

NORMS SET BY THE COMPANY FOR THE DISCHARGE OF ITS FUNCTIONS

CUSTOMER FOCUS

HUDCO, as an organisation, is committed to develop and provide services meeting the requirements of the borrowing agencies so as to achieve their full satisfaction while also taking into consideration the benefits to the ultimate beneficiaries and society at large. Necessary actions shall be taken to determine existing and upcoming requirements of customer, create necessary products, corresponding processes, infrastructure and other resources to meet these requirements and create awareness, concern and systems to continuously meeting these requirements.

It shall be ensured that processes are monitored, measured and analysed at appropriate levels for smooth operations, fulfillment of their laid down criteria and meeting borrowing agencies' requirements. Continual improvement is important in HUDCO, and it shall be achieved through improvement of resources, processes and systems along with customer focus.

Procedures have been established to provide an outline of Quality Management System at HUDCO.

RESPONSIBILITY & AUTHORITY

Corporate Organizational structure of HUDCO comprising of functional areas of HO and Regional set ups has been defined. The Responsibilities and Authorities of main functionaries of HUDCO have been documented.

INTERNAL COMMUNICATION

Internal communication within the organisation exists through various form such as Meetings, internal circulars, interactions and various form of consultations and information sharing such as Operational Review Meetings, MIS etc.

CONTROL OF DOCUMENTS

All documents of internal origin shall be reviewed for their accuracy and adequacy prior to issue by specified authorities as given in the relevant procedure. All documents shall be legible and identifiable. Obsolete/non operational documents shall be promptly removed from all points of issue or use.

RESOURCE MANAGEMENT

Resource planning shall be carried out in view of the projected work requirements, MOU targets, annual targets and expansion plans. Projections / plans shall be made about the business to be executed and repayments / funds to be disbursed, resulting funds requirements, manpower requirements, infra-structural requirements and process for acquisition of the same. The overall philosophy in determining the resource requirements shall be effective implementation and maintenance of QMS and the needs for its continual improvement. It shall be ensured that adequate resources are arranged, provided and are upgraded continuously based on emerging requirements. The Resource Mobilisation Wing takes care of the mobilisation of

resources, release of funds and effective cash management so as to minimize the cost of idle funds.

CUSTOMER PROPERTY

A well defined system exists to ensure secured custody of these documents with HUDCO in fire proof storage, well secured against theft / burglary.

CONTROL OF NON-CONFORMITIES

Non-conformities committed, if any, shall be identified through activities such as monitoring, internal quality audits, examination of records etc. They shall be documented and evaluated to determine the extent and boundaries of the repercussions / corrections needed. They shall be notified to the concerned personnel within the Corporation to limit the extent of damage and as necessary actions shall be decided for resolution of the non-conformities including rectification / replacement of the non-conforming documents, where possible. Wherever a non-conformity is of a serious nature it shall be reported to the concerned RC / Wing Heads for review.

CONTINUAL IMPROVEMENT

A Continual Improvement philosophy is deployed throughout the Organisation, to continually improve the quality of project financing services, responsiveness, efficiency and effectiveness of various processes involved, including the effectiveness of QMS implemented. Opportunities for improvement shall be identified through various mechanisms such as reviews of quality policy, quality objectives and MOU targets, management review, internal audit results, internal & external quality audits, Business Review Meetings, MIS, data analysis, corrective & preventive actions, customer feedbacks, Market Analysis etc. Based on identification of continual improvement issues, quality objectives and their deployment plans shall be modified.