road, New Delhi- 110 001
2. Krishi Anusandhan Bhavan -I, Pusa, New Delhi - 110 012
3. Krishi Anusandhan Bhavan -II, Pusa, New Delhi - 110 012

अनुसूची SCHEDULE

वे उत्पाद सेवाएं प्रक्रम जिनके संबंध में फर्म को गुणता प्रबंध पद्धति प्रमाणन लाइसेंस नवीकृत किया गया है

Products Services/Processes with respect to which the firm has been **recertified** the licence for Quality Management Systems Certification:

"All the activities of DARE and ICAR pertaining to coordinating, guiding and managing research, extension and education in agriculture including Crop Science, Horticulture Science, Natural Resource Management, Agricultural Engineering, Animal Science, Fisheries Science, Agricultural Education and Agricultural Extension are executed through various ICAR institutes, National Research Centers, National Bureaux, Directorates/Project Directorates, Krishi Vigyan Kendras and Agricultural Universities. However, Design and Development of products and Services (Clause 8.3) and property belonging to customers or external providers (Clause 8.5.3) are not applicable to the organization."

(Smt. Sneha Lata)
Deputy Director General (Central)

भारतीय मानक ब्यूरो के लिए
For BUREAU OF INDIAN STANDARDS



Page 2 of 2

Annexure-IV**INDIAN COUNCIL OF AGRICULTURAL RESEARCH
KRISHI BHAWAN : NEW DELHI - 110 001**

F.No.4(6)/2023-Gov. Cell

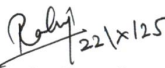
Dated the 22nd October, 2025**OFFICE ORDER****Subject:- Constitution of a Working Group for timely execution of IS/ISO 9001:2015 certification activities at DARE/ICAR Hqrs.**

In continuation of Council's Officer Order No. MRUnit-05(2)/2022-MRU dated 09.10.2024, the revised constitution of the working group, to support the Management Representative (MR), ICAR for timely completion of IS/ISO 9001:2015 certification related activities of DARE/ICAR, is as under:

Sl.No.	Name of the Officer
1.	Shri Kumar Rajesh, Director (GAC) - Chairman
2.	Smt. Rajashree Sunil, Director (IAD)
3.	Dr. Vikram Singh, Sr. Scientist, IPTM
4.	Shri Ajai Verma, DS (AS)
5.	Shri Rajesh Kumar Jha, DS (Agril. Edn.)
6.	Shri Sandeep Bishnoi, DS (Hort.)
7.	Shri Pramod Kumar, DS (Admn.)
8.	Shri Rabishankar Prasad, US (Gov. Cell) - Member Secretary

The aforesaid working group will meet on regular intervals (on quarterly basis) and will support & suggest to Management Representative (MR) in ISO related activities i.e. organizing awareness trainings/programmes/meetings, internal audits, Management Review meetings (MRMs), creation and revision of documents/activities, external audits, and other mandatory requirements relating to certification process on regular basis. The MR may co-opt additional members as per need from time to time.

This issues with the approval of DG, ICAR.


(Rabishankar Prasad)

Under Secretary (Gov. Cell & MR Unit)

Distribution:

1. All concerned officers of the working group
2. All concerned Divisional Heads
3. All QMS Coordinators

Copy to:

1. PPS to Secretary, DARE & DG, ICAR
2. Sr. PPS to Addl. Secretary (DARE) & Secretary, ICAR
3. PPS to AS & FA, DARE/ICAR
4. E-Office Notice Board/Guard File

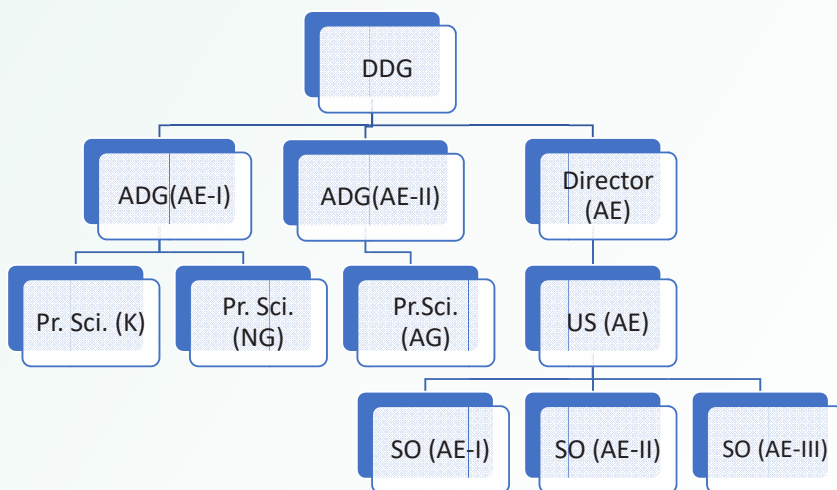


Annexure-V

Tentative Template for Preparing/Changing/Improving the Divisional Document of IS/ISO 9001:2015

1. **Organogram:** This part should include only the name of the post of officers (from HoD to SO/Assistant/Dealing Hand)

Example:



2. **Responsibility and Authority** (of the above-mentioned officers only): The description of the responsibilities should be in the line of divisional objectives and activities. It should not exceed five to six sentences.
3. **Divisional Objectives/Targets:** Objectives should reflect the major activities of Division, and inter linked with above responsibilities and procedures. Objectives should not be more than five or six.
4. **Major Activities of the Division:** Activities will be linked with responsibilities of the above-mentioned officers, objectives and procedures. These activities must be repetitive in nature.
5. **Five key achievements of the Division:** On the basis of above objectives and activities.
6. **Improvement Areas:** This section should include the space for improvement to enhance the customer's satisfaction.
7. **Customers of the Division:** In this part SMDs can give the list of their institutes/AICRPS/SAUs/ATARIs etc. Other Divisions/Units can add their respective customers. Please restrict on directly related customers only.
8. **List of Abbreviations:** All the short forms used in above seven points should be enlisted here.

9. *Procedures:*

1. **Purpose:** This part should give brief detail of above-mentioned procedure
2. **Scope:** To whom it will impact or address
3. **Overall Responsibility:** Post of the Officer who will lead the process
4. **Procedure:** This part should include the steps of the procedure with responsible officer and concerned documents.

Sl. No.	Activity/ Description	Responsibility	Ref. Doc. / Record
4.1			
4.2			
4.3			

5. **Abbreviations:** If anything used in above process which has not been included in introduction part.
6. Process Efficiency Criteria/ Quality Plan:

Sl. No.	Activity Sl. No.	Activity	Efficiency Criteria
4.1			
4.2			
4.3			

[illegible]



भारतअनुष
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