

NO:EM(10)83/6440

dt. 9/4/90

C I R C U L A R No:292

Sub:- Attention to comments about quality.

As per the existing system the quality control exercises are done by various levels covering the CTE, CE(QC) offices of DCs etc. In these cases the idea is to inculcate a spirit of quality consciousness which is very important. There are agencies which are trying to achieve what is called zero defect level.

To see that attention is given to the observations, the officers concerned should act promptly. The EE is the officer operating the contract and <sup>other</sup> their officers who will give certain decisions at the level of SE and CE. The main purpose of quality control is to ensure that the work is done as per those conditions which are stipulated in the contract or the specifications mentioned in the contract. Since the work is of continuous nature, action, if not taken in time would mean that the work is allowed to proceed with the deficiencies noticed. There are some cases where it would be difficult to rectify the defects except the total demolition.

Since the time is essence of the contract the rectification of deficiencies also becomes essential. A decision has to be taken about the quality of work or the nature of remedial action.

While the paras essentially are to be replied by the EE or the SE, There can be some cases where the CTE/CE(QC) or the undersigned may feel it necessary to bring it to the notice of the Chief Engineer. The idea in those cases is to highlight the problem which can be of a critical nature so that the best attention is given for those critical cases. The report from the CE(QC) indicates that some EE do not send even first reply to the quality control observations within 60 days after issue. There are a few cases where reply is sent after three years.

There are a large number of reminders which the SE have not replied even after one year. To see that the quality control exercises are properly attended to, every officer will have to make an effort to attend to the observations for taking final decision. No doubt as per the existing orders SE is authorised to decide about the rates and is thus the final authority for accepting the quality of work. There can be some cases where the CE's intervention is necessary because he has to prepare the draft NIT or to ensure an appropriate quality control management in the entire zone or to take remedial action in preparing agreements. The following practice should be followed hereafter scrupulously:-

The CE(QC) will send his observations memo through his units to the EE. All such reports should be replied to in 45 days from the date of issue of the letter. Principally, it will be the responsibility of the EE to see that the first reply is positively sent within 45 days. There is no use keeping a matter in suspense even for 60 days. If the EE feels it necessary to discuss the matter with SE, then the police should take a view on the various observations and reply to CE(QC) unit definitely within 45 days. In all observations EE should definitely make up his mind within 45 days. If, however, there is a very exceptional case he will inform the CE(QC) that he made written reference to his SE about his observations where he is not able to take a decision. In such cases, the CE(QC) office will write to the SE for a decision on his part. In all other cases, the EE should definitely reply within 45 days.

The CE (QC) will send observations of special nature to the SE where the operation of quality reduced rates etc. are involved. In all such cases SE should make a reply to the CE(QC) office within 30 days.

The CE (QC) where he finds it necessary may write to the CE on special issue or any particular para which his unit has raised already. In such cases, should send his observations and comments to the CE (QC) within 30 days positively.

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In all these cases, the basic idea is to ensure the quality as per the agreement or standards specification referred in the agreement. In other cases the comments should be about the procedure adopted, system evolved. Since the observations are mostly about the past things the officers concerned should be able to reply within this time limit. The senior officers can definitely take a view with their experience behind them in the interpretation of clause. The CE(QC) where he <sup>does not</sup> agrees with the CE will refer the matter to the Vice-Chairman who will take a decision in consultation with the Engineer Member appropriately.

The time limits mentioned above should be strictly followed in the interest of proper quality in DDA.

All letters addressed by the CE (QC) to various CEs, SEs or EEs directly should be replied to by the CE, SE or EE and not by any other subordinate officer.

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2/4-90  
( V.S. Murti )  
Engineer Member

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1. All Zonal Chief Engineers with 25 spare copies.
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5. Director (Hort.) with 10 spare copies.
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