

GOVERNMENT OF INDIA  
DIRECTORATE GENERAL OF WORKS  
CENTRAL PUBLIC WORKS DEPARTMENT

No. DG(W)/MAN/2

Dated the, 17th April'96.  
24/4

MEMORANDUM

**Subject : Role and functions of Quality Assurance Units in CPWD i.e Core Wing at the Headquarters and other units in the Regions.**

The role and functions of Quality Control and Technical Audit Wing are contained in Section 58 of CPWD Manual Vol II. With the restructuring and creation of Regions in CPWD and setting up of Quality Assurance Units in the Regions, the role and functions to be performed by the Quality Assurance Core Wing under CE(TSQ) and Regional Units headed by SE(TLQA) are given in the enclosed Annexure.

2. Quality Assurance operations cover much larger area in comparison to Quality Control functions and these have to be clearly understood by the officers manning the QA Units. Direct responsibility for ensuring proper quality of works as per approved specifications rests with the construction team i.e. EE, AE & JE. Quality control functions are also exercised by the ASW(QC) of the Circle as contained in para 58.6 to 58.9 of CPWD Manual Vol II. The Superintending Engineer exercises key role for management of Quality Systems and Procedures for works under his charge, who also takes final decision regarding acceptance of sub-standard work at reduced rates.

3. It is enjoined on all concerned that observations made by the Q.A. Units are attended to on priority and compliance reported. The SE(HQ)/SSW-cum-SE(HQ) of the zone shall be responsible to monitor the compliance of observations made by the Q.A. Units and bring cases to the notice of the CE for appropriate action where there is delay of more than 3 months.

4. The Regional Quality Assurance Units shall follow the guidelines and norms relating to Quality Systems and Procedures as laid down by the Quality Assurance Core Wing from time to time. Though the Regional

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available to the field formations to ensure use of the best available materials/technologies in the works and also maintain uniformity of standards,

- (v) To review the performance of new materials and techniques introduced in the Department from time to time on the basis of the feed-back reports coming from the field,
- (vi) To convey observations regarding Electrical works having bearing on the planning and execution of civil works to the appropriate Unit in Electrical Wing,
- (vii) To inspect any work, or carry out investigations and enquiries with regard to quality related aspects assigned by the A,D,G concerned/D,G,W,
- (viii) To submit quarterly reports in brief to CE(TSQ) at the headquarter covering:
  - list of major works inspected, common defects/deficiencies observed in the work and highlight of the functioning of the regional Q,A, Set-up,
  - comments on the performance of new materials and techniques observed during field inspections,
  - Suggestions for enhancing the effectiveness of the Quality Systems and Procedures,

## II QUALITY ASSURANCE CORE WING AT THE HEAD QUARTER

The Quality Assurance Core Wing at the headquarters shall carry out the functions of Regional Q,A, Unit for New Delhi Region and Delhi Region. In addition, it shall perform following other functions :

- (i) To deal with policy issues pertaining to Total Quality Management System(TQM) for the C,P,W,D, as a whole,
- (ii) To review the existing procedures regularly on the basis of feed back from regional units and to issue guidelines/instructions

to ensure uniformity, consistency and reliability in implementation of quality Systems and Procedures in the department,

- (iii) To lay down norms/guidelines for periodic inspection and effective functioning of Q.A. Units in the Regions/Quality Control teams at Circle level
- (iv) To keep itself update with modern testing equipments and methods, and disseminate information in this regard to all concerned in the Department,
- (v) To lay down the tolerance limits in respects of finished items, for which such limits are not specified in C.P.W.D. Specifications. Such tolerance limits will be fixed based on the accumulated experience of various works,
- (vi) To issue guidelines/instructions for assigning accountability at different levels for ensuring proper quality for execution of different items of works,
- (vii) To carry out investigations & enquiries with regard to quality related aspects for specific works or any other functions assigned by CE(TSQ)/ADG(TD)/DGW.

Order No. DG(W)/MAN/2 dt, 17.4.96)

Role and functions of Quality Assurance Units in C.P.W.D, i.e., Q.A. Core Wing at the Headquarter and Q.A. Units in the Regions

1. QUALITY ASSURANCE UNIT UNDER SE(TL&QA) IN THE REGION :

In general, the Q.A. Units shall exercise the role for management of Quality Systems & procedures to achieve and sustain Quality of works executed by the CPWD and to offer necessary guidance to the field units in this regard.

Major Functions assigned to Q.A. Units are as under :

- (i) To carry out inspection of original works costing more than the SE's power of acceptance of tenders in general and maintenance works (including functioning of Enquiry Offices) from Quality Assurance angle on selective basis. Q.A. Units may also inspect any work irrespective of its value at its discretion.

In selecting works for inspection, their uniqueness, complexities and special characteristics, if any, shall be kept in view. For effective quality assurance, any major work shall be inspected 3 to 4 times during the progress of the work at various stages. Each Q.A. Unit headed by EE shall inspect 4 to 6 works per month, out of which at least 25% works shall be maintenance/special repair works.

- (ii) To carry out comprehensive examination & technical audit of atleast 6 to 8 original works in a year (at least 2 works per zone) costing more than Rs. One crore. Such examination shall encompass all aspects of the work right from the requisition stage till its completion and payment of final bill.

- (iii) To provide guidance in setting up laboratories at various stations/work sites.

- (iv) To carry out periodic survey of new building materials & technologies coming to the market and make this information

QA Units will function under the direct control of the ADG concerned, the CE(TSQ) shall exercise general superintendence over the work of these units and obtain periodical reports, from these units.

5. Necessary amendment to CPWD Manual Vol II Section 58 shall be issued separately.



(P.K. MATHHUR)  
SUPERINTENDING ENGINEER  
(CONTRACTS & MANUAL)

(Issued from F.No. 32/1/96/SE/CM)

Copy forwarded to :

1. All Chief Engineers in CPWD & CE(DAZ)I, CE(DAZ)II & CE(YBP).
2. All SEs/SSWs/EEs/Project Managers/Director of Horticulture/Dy. Director of Horticulture in CPWD and PWD Delhi Administration.
3. Ministry of Urban Affairs & Employment (W-3 Section), Nirman Bhawan, New Delhi (2 copies).
4. Chief Controller of Accounts, Min. of UA&E, Nirman Bhawan, New Delhi (2 Copies).
5. Engineer-in-Chief, Army Headquarters, E-in-Cs Branch, Kashmir House, D.Hq. P.O. New Delhi - 110 011.
6. Chief Engineer (Env. & Forests) Civil Construction Unit M/o. Env. & Forests, 7th floor CGO Complex, Parayawaran Bhawan, Lodhi Road, New Delhi - 110 003.
7. Chief Technical Examiner, Central Vigilance Commission, 10-A Jamnagar House Hutments, New Delhi.
8. Engineer Member, Delhi Development Authority, Vikas Sadan, INA, New Delhi - 110 023.
9. Suptd. Engineer, Delhi University Delhi - 110 007.
10. Suptd. Engineer, Engineering Service Deptt. ATIMS, Ansari Nagar, New Delhi.
11. Chief Engineer, Andaman & Nicobar Administration, Port Blair, Andaman.
12. Dy. Commissioner, Income Tax Range 13, Contractors Circle, Room No. 222, CR Bldg., I.P. Estate, New Delhi.
13. Arbitration Cell, M/o. UA&E, Janpath Bhawan, 6th Floor, Janpath New Delhi - 110 001.

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