

A FRAMEWORK FOR TRANSPARENCY AUDIT
COMPLIANCE UNDER SECTION 4(1) (b) OF RTI ACT 2005

The RTI Act under section 4 provides a comprehensive framework for promoting openness in the functioning of the public authorities.

While Section 4(1) (a) provides a general guideline for record management, so that the information could be easily stored and retained, the sub-sections (b), (c) and (d) of Section 4 relate to the organizational objects and functions. Sub sections (b) (c) and (d) of Section 4 of the RTI Act and other related information can be grouped under six categories; namely,

- 1 Organization and functions.
- 2 Budget and programmes
- 3 Publicity and public interface
- 4 E governance
- 5 Information as prescribed and
- 6 Information disclosed on own initiative.

1. Organization and Function

1.1 Particular of its organization functions and duties

(a) **Name and address of the organization** Directorate General of Quality Assurance
(DGQA, Department of Defence Production,
Ministry of Defence, Room No 105, 1st Floor,
'B' Block, Defence Offices Complex, Africa
Avenue, Sarojani Nagar PO, New Delhi-110023

(b) **Head of the Organization:** Director General Quality Assurance

(c) (i) **Vision :** DGQA will provide world class Quality Assurance Services to the Armed Forces, ensuring total User satisfaction.

(ii) **Mission :** To enhance knowledge skills, create systems and evolve methodologies for achieving operational excellence at all levels.

(iii) **Key Services/Objectives :**

(aa) Technical assistance/advice on product configuration identification, procurement, test and evaluation during pre and post-production stage.

(bb) Preparation and issue of quality related documents and document control.

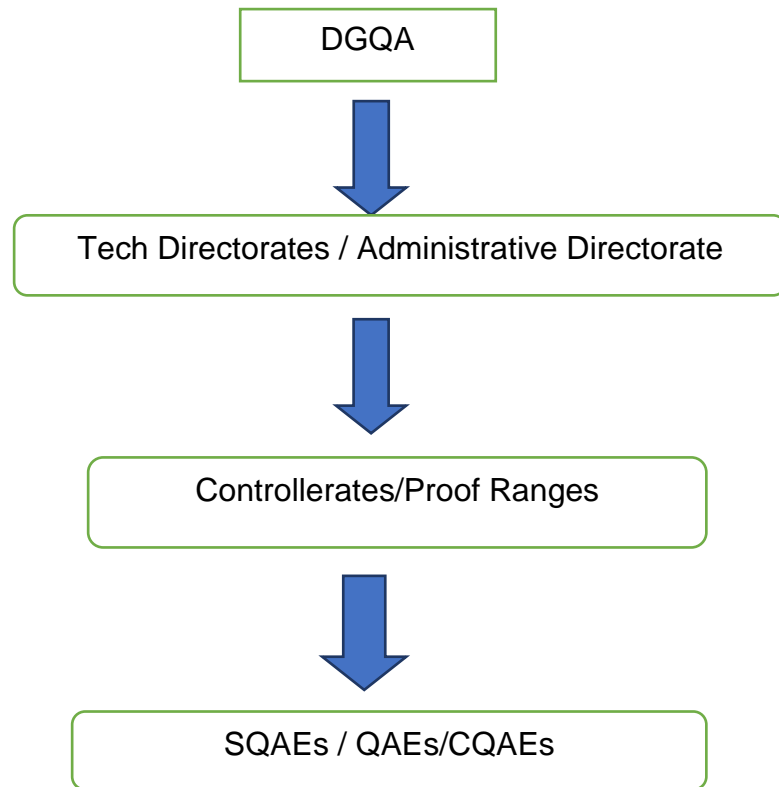
(cc) Issue of DGQA approvals, assignment List and cataloguing of Defence store.

(dd) Provide Quality Assurance cover through Quality/Process.

(ee) Provide product support during the life cycle by interaction, defect investigation and attending customer requirements.

(iv) **Role :** The role of DGQA organization is to ensure that the entire range of Armaments, Stores and equipment used by the Army and those stores of the Navy and Air Force for which DGQA is responsible, are of the specified quality and reliability to enhance the combat efficiency of the Armed Forces.

(d) **Organization Chart :**



1.2 (i)Power and Duties of its officers and employees

DGQA is under the Department of Defence Production (DDP), Ministry of Defence (MoD), Govt. of India. The powers of its officers and employees are well defined at all levels in the organization. Duties are assigned to its officers and employees from time to time which are in line with the objectives specified by DDP/MoD. The powers and duties of employees of the DGQA are derived from the job descriptions, manuals, terms & conditions of appointments and delegation of powers enunciated by the DDP/MoD.

(ii) Rules/orders under which powers and duty are derived

CCS Rules, Army Rules , memorandum, circular framed by Department of Defence Production, Ministry of Defence from time to time.

1.3 (i) **Procedure followed on decision making process**

As per Guidelines framed by Govt of India/ Ministry of Defence /DDP/DGQA and DGQA Organization standing orders

(ii) **Final decision-making authority**

- Director General Quality Assurance (except the powers which has not been delegated by the Govt.)
- Financial and administration powers have been delegated to officials at different levels as per Gol policy.

(iii) **Time limit for decision making authority**

- As per timeline prescribed by the Govt.
- The decision making authority take minimum possible time to take a decision.

1.4 NORMS FOR DISCHARGE OF FUNCTIONS

(i) Nature of function/services offered

The detailed function is listed in DGQA Standing Order.

(ii) Norms/standards for function/service delivery

As per Govt of India, DDP Circulars/Memorandum and various approved standards/specifications.

(iii) Time limit for achieving the targets

As per circulars/manuals/policy letters issued by GoI/MoD/DDP/DGQA.

(iv) Process for redress of grievances

The complaints may forward their grievances through proper channel. The grievances are addressed at various levels in minimum possible time.

1.5 Rules/Regulations/Instructions/Manuals and Records for discharging functions

(i) Title and nature of the Records/Manuals/Instructions and list of Rules/Regulations/Instructions/Manuals and Records/Policies.

- CA/CV Guidelines as per revised New JSG 015:03:2018
- SOP Green Channel Certification (GCS)
- SOP Self Certification Policy / Guidelines (SC)
- Guidelines / SOP Defence Testing Infrastructure Scheme (DTIS)
- Guidelines / SOP Defence Export Promotion Scheme
- Guidelines / SOP on allocation and utilisation of Proof Ranges and Testing Charges.
- Guideline / SOP on Levying of QA Charges by IAF for undertaking Proof testing of Product meant for EXPORT.
- Guidelines / SOP on Third Party Inspection Agency (TPIA)
- Intellectual Property Rights (IPR) Registration and copy rights activities through Mission Raksha Gyan Shakti (MRGS) – Guidelines SOP. Web Portal-Monitored by AHSP.
- Guidelines QA Reforms – AHSP Mechanism
- QA Reforms Post Ord Fy Corporation
- SOP on Surveillances Point / Control Points
- Undation of Supply Order Monitoring (SOM) Portal -Monitored by MoD
- Central Inventory Control Group (CICG) Portal – indent Vetting by AHSP
- SOP on Fast Track Procurement (FTP)
- Instruction on Innovation for Defence Excellence (iDEX) Projects.
- Quality Assurance Chagres alongwith applicable Service Tax and GST
- Supply / Checking of Gauges issued to Proof Range.
- Supply of Drgs / Specn to Trade Firms against TE/SO placement and Central/State Govt.
- Supply / Checking of Gauges issued for proof of shot guns to trade firms.

(ii) Acts/Rules Manuals/Procurement etc

As per DGQA standing Orders, CCS Rules.

Procurement as per GFR-2017/GeM, DPM-2009.

(iv) Transfer policy and Transfer Orders

As per Rotational Transfer Policy (RTP) – 2016 - Dir (Pers)
- DDG (Admin)

(v) Central Civil Service (Conduct)Rule – 1964

(vi) CCS (Leave) Rules, 1972

(vii) CCS (LTC) Rules, 1988

(viii) CCS (Pension) Rules 1972

1.6 Categories of documents held by the authority under its control

- Documents pertaining to recruitment of Group-A & Group-B by Directorate of Administration.
- Documents pertaining to recruitment of Group-C by Establishments.
- Documents pertaining to training by PP&T.
- Documents pertaining to Quality Assurance (QA) and SOP by Dte of PP&T.
- Documents pertaining to RTI by PI Cell.
- Documents pertaining to allotment of funds by Directorate of Administration/RMD/Budget.
- Documents pertaining to procurement of Stores by all Directorates, Controllerates, Proof Range & Establishments.
- HR Documents and Service book maintained by each Establishments for Personnel under their Command.
- AsHSP includes Repository of OEM documents and preparation, updation and issue of drawings, Specifications, Technical Publications and Quality related Instructions etc.

1.7 Boards Councils, Committees and other bodies constituted as part of the Public Authority

Name of Boards, councils, committees, composition and date from which constituted etc.

- Board of officers (B.O.O) is constituted by competent authorities at different levels based on the need from time to time.
- JCM
- Sports Board

1.8 Directory of officers and employees

Name, Designation, Telephone, Fax and email id

- Directory of DGQA officers and its employees is available on DGQA website i.e. (www.dgqadefence.gov.in).

1.9 Monthly remuneration received by officers & employees including system of compensation

The pay & allowances are disbursed by individual establishment and not centrally at HQ DGQA. However, pay & allowances to the officers and employees of DGQA are governed by rules laid down by Govt of India. The pay and allowances to the officers and employees are re-imbursed as per recommendations of pay commission as accepted by the Gol and as per instruction of Gol on the issue. The pay and allowances are distributed to employee through their Estts.

1.10 Name designation and other particulars of public information officers

<u>S No</u>	<u>Nodal Esstt/CPIO</u>	<u>Address, Tele No & e-mail ID</u>
(a)	CPIO, HQ DGQA, New Delhi	C/o DGQA/Adm/PI Cell Room No. 113, 'B' Block, DGQA Defence Offices Complex, Africa Avenue, Sarojini Nagar PO, New Delhi- 110023 Telephone/Fax-011-24196795 Email id: dgqa-picell@gov.in
(b)	CPIO Delhi Zone DGQA	C/o SQAE(A), T-18, Kandhar Lines, Dehli Cantt – 110010 Tele-011-25692414, 25693625 Email: sqaend-dgqa@nic.in
(c)	CPIO Mumbai Zone DGQA	C/o CQAE(MS), 7 th Floor, NMRL Complex, Naval Dockyard, Tiger Gate, Mumbai-400023 Tele : 022-22664583/3678 Email id : cqaems@navy.gov.in
(d)	CPIO Itarsi Zone DGQA	C/o CPE Itarsi (MP) – 461114 Tele: 07572-292402, 266191, 266002, 266289 Email id: cpeitarsi-dgqa@nic.in
(e)	CPIO Kanpur Zone DGQA	C/o CQA (GS), Ashok Path Kanpur-208004 Tele : 0512-2328607, 2324221, 2324222 Email id: cqagsknp-dgqa@nic.in
(f)	CPIO Secunderabad Zone DGQA	C/o CQA(S), Manovikas Nagar PO-Secunderabad-500009 Tele : 040-29809867 Email id : cqas-dgqa@nic.in
(h)	CPIO Bangalore Zone DGQA	C/o CQA(L), JC Nagar PO Bangalore-560006 Tele : 080-29538747 Email id : cqalbang-dgqa@nic.in
(i)	CPIO Ichapur Zone DGQA	C/o CPIO East Zone, CQA(SA) PO Ichapur-Nawabganj 24 Paragana (N), WB-743144 Tele : 033-25932559 Email-id : cqasa-dgqa@nic.in

(j)	CPIO Chennai Zone DGQA	C/o CQA (HV), Avadi, Chennai-600054 Tele : 044-26841486 Email-id : cqahv-dgqa@nic.in
(k)	CPIO Pune Zone DGQA	C/o CQA(EE), Aundh Camp Pune – 411027 Tele :020-27280063, 9869228288 Email id ; cqaeaundh-dgqa@nic.in
(l)	CPIO Jabalpur Zone DGQA	C/o CQA(W), AHSP Building (1 st Floor) CQA(W), GCF Post, Jabalpur-482011 Tele : 0761-2930686 Email : cqawjab-dgqa@nic.in

1.10.1 Particulars of 1st Appellate Authority:

Director (RTI & Registry)
Room No. 117, 'B' Block
Defence Offices Complex,
Africa Avenue
Sarojini Nagar PO,
New Delhi- 110023
Telephone- 011-24196731
Email id sb.yadav0431@gov.in

1.11 Programmes to advance understanding of RTI

(i) Educational programmes & efforts to encourage public authority to participate in these programmes

A capsule on understanding of RTI is included in the training curriculum of officers undergoing training at DIQA, Bengaluru.

(ii) Training of CPIO/PIO

Regular conferences, seminar and Training programmes are attended by CPIO on regular basis and training to PIOs/dealing officials are given by CPIOs from time to time.

1.12 Transfer policy and transfer order

Transfers made in accordance with RTP-2016(www.dggadefence.gov.in) under employee corner (promotion/posting).

2.1 Budget allocated to each agency including all plans proposed expenditure and reports on disbursements made etc.

- Ministry of Defence allocates Budget under revenue and capital heads as per requirement projected by DGQA.
- Budget is further distributed on quarterly / demand basis to the Directorates and Establishments based on the allotments in BE/RE stage.

2.2 **Foreign and domestic tours**

- DGQA is responsible for Quality Assurance of Arms/Ammunitions/Stores facilities.
- Personnel are deputed on domestic/foreign tours for official discussion and duties.
- The DGQA person are deputed on foreign / domestic tours to carry our PDI/JRI as per contractual obligation.

2.4 Discretionary and non-discretionary grants/allocations to State Govt./NGOs./other institutions

Not applicable.

2.5 **Particulars of recipients of concessions, permits of authorizations granted by the public authority**

DGQA does not grant any concession/permit/authorization to Public.

2.6 **CAG & PAC paras**

Timely action is being done in submitting the action taken report on CAG paragraphs as and when received.

3. Publicity Band Public interface

- 3.1 Considering the Role of DGQA, there is little scope for consultation with the members of the public in relation to the formulation of policy or implementation there of. However, all stakeholders are consulted if feasible, in the quality assurance role of the organization.

3.2 **Are the details of policies / decisions which affect public informed to them**

The affected parties / public are informed about the decision through our website and website of DDP/MoD.

3.3 **Dissemination of information widely and in such form and manner which is easily accessible to the public**

General Information about DGQA is available on DGQA website ie
(www.dgqadefence.gov.in)

3.4. **Form of accessibility of information manual / handbook**

The following documents are held and available in Hard/Soft copy

- Technical Documents pertaining to Quality Assurance.
- DGQA Standing Order.
- Rotational Transfer Policy 2016.
- Various SOPs on new initiatives.
- Telephone Directory of officers and employees in DGQA.
- Policies / Guidelines issued on various MoD Schemes.

3.5 **Whether information manual / handbook available free of cost or not**

It is available to the employees of DGQA as and when required related to discharge of their duties.

4. **E-Governance**

- Procurement through govt e-portal.
- Srijan Web—<https://srijandefence.gov.in>
- Digital DGQA developed for completed e-government solution.

4.1 **Language in which information manual / Handbook available**

English / Hindi

4.2 **When was the information manual / Handbook last updated?**

The manuals / handbooks / policies / instructions are updated from time to time.
The DGQA Technical Standing Orders was last updated in 2010.

4.3 **Information available in electronic form**

The information in electronic form is available in DGQA Website (www.dggadefence.com).

4.4 **Particulars of facilities available to citizen for obtaining information**

Being a Defence establishment, general public has no direct access to information. However, any citizen can approach for information from any public authority.

4.5 **Such other information as may be prescribed**

Details of RTI application/1st Appeal received during 01 Apr 2021 to 31 Mar 2022 under RTI and information provided.

RTI

Duration of Report	Request(s) received	Information provided	Initial Action taken & under Process	Rejected/ Returned to applicant	Transferred to other public authority	Pending request for Aadhar and additional charges
01/04/2021 to 31/03/2022	276	257	0	2	13	4

1st Appeal

Duration of Report	Appeal(s) received	Information provided	Initial Action taken & under Process	Rejected/ Returned to applicant	Transferred to other public authority
01/04/2021 to 31/03/2022	46	41	5	00	00

Annual report/quarterly report

- Regularly submitted to Central Information Commission (CIC)/Department of Personnel & Training (DoP&T) by RTI Cell of DGQA.
- Annual inspection of field units is carried out by Tech Directorates and reports are maintained by Tech Directorates.

Frequently asked question pertaining to RTI

- Information related to posting transfer, salary, service book compassionate appointment, compassionate ground transfer and pension related issues etc.
- Information related to Tech Directorates
- Annual Report of DGQA

4.6 **Receipt & Disposal of RTI applications & appeals**

01/04/2021 to 31/03/2022

(a)	Total RTI Received	276
	Disposed off	272
	Pending/ under process	04
(b)	Total Appeal Received	46
	Disposed off	41
	Pending/ under process	05

4.7 **Replies to questions asked in the parliament**

The replies are forwarded to Ministry of Defence who in turn collects information from the Departments under it and submit to the Parliament. Replies to such questions are already held in the website of Lok Sabha and Rajya Sabha.

5.1 Such other information as may be prescribed

(a) **Name, Designation, Address, Telephone No. and email id of current CPIO**

<u>S No</u>	<u>Nodal Esstt/CPIO</u>	<u>Station</u>	<u>Name, Designation, Address, Tele No & e-mail ID</u>
(a)	CPIO, HQ DGQA, New Delhi	HQ DGQA, New Dehli	Shri Ramawtar Meena Deputy Director (Budget, RTI & Registry) Room No. 113, 'B' Block, DGQA Defence Offices Complex, Africa Avenue, Sarojini Nagar PO, New Delhi- 110023 Telephone/Fax-011-24196795 Email id: dgqa-picell@gov.in
(b)	CPIO Delhi Zone DGQA	Badarpur Dehradun Chandigarh Jalandhar Ludhiana Agra Amritsar Hazaratpur	Col Sunil Sharma, SQAQ SQAQ(A), T-18, Kandhar Lines, Dehli Cantt – 110010 Tele-011-25692414, 25693625 Email: sgaend-dgqa@nic.in
(c)	CPIO Mumbai Zone DGQA	Mumbai Ambarnath Vadodara Ahmedabad	Shri BV Prasath Rao, PScO (NFAG), CQAQ(MS), 7 th Floor, NMRL Complex, Naval Dockyard, Tiger Gate, Mumbai-400023 Tele : 022-22664583/3678 Email id : cqaems@navy.gov.in
(d)	CPIO Itarsi Zone DGQA	Itarsi Nagpur Chanda Ambajhari Varangaon	Col Praveen Kumar C, Col Adm CPE Itarsi (MP) – 461114 Tele: 07572-292402, 266191, 266002, 266289 Email id: cpeitarsi-dgqa@nic.in
(e)	CPIO Kanpur Zone DGQA	Kanpur Shahjahanpur	Er M Satyanarayana, JAG(NFSG) CQA (GS), Ashok Path Kanpur-208004 Tele : 0512-2328607, 2324221, 2324222 Email id: cqagsknp-dgqa@nic.in
(f)	CPIO Secunderabad Zone DGQA	Hyderabad Secunderabad Yeddumailaram Vishakhapatnam	Sh Ajay Kumar, SSO-II CQA(S), Manovikas Nagar PO-Secunderabad-500009 Tele : 040-29809867 Email id : cqas-dgqa@nic.in

(h)	CPIO Bangalore Zone DGQA	Bangalore	Shri SK Chakrabarti, SAO-1 CQA(L), JC Nagar PO Bangalore-560006 Tele : 080-29538747 Email id : cqalbang-dgqa@nic.in
(i)	CPIO Ichapur Zone DGQA	Ichapur Cossipore Badmal Ranhi Raourkela Jamshedpur	Lt Col JK Mohapatro CPIO East Zone, CQA(SA) PO Ichapur-Nawabganj 24 Paragana (N), WB-743144 Tele : 033-25932559 Email-id : cqasa-dgqa@nic.in
(j)	CPIO Chennai Zone DGQA	Avadi Trichy Kochi Trivandram Coimbatore	V Ravindranath, PScO CQA (HV), Avadi, Chennai-600054 Tele : 044-26841486 Email-id : cqahv-dgqa@nic.in
(k)	CPIO Pune Zone DGQA	Dehu Road Kirkee Ahmednagar Aurangabad	Shri UR Raja, PScO CQA(EE), Aundh Camp Pune – 411027 Tele :020-27280063, 9869228288 Email id ; cqaeaundh-dgqa@nic.in
(l)	CPIO Jabalpur Zone DGQA	Khamaria Bhopal	Lt Col Ajay Bhardwaj, Dy Controller AHSP Building (1 st Floor) CQA(W), GCF Post, Jabalpur- 482011 Tele : 0761-2930686 Email : cqawjab-dgqa@nic.in
(m)	Shri Sheo Badan Yadav 1 st Appellant Authority HQ DGQA, New Delhi Director (RTI & Registry) Room No. 117, 'B' Block Defence Offices Complex, Africa Avenue Sarojini Nagar PO, New Delhi- 110023 Telephone- 011-24196731 Email id- sb.yadav0431@gov.in		

(b) **Earlier CPIO, HQ DGQA**

Shri Rajeev Ranjan Khan, Dy Director

(d) **Earlier 1st Appellate Authority**

Shri Amit Kumar, Director

(e) **Details of Third-Party Audit of voluntary disclosure**

Carried out by DHTI in the month of Oct 2022.

(i) **Appointment of Nodal Officer**

Shri Sheo Badan Yadav
Director, RTI & Registry
Room No. 113, 1st Floor, B Block
Defence Offices Complex, Africa Avenue
Sarojini Nagar PO, New Delhi- 110023
Telephone/Fax-011-24196731
Email id- sb.yadav0431@gov.in

(ii) **Committee of PIO/FAA with rich experience in RTI to identify frequently sought information under RTI**

Committee will be formed in due course to identify frequently sought information under RTI.

6.1 **Item/ information disclosed so that public have minimum resort to use of RTI Act to obtain information**

Most of the Information is available on DGQA website (www.dggadefence.gov.in).

6.2 **Guidelines for Indian Governments Website (GIGW)is followed (released in February,2009 and included in the Central Secretariat Manual of Office Procedures (CSMOP) by Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievance and Pensions, Govt. Of India**

(i) Whether STQC Verification of DGQA website has been obtained and it's validity- STQC is expired and need revamp of website as per STQC 2.0 guidelines.

(ii) Does the DGQA website show the above-mentioned certificate. Whether the certificates are required to be shown on the website as per GIGW Guideline-
Not mandatory.

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Signature, Name & Designation
Auditor

Office Seal

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Signature, Name & Designation of
Nodal Officer

