



Madhya Pradesh State Organic Certification Agency
QUALITY MANUAL

ORGANIZATIONAL STRUCTURE, APPOINTMENT/RECRUITMENT
POLICY, COMPETENCY AND PERFORMANCE APPRAISAL

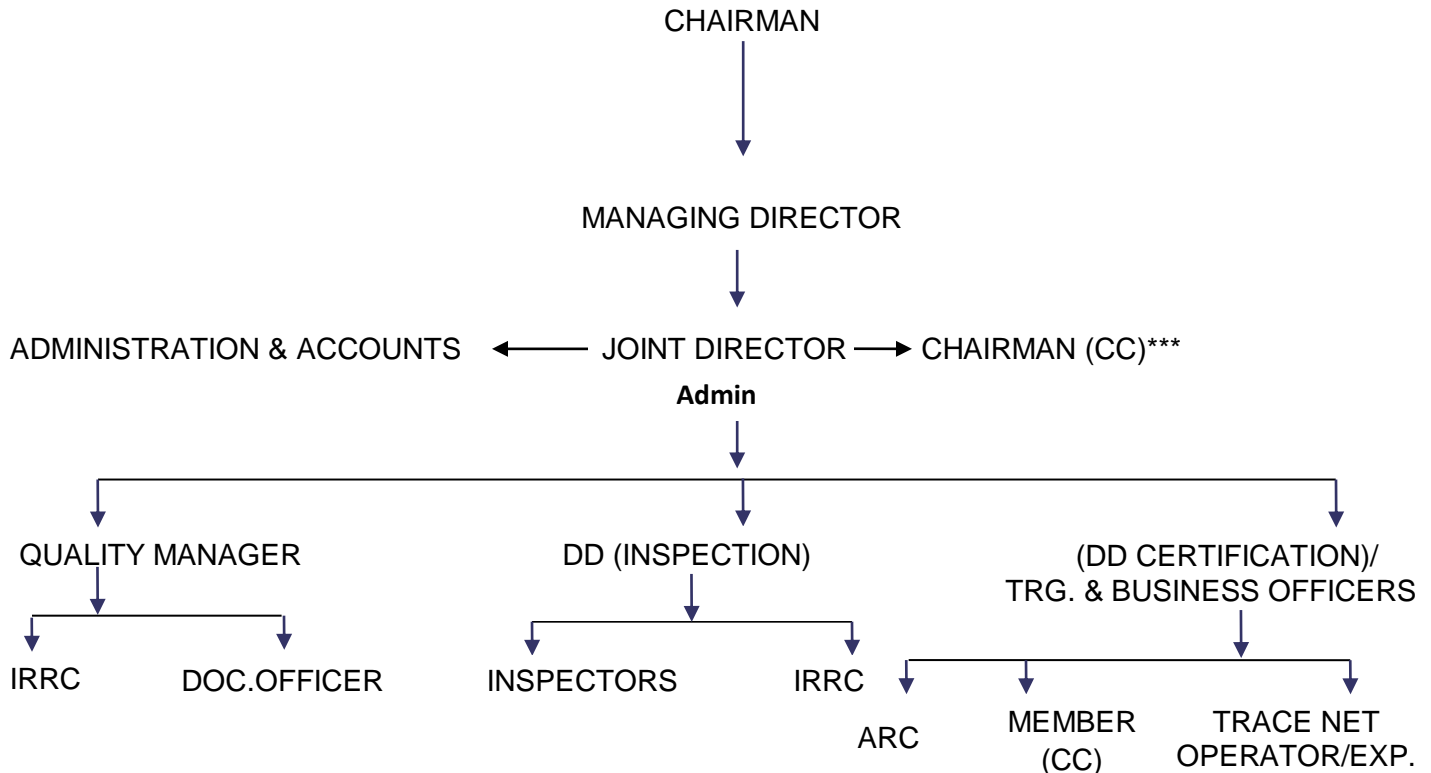
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ORGANOGRAM OF MPSOCA



PERSONNEL AND THEIR DUTIES / RESPONSIBILITIES

Roles and responsibilities are assigned to the personnel of MPSOCA are as under:

Managing Director:

- Chief Executive to perform duties as laid down in bylaws of agency.
- Overall final administrative and financial management authority.
- Liaison with APEDA.
- Secretary to Governing Board of Directors.
- Decision on enquiry reports and appeals.
- Developmental activities.
- Preparing the organization for visits by accreditation association
- Ensuring sound financial status of the organization
- Handling directives from local authorities and government agencies
- Business development



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- Chairman of CC, if Admin (Chairman of CC) is transferred or on leave for the period till Admin joins the duty. (Rev. No.-04/ 23-08-13)
- Chairman of CC, if DD Certification (Member of CC) is transferred or on leave for the period till DD Certification joins the duty. In this period, admin will act as member of CC. (Rev. No.-04/ 23-08-13)

Joint Director (Admin):

Administration incharge of the agency responsible for office administration and proper operation of accounts as per rules and daily business of the agency.

- Performing annual review and audits regularly.
- Supervision of implementation of policies and finances.
- Regular monitoring of disposal of complaints.
- Scrutiny/Review for granting the transaction certificate & license for use of logo and approval of labels.
- Chairman to Certification Committee.
- Member of Certification Committee. In case of absence of DD Certification, Admin will act as a member of CC. In this period MD will be the chairman of CC. (Rev.No.-04/23-08-13)
- Sending Activity reports /Expenditure statements to the MD.
- Rendering efficient Secretarial services.
- Being a contact person for MPSOCA inspectors and coordinators.
- Liaison and co-operation with other organic sector NGO's.
- Any other duties assigned by MD as per requirement of Agency

QUALITY MANAGER:

- Responsible for maintaining quality system according to rules.
- Incorporating timely revision of all documentation.
- Timely revision of quality & operating manuals.
- Preparation and submission for accreditation and annual reports to APEDA.
- Arranges & respond to concerned issues raised in MPSOCA's annual interval review / audit.
- Head of Inspection Review Committee (IRRC)
- Scrutiny officer for application of logo, Transaction certificate and approval of logo.
- Overall supervision of timely management of Trace net system. (Rev.03/09-04-13)
- Any other duties assigned by MD as per requirement of Agency.

DOCUMENT OFFICER:

- Responsible for overall processing of documents viz requisition form, application form for certification, transaction certificate and logo use license etc.
- Maintaining filing system of all operators.
- Supply of info-pack and registration of operator.
- Ensuring safe keep of all inspection reports.
- Member of application review committee.
- Get available any data to trace net operator and/or T&B.O required for trace net system. (Rev.03/09-04-13)
- Any other duties assigned by MD as per requirement of Agency.

DY. DIRECTOR (INSPECTION):

- Finalize the inspection schedule and inspection tour program of inspectors.
- Member of Internal reports review committee (IRRC).
- Sending the samples for Lab testing.
- Surveillance scheduling.
- Submission of evaluation reports of inspection to certification committee.
- Primary documents reviewer of all inspection reports, compliance reports & NC reports submitted by the operator/inspector.(Rev.03/09-04-13)
- Sending the category wise (Major/Minor) non-compliance report to the operator based on NC report given to the operator by inspector. (Rev.03/09-04-13)
- Get available inspection details to DD (Certification) and/or trace net operator/expert required for trace net system(Rev.03/09-04-13)
- Any other duties assigned by MD as per requirement of Agency.

TRAINING AND BUSINESS OFFICER (DD CERTIFICATION)

- Member of Certification Committee.
- Preparing the annual training plan for operators in order to keep them aware of organic standards.
- Preparation of the annual training programme for extension staff to enable them updated with recent developmental activities in the field of organic standards and the organic certification.
- Participation in Agri-exhibitions, farm visits, workshops and seminars on organic farming.

	<p align="center">Madhya Pradesh State Organic Certification Agency QUALITY MANUAL ORGANIZATIONAL STRUCTURE,APPOINTMENT/RECRUITMENT POLICY,COMPETENCY AND PERFORMANCE APPRAISAL</p>	Doc No. : QM-06 Rev No. : 06 Rev Date : 15.01.18 Page No. : 03of06
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- Planning for business developmental activities and liasioning with organic promoters.
- Works as secretary of Certification committee.
- Head of Application Review Committee (ARC).
- Responsible for trace net entries in timely manner with the help of trace net operator.(Rev.03/09-04-13)
- To ensure safe use of trace net system. .(Rev.03/09-04-13)
- Any other duty assigned by M.D. as per requirement of Agency.

TRACE NET OPERATOR / EXPERT.(Rev.03/09-04-13)

- Responsible for timely entries in Trace net system.
- Ensure confidentiality of Agency Login system in trace net.
- Enter new registration and product details received from DO required in trace net system after the approval of the DD (Certification)
- Enter Inspections details received from DD (Inspection) required in trace net system after the approval of the T&B. Officer (DD Certification)
- Perform NC Closure in trace net system as per recommendations of Certification committee.
- Generate Scope certificate / transaction certificate through trace net as per Certification decision.
- Provide assistance to Documentation office in timely manner.
- Any other duties assigned by MD as per requirement of Agency.

Inspector :

- Preparation of Inspection plan.
- Conducting the on site inspection & preparation of Inspection report.
- Timely Surveillance Inspection.
- Performing other roles assigned for time to time.

Committees:

1. Application Review Committee (ARC) :

Structure: DD (Cert.) + Doc.Officer + One Inspector

Duties:

Decision on registration/eligibility of organic certification application.

2. Inspection Report Review Committee (IRRC):

Structure: Quality Manager (Chairman of the committee) + DD(Insp.) + 1 Inspector
(Other than who conducted on site inspections)

Duties:



Review of Inspection report with respect of compliances / non compliances of organic standards and completeness and prepare evaluation report for taking certification decision.

3. Certification Committee (CC) (Rev.04/23-08-13)

Structure: JD (ADMIN) (Chairman of the Committee) +D.D.A. (Certification)

Duties:

- Final Decision for Certification.
- Sanctions, against non compliances.
- Decision suspension and revocation of certificate.

RECRUITMENT POLICY:

In MPSOCA, as per the sanction order of Govt. of M.P.all the personnel (Class I and Class II Gazetted Officers) shall be deputed from the State Deptt. Of Farmer Welfare and Agriculture Development who are well aware of the organic farming components of various schemes and implementation methodologies. As also the awareness of organic farming principles and organic practices.

Requirement of technical knowledge for scopes of input approval/processing, animal husbandry and wild harvest for: (Rev 05/10-10-14)

A. Organic Inspectors:

- 1- BSc (Agri.)/B.Tech (Agril.Engg.)/B.V.Sc. or relevant graduation degree for concerning scope as minimum requirement.
- 2- Basic training related to concerning subjects. (processing, animal husbandry and forestry) as desirable requirement.
- 3- As per the revised NPOP 2014 (Chpt 4-4.2.15) the personnel should have minimum 2 years experience in the relevant field. (Rev 06/15-01-18)**

B. Other Personal:

- 1- BSc (Agri.)/B.Tech (Agril.Engg.) /relevant graduation degree for concerning scope as minimum requirement.
- 2- As per the revised NPOP 2014 (Chpt 4-4.2.15) the personnel should have minimum 2 years experience in the relevant field. (Rev 06/15-01-18)**

As per the policy of MPSOCA, the newly joined inspectors and other personnel will be passed through at least one or all of the following provisions of capacity building before performing their duties independently:-

- 1- Training on relevant subjects by existing trained staff of CB.
- 2- Training on relevant subject by subject Matter Specialists from other agencies/institutions.
- 3- If possible, by sending them to other competent CB's

Apart from above, the newly joined inspectors will be sent to conduct shadow inspection along with existing senior inspectors to get the practical training.

Note : The BSc. (Agri.)/B.Tech (Agril.Engg.) being minimum requirement, the recruited candidate is aware of basic knowledge regarding processing, animal husbandry and forestry being one of the subjects of the syllabus of the degree.

Criteria for measuring performance of Personnel at different levels:

The criteria for measuring performance changes according to the levels of the employees and their roles and responsibilities.

Top Level Management [MD, JDA (Admin) I/C] :

- Degree of organizational growth and expansion

- Extent of achievement of organizational goals.
- Contribution towards the agency and profitability.


Middle Level Personnel

Quality Manager

- Effective quality management system and its regular supervision and control based on ISO 65.
- Quality of internal review.

D.D.A. (Inspection)

- Scheduling of inspections.
- Timeliness in review of inspection reports and further submission.
- Promptness in follow-up action as per feedback from CC.

	<p align="center">Madhya Pradesh State Organic Certification Agency QUALITY MANUAL Organizational Structure, Recruitment Policy, CV of Personnel and Performance Appraisal</p>	Doc No. : QM-06 Rev No. : 06 Rev Date : 15.01.18 Page No. : 06 of 06
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D.D.A. (Certification) Cum Training & Business officer

- Effective planning of all type of training schedule for the personnel of MPSOCA , ICS and farmers (Operators), scheduling and management of training programme.
- Monitoring of trainings.

Efforts made for achieving business goals of the agency, co-ordination and liasioning with other departments, optimal use of resources, revenues receipts.

Organic Inspectors:

Quantity of inspections as against specified target.

- Quality of inspection.
- Number of poor inspections.
- Inspection methods/techniques adopted.
- Inspection report writing and communication skill.

Trace-net Operator/Export:

Timeliness in data entry .

- Generating all types of certificates.
- Overall operation of tracenet system incorporating the inspections directed from APEDA time to time.(Rev.03/09-04-13)