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V.O.CHIDAMBARANAR PORT TRUST
MEDICAL DEPARTMENT



Sub: Implementation of Suo-Motu Disclosure under section 4 of RTI Act, 2005 - reg.

Reference General Administration's Department I.D.Note No. S-7/44/Misc/2018-19/P1/D.3171, dated 09.10.2018 and subsequent reminders dated 23.01.2019 & 15.03.2019 on the subject mentioned above.

2. The updated Suo Motu Disclosure relating to Medical Department is enclosed herewith for further action.

Encl.: As above.


for CHIEF MEDICAL OFFICER

The Secretary / V.O.C Port Trust.

Medical Department I.D.Note NoH-65/01/2018/D. 1025 Date: 05 04.2019

**V.O.CHIDAMBARANAR PORT TRUST
MEDICAL DEPARTMENT**

Sl.No.	Item	Details of Disclosure	Remarks
1.2	Powers and duties of its officers, employees [Section 4 (1)(b)(ii)]	i. Powers and duties of its officers (administrative, financial, judicial)	Copies of DOP issued by MOS is enclosed as Anx-I
		ii. Power and duties of other employees	Enclosed as Anx - II
		iii. Rules / orders under which powers and duty are derived and	-
		iv. Exercised	All Medical Officers have got powers to grant Medical Leave.
		v. Work Allocation	Enclosed As Annexure-II
1.3	Procedure followed in decision making process [Section 4(1) (b) (iii)]	i. Process of decision making identify key decision making points. ii. Final decision making authority iii. Related provisions, acts, rules, etc. iv. Time limit for taking a decisions, if any v. Channel of supervision and accountability.	Organization chart of Medical Department is enclosed as Anx-III. Enclosed as Anx-IV
1.4	Norms for discharge of functions [Section 4(1) (b) (iv)]	i. Nature of functions / services offered	The services of the hospital are extended to the serving employees and their dependants, retired employees and their spouses, CISF personnel and their family members at free of cost. To avail the services for critical illnesses, Port has also several approved
		ii. Norms / standards for functions / service delivery	
		iii. Process by which these services can be accessed	
		iv. Time-limit for achieving the targets	

			higher referral Hospitals for super specialty services. Employees of other Government organizations like CECRI, Poompuhar Shipping Corporation, Mercantile Marine Department etc., are also availing medical services from Port Trust Hospital on payment basis.
		v. Process of redress of grievances	No grievances are received
1.5	Rules, regulations, instructions manual and records for discharging functions [Section 4(1) (b) (v)]	i. Title and nature of the record / manuals and records. ii. List of Rules, regulations, instructions manuals and records iii. Acts / Rules manuals etc. iv. Transfer policy and transfer orders	1. Tuticorin Port Trust employees (Contributory Indoor and Outdoor medical benefit after retirement), 1996 (Published in the gazette of India, dated 02.11.1996) 2. Leave Regulations
1.6	Categories of documents held by the authority under its control [Section 4(1) (b) (vi)]	i. Categories of documents ii. Custodian of documents / categories	Enclosed as Anx-V Dr.K.Baby Rani, SMO - Nodal Officer of ISO
1.8	Directory of officers and employees [Section 4(1) (b) (ix)]	i. Name and Designation ii. Telephone, fax and email ID	Enclosed as Annexure VI
1.9	Monthly Remuneration received by officers & employees	i. List of employees with Gross monthly remuneration	Enclosed as Annexure VII

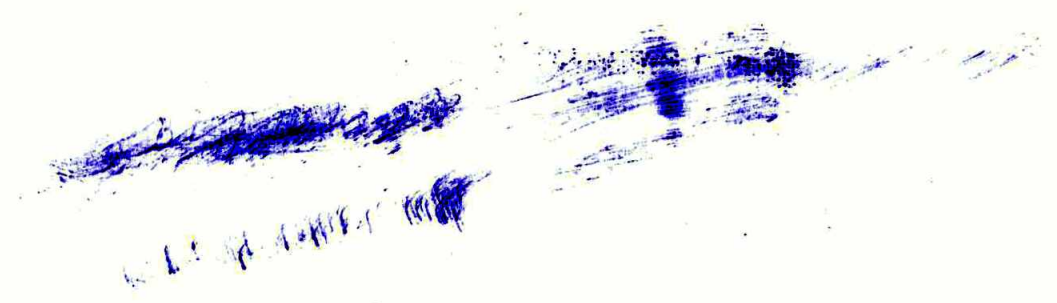
	including system of compensation[Section 4(1)(b) (x)	ii. System of compensation as provided in its regulations	
1.13	Transfer policy and transfer orders (F.No.1/6/2011-IR, dt.15.4.2013)	i. Posting of employees / officer ii. Rotation transfer Policy iii. Promotion (Adhoc) iv. Promotion (Regular) v. Confirmation vi. Probation Declaration vii. Deputation viii. Absorption	Paramedical staff are being posted on shift basis in various work places of Port Hospital / Dispensary.
2.2	Foreign and domestic tours	iii. <u>Information related to procurements</u> a. Notice / tender enquiries, and corrigenda if any thereon. b. Details of the bids awarded comprising the names of the suppliers of goods / services being procured. c. The works contracts concluded - in any such combination of the above and d. The rate / rates and the total amount at which such procurement or works contract is to be executed.	a. Nil b, c, d - List Enclosed as Annx-VIII
2.3	Manner of execution of subsidy programme	i. Name of the programme of activity ii. Objective of the programme iii. Procedure to avail benefits iv. Duration of the programme / scheme v. Physical and financial target of the programme vi. Nature/scale of subsidy /amount allotted vii. Eligibility criteria for grant of subsidy viii. Details of beneficiaries of subsidy	--

		programme (number, profile etc)	
2.4	Discretionary and non-discretionary grants dated (F.No.1/6/2011-IR 15.04.2013)	(i) Discretionary and non-discretionary grants/allocations to State Govt./NGOs/other institutions (ii) Annual accounts of all legal entities who are provided grants by public authorities.	--
2.5	Particulars of recipients of concessions, permits of authorizations granted by the public authority (Section 4 (1) (b) (xiii)	(i) Concessions, permits or authorizations granted by public authority (ii) For each concessions, permit or authorization granted (a) Eligibility criteria (b) Procedure for getting the concession/grant and /or permits of authorizations. (c) Name and address of the recipients given concessions/permits or authorizations. (d) Date of award of concessions/permits of authorizations.	--
2.6	CAG & PAC paras dated (F.No.1/6/2011-IR, 15.04.2013)	CAG & PAC paras and the action taken reports (ATRs) after this have been laid on the table of both houses of the Parliament.	--
3.1	Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or	Arrangement for consultations with or representation by the members of the public (i) Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens	--

	implementation there of (Section 4 (1) (b) (vii) (F.No.1/6/2011-IR dt:15.4.2013	(ii) Arrangements for consultation with or representation by a) Members of the public in policy formulation/policy implementation b) Day & time allotted for visitors. c) Contact details of information & facilitation counter (IFC) to provide publications frequently sought by RTI applicants.	
3.2	Are the details of policies/decisions which affect public	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive	--
		(ii) Outline the Public consultation process	--
		Outline the arrangement for consultation before formulation of policy	--
3.5	Whether information manual /handbook available free of cost or not (section 4 (1) (b)	(i) List of materials available (ii) At a reasonable cost of the medium	--
4.4	Particulars of facilities available to citizen for obtaining information (Section 4 (1) (b) (xv))	(i) Name & location of the faculty (ii) Details of information made available (iii) Working hours of the faculty (iv) Contract person & contact details (phone , fax, email)	--
4.5	Such other information as may be prescribed under section 4 (1) (b) (xvii)	(iii) List of completed schemes/projects/ programmes (iv) List of schemes/project/programme underway (v) Details of all contract entered into including name of the contractor, amount of contract and period of completion of contract	(iv) Enclosed as Annx. IX (v) Enclosed as Annx. X

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		(vii) Frequently Asked Question (FAQs) (viii) a. Result framework Document(RFD) b. Six monthly reports on c. Performance against the benchmarks set in the citizen's charter	
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ANNEXURE-I**DELEGATION OF POWERS TO MAJOR PORTS****[NON-STATUTORY]**

Sl. No.	Nature of Power	Limits
I. POWERS ON WORKS & PROCUREMENT MATTERS		
1	To incur expenditure in anticipation of sanction in running/operation & maintenance works estimates	Chairman- Full Powers subject to availability of budget provision
2	To incur expenditure on repairs and maintenance including annual AMCs	Chairman- Full Powers Dy.Chairman- Rs. 200000 /- HODs- Rs. 25000 /- Dy.HODs- Rs. 10,000/-
3	To make advance payment for stores on receipt of RR through bank or on despatch documents	HODs- Full powers
4	To make advance payments to Govt. Semi Govt. PSUs or Reputed firms for execution of works or supply of stores or equipments	HODs- Full power subject to approval of the contract by the Competent Authority.
5	To let out work without calling for tenders	Chairman- Rs.2,00,000/- in each case, subject to constitution of Spot Purchase Committee (SPC). Dy. Chairman- Rs.1,00,000/- in each case, subject to constitution of SPC. HODs- Rs. 50,000/- in each case, subject to constitution of SPC.
6	Purchase of equipment / stocks without calling tenders / quotations	Chairman- Rs.5,00,000/- in each case, subject to constitution of SPC. Dy. Chairman- Rs.2,00,000/- in each case, subject to constitution of SPC. HODs- Rs. 50,000/- in each case, subject to constitution of SPC.

7	To purchase medicines etc. for hospitals in Emergency	<p>Chairman- Full power</p> <p>Dy. Chairman- Upto Rs.20,000/-</p> <p>HODs- Upto Rs.5,000/-</p>
8	To purchase stores and medicines	<p>Chairman- Full powers</p> <p>Dy. Chairman- Upto Rs.3 lakhs in each case on the basis of competitive quotations after concurrence of Finance and upto Rs.1 lakh in each case through the Spot Purchase Committee.</p> <p>HODs- Upto Rs.50,000 in each case on the basis of competitive quotations after concurrence of Finance and upto Rs.20,000 in each case through the Spot Purchase Committee.</p>
9	To exceed sanctioned amount of an estimate	<p>Chairman- Upto 30% provided the total amount of WO/SO remains the powers of Chairman (beyond 30%, Board's approval to be obtained)</p> <p>Dy. Chairman- Upto 20% provided the total amount remains within the powers of the Dy. Chairman.</p> <p>HODs- Upto 10% provided the total amount remains within the powers of HOD.</p>
10	To make additions alterations to works during the course of executions	<p>Chairman- Upto 30% provided the total amount of WO/SO remains the powers of Chairman</p> <p>Dy. Chairman- Upto 20% provided the total amount remains within the powers of the Dy. Chairman.</p> <p>HODs- Upto 10% provided the total amount remains within the powers of HOD.</p>
11	To waive penalties imposed on Contractors Vendors	Chairman- Full powers

12	To insure materials / equipment in transit	Chairman- Full powers
13	To fix charges for works done in Port Laboratories.	Chairman- Full powers
14	To allow relaxation in r/o conditions for payment of EMD/SD/Liquidated damages	Chairman- Full powers in r/o contracts where the award of contract is within his powers
15	Single Tender/Special Limited Tender	Chairman- Rs.5 Crores, (Board - More than Rs. 5 Crores), subject to adherence of CVC guidelines Dy. Chairman- Rs.1 Crore, subject to adherence of CVC guidelines HODs- Rs. 50,000/-, subject to adherence of CVC guidelines
16	Grant of extension of time to the contracts awarded	Chairman- Full Powers upto contract value Rs.10 Crore Dy. Chairman- Full Powers upto contract value Rs.1 Crore HODs- Full powers subject to the recovery of LD, as per the contract

II. POWERS WITH REGARD TO ESTABLISHMENT MATTERS

17	To transfer posts	Chairman- Full powers to transfer from one dept. to another dept. HODs- Full powers in respect of transfers within his/her dept.
18	To grant permission to employees to serve on deputation or on foreign service	Chairman- Full powers except for HODs. subject to Regulations
19	To depute Officers/ employees for training in any place in India	Chairman- Full powers in respect of Class-I officers Dy. Chairman- Full powers in respect of Class-II officers HODs- Full powers in respect of Class-III employees Dy. HODs- Full powers in respect of Class-IV employees

20	Termination of probation after giving a reasonable opportunity of showing cause against such termination.	Chairman- Full powers Dy. Chairman- Full powers in respect of Class II officers HODs- Full in respect of Class III & IV employees
21	Power to order confirmation	Chairman- Full powers Dy. Chairman- Full powers in respect of Class II officers HODs- Full in respect of Class III & IV employees
22	Power to relax medical fitness standards where considered reasonable.	Chairman- Full powers including Class I & II officers Dy. Chairman- Full Powers in respect of Class III & IV employees
23	<p>To accept Home Town declaration and to relax production of obligatory evidence in connection with travel office claim.</p> <p>Power to forward application forms of employees seeking appointment elsewhere.</p> <p>Power to accept (i) resignation and (ii) voluntary retirement.</p>	Chairman- Full Powers including Cl.I officers, excepting Dy. Chairman and HODs. Dy.Chairman- Full Powers in respect of Cl. II officers HODs- Full Powers in respect of Cl. III & IV employees
	To waive notice period in case of resignation voluntary retirement	
24	To relax condition regarding repayment of Pay- & Allowances drawn & other expenses in case of resignation or retirement on medical grounds as per Reg.18 of Study Leave Regulations.	Chairman- As per Regulations
25	To grant leave	Chairman- Full Powers except when officiating arrangements are required in case of HODs. Dy. Chairman- Full Powers except for HODs.

		<p>HODs- Full Powers to grant all kinds of leave except in case of Class III & IV where officiating arrangements are required or HOD can authorise any officer.</p> <p>Dy. HODs- Full Powers to grant all kinds of leave except where such authorisation given by HOD</p> <p>Subordinate Officer- Full Powers to grant all kinds of leave except where such authorisation given by HOD</p>
26	Grant or refuse leave and study leave.	<p>Chairman- Full powers</p> <p>Dy. Chairman- All employees under Classes I, II, III and IV except HODs</p>
27	Power to grant normal increments	<p>Dy. Chairman- Full powers</p> <p>HODs- Full powers in the case of all employees in their departments</p>
28	Power to grant advance increments to those appointed to posts covered by Section 24(i) (b) of the Major Port Trusts Act, 1963.	Chairman- Full powers
29	Grant of Travelling Allowance as per Regulations.	<p>Chairman- Full powers</p> <p>Dy. Chairman- Full powers except HODs</p>
30	To permit Officers employees to travel by air who are not otherwise entitled	Chairman- Full powers
31	To sanction Official Tours	<p>Chairman- Full powers in r/o Class I Officers</p> <p>Dy. Chairman- Full powers in r/o Class II Officers</p> <p>HODs- Full powers in r/o Class III & IV employees</p>
32	To grant advance of Pay and TA on tour, TA on transfer and LTC	Chairman- Full powers for HODs
	Sanction of Leave Travel Concession	HODs- Full powers except HODs

	To sanction expenditure on cancellation of reservation of Air Rail accommodation	
35	Grant of advance to employees for purchase of car scooter motor cycle.	Chairman- Full Powers in respect of CL I
	To grant Festival Advance and any other special advances framed under Regulations	Dy. Chairman- Full Powers in respect of CL II,
	Grant of conveyance allowance	HODs- Full Powers for CL III & IV employees.
	To sanction OT Holiday Wages & NW	Chairman- Full Powers for OT & Holiday wages for CL.III employees Dy. Chairman- Full Powers for OT & Holiday wages for CL.IV employees HODs- Full Powers for Night wages for CL.III & IV employees
	To grant Children's Educational Allowance	Chairman- Full Powers for Class I & II officers HODs- Full Powers for CL III & IV employees
34	Payment from the Welfare Fund other than award of Scholarships. 1. Award of Trust scholarships both ordinary and merit 2. Payment of ex-gratia amount from the Welfare Fund in addition to others in case of death or invalidation while in service where the family continues to be in indigent circumstances	Chairman- Full powers for Class-I & II Dy. Chairman- Full powers for Class-III & IV
35	Payment of compensation to Port Trust Employees who are not workmen within the meaning of the Workmen's Compensation Act 1923.	Chairman- Full powers for Class-I & II Dy. Chairman- Full powers for Class-III & IV
36	To provide immediate relief to the families of employees who die while in service	Chairman- Full powers in respect of Class-I & II Officers Dy. Chairman- Full powers in respect of Class-III & IV employees

37	To grant Advances/ Withdrawals from PF	Final	Chairman- Full Powers HODs- Full powers in r/o officers / staff of his Department Dy. HODs.- Full Powers in r/o officers/staff of his Department of this Division other than final withdrawals where special reasons are not required
38	Transfer of subscription in r/o GPF balances of employees who joins the Board's service from any Government service		Chairman- Full powers in the case of Class-I officer excepting HODs Dy. Chairman- Full powers in the case of all Class II, III and IV employees.
39	Power to grant permission to take up outside work out of office hours, where remuneration is involved.		Chairman- Full powers in the case of Class-I officer excepting HODs Dy. Chairman- Full powers in the case of all Class II, III and IV employees.
40	Power to grant permission to take up outside work out of office hours, where no remuneration is involved.		Chairman- Full powers in the case of Class-I officer excepting HODs Dy. Chairman- Full powers in the case of all Class II, III and IV employees.
41	Grant of permission to accept any employment after retirement to a person who held a Class I post before retirement.		Chairman- Full powers excepting for HODs.
42	Allotment of Trust's quarters; Sharing of residence allotted to an employee or any outhouses, garages and stables apartments thereto.		Chairman- Full powers Dy. Chairman- Full powers
43	To fix standard market rent for residential and non-residential buildings and to fix penal rent		Chairman- Full powers
44	Administration of Pension Fund.		Chairman- Full powers HODs- FA&CAO - Full powers
45	Sanction of pension/gratuity		Chairman- Full powers Dy. Chairman- Full powers in the case of Class II, Class III & IV employees. HODs- Full powers in the case of Class III and IV employees.

46	With holding or withdrawing a pension or part thereof whether permanently or for a specific period if the pensioner is convicted of a serious crime or is found guilty of grave misconduct	Dy. Chairman- Full powers in respect of all employees including HODs provided that no such orders shall be passed by Chairman in respect of HODs and Officers referred to in clause (a) of Sub-Section (1) of Section 24 of the Major Port Trusts Act 1963 without the prior approval of Govt. of India, vide Amendment Slip No.9 dt. 5.3.86.
47	Power to order recovery from Pension of the whole or part of any pecuniary loss caused to the Port Trust if in any departmental or judiciary proceedings the pensioner is found guilty for any grave misconduct or negligence during the period of his service including service rendered after reappointment	Chairman- Full powers in respect of all employees including HODs provided that no such orders shall be passed by Chairman in respect of HODs and Officers referred to in clause (a) of sub-sec.(1) of Sec.24 of the Major Port Trusts Act 1963 without the prior approval of the Govt. of India. Dy. Chairman- Full powers in the case of Class II, Class III & IV employees. HODs- Full powers in the case of Class III and IV employees.
48	Condonation of interruption in service for pension. Sanction commutation of pension	Chairman- Full powers Dy. Chairman- Full powers for Class II, III and IV employees. HODs- Full powers for Class III and IV employees.
49	Condonation of break or breaks in service for a period each not exceeding six months provided each break is proceeded by atleast six months of continuous service.	Chairman- Full powers Dy. Chairman- Full powers for Class II, III and IV employees.
50	Reimbursement of Medical Expenses	Dy. Chairman- Full Powers for the cases referred by CMO
51	Extension of medical benefits to retired employees on payment of prescribed fees	Chairman- Full powers in respect of Class-I Dy. Chairman- Full powers in respect of Class-II HODs- Full powers in respect of Class-III & IV

III. POWERS TO DECIDE LEGAL MATTERS

52	To sanction filing/defending all suits appeals, writ petitions, etc., and to sanction legal expenses including charges for advocates/Legal counsel for filing and appearance in Court cases	Chairman- Upto Rs.1.00 lakh in each case Dy. Chairman- Upto Rs.25,000 in each case HODs- Upto Rs.10,000 in each case
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IV. POWERS TO DECIDE TRADE MATTERS

53	To refund over charges	Chairman- Full powers or any Officer authorised by the Board HODs- Full powers Dy. HODs- Full powers
54	To hire out and fix charges for Port Crafts, Plants, Appliances and enter into an agreement in respect of such hire	Chairman- Full powers

V. POWERS ON GENERAL MATTERS

55	Investment of funds on the basis of competitive offers	Chairman- Full Powers Dy. Chairman- Rs. 10 crs. in each case HODs- Rs. 2 crs in each case (FA&CAO)
56	To sanction expenditure on Advertisements and for NIT	Chairman- Full powers HODs- Full powers other than for port publicity (as per approved NIT Policy)
57	To sanction expenditure on entertainment (VIP and guests).	Chairman- Full powers subject to amount being within the provision made in approved Budget Estimate.
58	To purchase furniture and fittings.	Chairman- Full powers, subject to the amount being within the provision made in approved Budget Estimate. Dy. Chairman- Full powers for purchase of furniture and fittings in replacement of existing furniture and fittings and upto Rs.1,00,000/ per annum for additional furniture and fittings for each department.

		HODs- Up to Rs.50,000 for replacement and Rs.20,000 for new items
59	To sanction permanent imprest to Officers	Chairman- Full Powers
60	To purchase instruments, appliances and apparatus etc	Chairman- Full powers Dy. Chairman- Upto Rs.25,000/- in each case. HODs- Rs. 15,000/- in each case.
61	To purchase books and publications	Chairman- Full Powers Dy. Chairman- Rs. 25,000 per annum for profession books per year HODs- Rs.10000/-for professional books per year
62	To sanction payments to Post & Telegraphs, Courier agencies	HODs- Full powers
63	To incur expenditure printing and stationery	Chairman- Full powers Dy.Chairman- Upto Rs.2,00,000/- per annum HODs- Upto Rs. 50000 per annum provided non availability Certificate is obtained from Materials department division
64	To incur miscellaneous expenditure	Chairman- Full powers within the approved budget Dy. Chairman-Up to Rs.100,000 pa for recurring and Rs.100,000 pa for non-recurring expenditure HODs- Up to Rs.20,000 pa for recurring and Rs.40,000 pa for non-recurring expenditure
65	Sanction of obligatory payments like license fees, taxes, insurance, Testing & certification	Dy. Chairman-Full powers
66	To fix life and scrap value of Port Assets	Board- Full powers subject to Guidelines by the Govt.

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EMS(CMO)

V.O.CHIDAMBARANAR PORT TRUST
MEDICAL DEPARTMENT
DEPARTMENTAL MANUAL / EMS (CMO)

Sec : 4.4.1	Title: Resources, roles, responsibility and authority
	Procedure Code: CMO/EMS/SAR

Sr. Dy. CMO

Sr. Dy. CMO is responsible for day to day operations and maintenance of VOC Port Hospital including Casualty. He will supervise the works of Nurses, Para-Medical Staff and their postings. He has to maintain liaison with port patients admitted in other local hospitals. He is in-charge of Transport and Communication Services, supervising and maintenance of civil, Electrical and Mechanical Services at VOC Port Hospital.

Sr. Dy. CMO will look after the implementation of EMS in the absence of Chief Medical Officer.

Dy. CMO

Duties of Dy. CMO are as follows.

1. Procurement and supply of Medicines and Budget proposals.
2. Computerisation of Hospital Services.
3. In-charge of procurement of surgical consumable equipments and chemicals.
4. Supervision, up keeping and maintenance of Ambulance services, all First-Aid Centres, distribution of First Aid material to First Aid centres and First Aid boxes.

Duties of MO (Health and Sanitation):

1. In-charge of sanitary section.
2. To look after the health and sanitation of Hospital & premises and Town Dispensary.
3. Co-ordination with C.M.O, Municipality and D.M & H.O., Tuticorin.
4. To look after the disposal of incinerated Bio – Medical ash.

MEDICAL OFFICERS


1. They will attend to the regular out-patient at Port Hospital and also to Town Dispensary.
2. They will attend to the Casualty and also General OUT PATIENT DEPARTMENT

DEPARTMENTAL REPRESENTATIVE:

The Departmental Representative is responsible for monitoring, implementation of the system and arrange for review within the department Sr. Dy. CMO is the DR.

DOCUMENT CONTROLLER:

It is the responsibility of the Document Controller to ensure and to maintain documents and records connected with the implementation of the Environmental Management System. A Sr. Medical Officer is looking after the functions of DOC.

Originated by: Departmental Manual Committee	Issue No. : 3
	Date : 07.07.2011
 Approved by : Chief Medical Officer	Page No. : 2 of 5
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V.O.CHIDAMBARANAR PORT TRUST
MEDICAL DEPARTMENT
DEPARTMENTAL MANUAL / EMS (CMO)

Sec : 4.4.1	Title: Resources, roles, responsibility and authority
	Procedure Code: CMO/EMS/SAR

SR.NURSE :

- She is the incharge of Nursing Staff, Attendants, Dressers of the hospital.

NATURE OF DUTIES


1. Indenting, Storing and proper distribution of linen and other material for the Wards, O.P. Blocks and dispensaries.
2. She is incharge for safe disposal of the Bio-Medical waste from the points of generation.
3. She is assisted by the Sr. Staff Nurses and staff Nurses in maintaining the hospital clean and tidy.

Sr. NURSE:

She is the in charge of Wards, Casualty, Injection Room and O.P., Dispensary wherever posted. Under her supervision maintenance of the Wards will be done by Staff Nurses, by the assistance of the Attenders. She maintains good-house keeping in her respective location. She will supervise proper segregation and disposal of Bio-Medical waste in category-wise as per the BMW Rules, 1998, as given in Annexure-I..

Sr. LAB TECHNICIAN.

He is the in-charge of the clinical laboratory and he is assisted by other Lab Technicians and Attenders. Their duty is segregation of Bio-Medical waste generated after performing clinical lab investigations and disposal of BMW after chemical treatment by using 2% bleaching powder solution. It is the duty of Sr. Lab Technician to ensure that the disposal of bio-medical waste should be done as per the instructions of Biomedical Waste Rules, 1998. as in Annexure-I, page 1 to 6 of this Manual.

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V.O.CHIDAMBARANAR PORT TRUST
MEDICAL DEPARTMENT
DEPARTMENTAL MANUAL / EMS (CMO)

Sec : 4.4.1

Title: Resources, roles, responsibility and authority

Procedure Code: CMO/EMS/SAR

PHARMACIST:

A Pharmacist is in-charge of Medical Main Stores (Medical and Surgical). He will be under control of Dy. Chief Medical Officer who in turn under control of CMO. This Pharmacist will be assisted by two Pharmacists and one Attender in maintaining the Medical Stores. The duties are as follows:

- Preparation of estimates, Tender Schedules, Comparative Statements and purchase Orders for the annual procurement of Medical & Surgical items.
- Receipt of drugs & Surgical items, maintenance of stock ledgers and distribution of drugs and surgical items to various sections of the hospital.
- Issue of drugs, entering the prescriptions in the ledger.

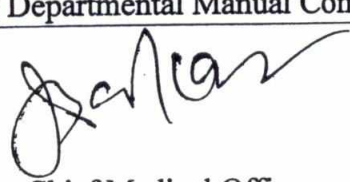
Periodically checks the drugs regarding date expiry and segregate them in a separate container with Bio-Medical Hazard symbol for safe disposal as per Biomedical Waste Rules, 1998. The date expired, cytotoxic drugs should be segregated and collected in a separate container labeled with "Cytotoxic – Symbol" and should be incinerated after removing aluminum foils (non-biodegradable). Proper records will be maintained regarding date expired drugs and Cytotoxic drugs for immediate reference during EMS audit.

RADIOGRAPHERS:

The senior most Radiographer is the in-charge of the Radiology Department. He will be under control of Sr. Medical officer (Radiologist). He will be assisted by other Radiographers. He has to supervise generation of Bio-Medical waste both Bio-Degradable and non Bio-degradable, while processing skiagrams. He has to maintain the register for segregation and disposal of BMW like X-ray films (non-Biodegradable) and other used chemicals i.e., developer and fixer (Bio-degradable) used in the process of skiagrams. He has to maintain records for the periodical disposal of X-Ray films and chemicals left over. He should ensure that the staff working in that department should wear protective gear like Radio-opaque apron (lead apron) and TLD (Thermo Luminescence Dosimeter) badge to detect the levels of exposed Radiation. It is his duty to arrange old X-Ray films in neat and tidy condition to avoid dust pollution.

Nurse OT:

She is in-charge of the operation theatre complex, situated in the VOC PT Hospital. She is under control of Medical Officer (OT). She will be assisted by one Staff Nurse and a Dresser.

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V.O.CHIDAMBARANAR PORT TRUST
MEDICAL DEPARTMENT
DEPARTMENTAL MANUAL / EMS (CMO)

EMS(CMO)

Sec : 4.4.1

Title: Resources, roles, responsibility and authority

Procedure Code: CMO/EMS/SAR

JUNIOR HEALTH INSPECTOR:

- He supervises the sanitary and incinerator staff working in VOCPTH and Town Dispensary. Interacting with other Govt. Agencies on Health and Sanitation Works. Supervising the permanent workers in the section and other contract works of sanitation.
- Maintenance of waste disposal records in category wise bi-monthly and assist in sending the Annual Report to TN Pollution Control Board.
- He is incharge of maintaining Register for reporting accidents while handling and the disposal of Bio-Medical waste.
- The maintenance of the water tank will be done by the Public Health and Sanitation Section of VOCPTH periodically with the knowledge of Sr. Dy. CMO.
- He supervises the procurement, storing and distribution of sanitary material.

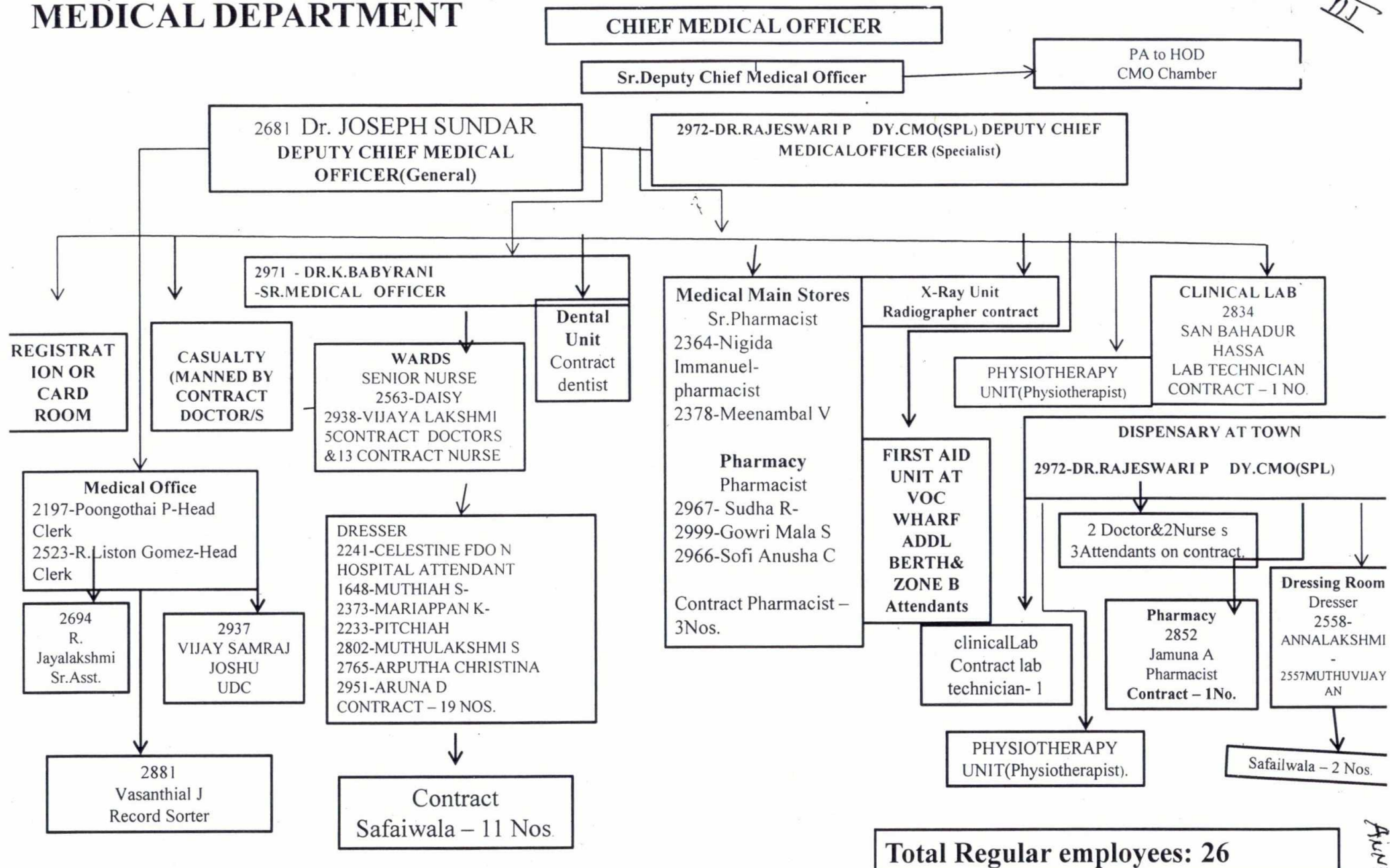
Originated by : Departmental Manual Committee

Issue No. : 3
Date : 07.07.2011

Approved by : Chief Medical Officer

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Date : 07.07.2011

MEDICAL DEPARTMENT



INTEGRATED MANAGEMENT SYSTEM MANUAL

BENCH MARK

Bills of speciality hospitals shall be processed within fifteen working days and raising of tenders for purchase of medicines and equipments shall be done in fifty working days.

S. No.	Title	Benchmark
1.	Advance / Withdrawal from GPF	3 working days
2.	LTC / Home Town Permission Advance	4 working days
3.	Tour Advance	2 working days
4.	Encashment of E.L for Officers & Staff.	4 working days
5.	EL / Com. L / HPL / EOL (Class I – IV)	5 working days
6.	Conveyance Advance	8 working days
	a) For sending to A/D after verification.	6 working days
	b) Prepare & Put – up the Statement to the Chairman through A/D for Concurrence.	1 working days
	c) Releasing the Order.	1 working days
7.	T.A bill of Employees.	3 working days
8.	O.T.A / N.W Statement.	10 th of every Month.
9.	Festival Advance of Class I – IV.	4 working days
10.	Incentive for Family Planning :	4 working days
	a. Send file to Accounts Department.	2 working days
	b. Receive from A/D & Put – up the orders.	2 working days

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DATE: 05.07.17	

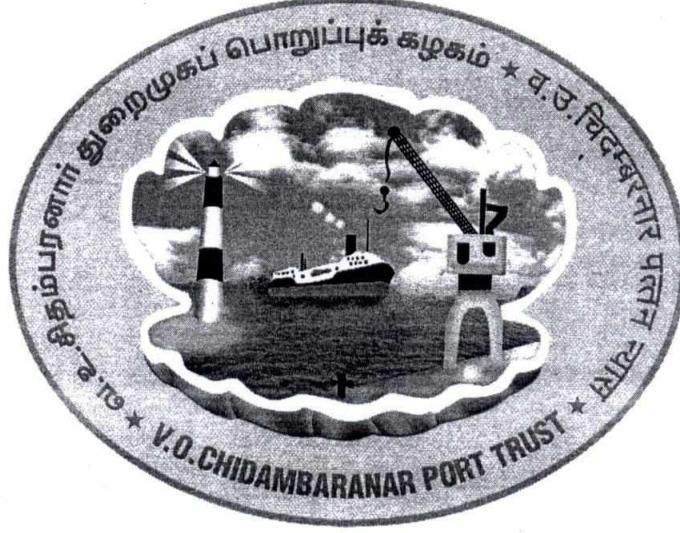
V.O.CHIDAMBARANAR PORT TRUST
INTEGRATED MANAGEMENT SYSTEM MANUAL

ANNEXURE - W

BENCHMARK		
S. No.	Title	Benchmark
11.	Reimbursement of Tuition fees after approval of Competent Authority.	3 working days
12.	TTA Bill for Retired Employees.	5 working days
13.	Computer Advance :	11 working days
	<ul style="list-style-type: none"> For sending to A/D after verification. 	6 Working days
	<ul style="list-style-type: none"> Prepare and put-up the file to DD / EDP and Accounts Department for verification. 	3 Working days
	<ul style="list-style-type: none"> Releasing the Order. 	2 Working days
14.	Special Leave.	4 working days
15.	Reimbursement of Medical Bills. Send Application to A/D for Payment.	2 working days
16.	Medical Advance and Adjustment Bills. Send file to A/D for Payment.	2 working days
17.	Medical ID Card for Employees and Apprentice.	3 working days
18.	Medical T.A Bill. Send file to A/D for Payment.	5 working days
19.	House Building Advance.	3 working days
20.	Marriage Advance.	3 working days

ISSUE NO: 00	APPROVED BY Dy.Chief Medical officer
DATE: 05.07.17	

V.O.CHIDAMBARANAR PORT TRUST



DEPARTMENTAL MANUAL FOR MEDICAL DEPARTMENT

**INTEGRATED MANAGEMENT SYSTEM
IMS SYSTEM MANUAL**

Doc No: 1
Issue No: 2
Issue Date: 22.11.2018
Prepared by: SMO
Approved by: DY. CMO

INTEGRATED
IMS SYSTEM

Document No.	1
Copy No.	1
Date	22.11.2018

MEDICAL DEPT/VOC PORT

IMS MANUAL

(ISO 9001:2015, ISO 14001:2015& BS OHSAS 18001:2007)

DESIGNATION		SIGNATURE	DATE
Prepared by	SMO		22.11.2018
Reviewed by	SMO		22.11.2018
Approved by	DY CMO		22.11.2018

NOTE: This IMS Manual is property of MEDICAL DEPT/VOC PORT and no part of it can be copied or photocopied or reproduced in any other way without the prior consent from CMO.

INTEGRATED MANAGEMENT SYSTEM IMS SYSTEM MANUAL

Doc No: 1
Issue No: 2
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Prepared by: SMO
Approved by: DY. CMO

Revision Record History

Old Status		Section	Page	Details of Revision	Approved by	Current Status	
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—	—	All	All	New Release		01/00	05.07.2017
1/00	5.07.17	4	7	Context of organisation	Dy.cmo	02/01	22.11.2018

**INTEGRATED MANAGEMENT SYSTEM
IMS SYSTEM MANUAL**

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Prepared by: SMO
Approved by: DY. CMO

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2.0 Distribution List of IMS (QHSE) Manual

Copy Holder	Copy Number
SMO (hospital)	-Master Copy
Nurse	02
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3.0 SCOPE AND BOUNDARIES:

Scope: This Section deals to provide comprehensive medical care to the full satisfaction of the Port employees and their family members, the retired employees and their spouses, the CISF and others registered with this department

Exclusions: 8.3 Design and Development of Products and Services

Justification: The MEDICAL DEPT/VOC PORT does not engage in the design and development of products and services.

As VOC PORT operates as per Indian Port Act 1908 and Major Port Trust Act 1963, Design and Production are not applicable.

4.0 Context of the Organization

The Medical Department provides round the clock service and is headed by the Chief Medical Officer who is assisted by Senior Dy. Chief Medical Officer, Deputy Chief Medical Officer, Senior Medical Officers, Medical Officers, Para Medical staff and Ministerial staff.

The Chief Medical Officer is also assisted by an Administrative Office which is within the hospital campus. It is rendering medical service to Port employees, retired employees and others associated with Port, who have registered cards in the Medical Registration Room.

The **Port Trust Hospital** is situated on the western side of the Residential Quarters of Harbour Estate. The Medical Department caters to the medical services to the Port employees including CISF staff and their family members who are dependent upon the employees.

The OPD functions between 08.00 to 11.00 AM and 4.00 to 6.00 PM. Emergency cases are treated round the clock. Duty Medical Officers are posted in three shifts. Patients are also admitted in the Hospital and treatment is given to them. Ambulance Services are available round the clock.

Port dispensary functions during OP hours 8am to 11am and evening 5pm to 7pm headed by a deputy chief medical officer. Employees and their dependants, retired employees and their spouses, who are eligible for treatment and residing at Town, are given treatment through Port Dispensary. Port Dispensary is functioning in the zoneB area. It has a out patient unit, physiotherapy unit, pharmacy counter, clinical laboratory.

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Complicated cases are referred to referral panel Hospitals at Madurai, CMC Hospital at Vellore and other Super Speciality Hospitals at Chennai and Tirunelveli depending upon the need for specialised treatment.

The following are the different sections of the Port Hospital at the Harbour Estate:-

- Medicare Services
- Casualty Services
- Clinical Laboratory
- Radiology
- Medical Main Stores
- Personal Claims

Various medical activities carried out are given in the core process followed with other procedures.

The Hospital Management System has been installed. Following sections are at present covered

- (1) Registration room
- (2) Pharmacy
- (3) Laboratory
- (4) Medical Main Stores
- (5) Male ward
- (6) Female ward
- (7) Casualty

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4.1 Understanding the Organization and its Context

The MEDICAL DEPT/VOC PORT monitors and reviews the information about these external and internal issues including positive and negative factors. Such issue has included the environmental conditions being affected by or capable of affecting the organization.

Reference Standard Requirement

ISO 9001:2015, Clause: 4.1
ISO 14001:2015, Clause: 4.1

Deliverables:

ISSUE REGISTER
DOC REF: SECTION MANUAL

4.2 Understanding the Needs and Expectations of Interested Parties

- a) The interested parties that relevant to the Integrated management system (QHSE)
- b) The relevant needs and expectation (i.e., requirements) of these interested parties that are relevant to the integrated management system (QHSE)
- c) Which of these needs and expectations become its compliance obligations

MEDICAL DEPT/VOC PORT monitors and reviews the information about these interested parties and their relevant requirements.

Reference Standard Requirement

ISO 9001:2015, Clause: 4.2
ISO 14001:2015, Clause: 4.2

DELIVERABLES:

INTERESTED PARTIES REQUIREMENTS
DOC REF: SECTION MANUAL

4.3 Determining the Scope of the Integrated Management System (QHSE)

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The MEDICAL DEPT has determined the boundaries and applicability of the integrated management system (IMS, EMS& OHSAS) to establish its scope.

Scope of Registration

MEDICAL Department provides various services such as comprehensive medical care to the full satisfaction of the Port employees and their family members, the retired employees and their spouses, the CISF and others registered with this department.

It has a 62 bedded hospital to cater the needs of outpatients and inpatients round the clock. Port hospital has a fully fledged casualty, Intensive care unit, wards, main stores, pharmacy counter, laboratory, radiology unit, dental unit, physiotherapy unit, outpatient unit.

Also, Port Dispensary is functioning in the zone B area to cater the medical needs of the employees and retirees who live in and around Tuticorin city. It has a out patient unit, physiotherapy unit, pharmacy counter, clinical laboratory. Port dispensary functions during OP hours 8am to 11am and evening 5pm to 7pm.

Exclusions: 8.3 Design and Development of Products and Services

Justification: The MEDICAL DEPT/VOC PORT does not engage in the design and development of products and services.

As VOC PORT operates as per Indian Port Act 1908 and Major Port Trust Act 1963, Design and Production are not applicable.

Reference Standard Requirement

ISO 9001:2015, Clause: 4.3

ISO 14001:2015, Clause: 4.3

BS OHSAS 18001:2007, Clause 4.1

DELIVERABLES:

SCOPE

DOC REF: SECTION MANUAL

4.4 Integrated Management System (QHSE) and it's Processes

The MEDICAL DEPT/VOC PORT has established, implemented, maintained, and continually improves the integrated management system and its Process (QMS, EMS, OHSAS), including the processes needed and their interactions, in accordance with the requirements of the ISO 9001:2015, ISO 14001:2015 and BS OHSAS 18001:2007.

LIST OF MEDICAL DEPARTMENT PROCESS:

1. Medicare Services
2. Medical Administration Office

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3. Clinical Lab
4. Radiology
5. Medical Main Stores
6. Pharmacy
7. Casualty
8. Personal Claims Section

Reference Standard Requirement

ISO 9001:2015, Clause: 4.4
ISO 14001:2015, Clause: 4.4
BS OHSAS 18001:2007, Clause 4.1

DELIVERABLES:

SIPOC
DOC REF: SECTION MANUAL

5 Leadership

5.1 Leadership and commitment

5.1.1 General

The MEDICAL DEPT/VOC PORT has demonstrated leadership and commitment with respect to the integrated management system (QHSE). CMO is the head of MEDICALDEPT/VOC PORT.

Reference Standard Requirement

ISO 9001:2015, Clause: 5.1
ISO 14001:2015, Clause: 5.1

DELIVERABLES:

MEDICALDEPARTMENT FUTURE PLAN

5.1.2 Customer Focus

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MEDICAL DEPT/VOC PORT have the mechanism to determine customer requirements. The top management ever prioritize customer satisfaction. Established IMS have focused on customers' requirements. Top management hold a daily meeting with all Employees to review and discuss the customer requirements. Day to day Public complaints is discussed to review the level of progress in achieving customer requirements and ultimately customer satisfaction.

- Customer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- The risks and opportunities that can affect conformity of products and the ability to enhance customer satisfaction are determined and addressed; and
- The focus on enhancing customer satisfaction is maintained.

Reference Standard Requirement

ISO 9001:2015, Clause: 5.1.2

ISO 14001:2015, Clause: 6.1.3

BS OHSAS 18001:2007, Clause :4.3.2

DELIVERABLES:

REGISTER OF LEGAL AND STATUTORY REQUIREMENTS
DOC REF: MEDICAL DEPARTMENT

IMS Policy

5.2.1 Establishing IMS Policy

The top management has established, implemented and maintained the IMS policy that, within the defined scope of the integrated management system. Compliance with the IMS requirements and effectiveness of the IMS is checked through internal audits to assess the implementation of the IMS policy.

We are committed to provide seaport facilities and related support services for seaborne transport facilities by –

- Ensuring quality service to EXIM Trade, by adhering all legal requirements.
- Protecting the environment including prevention of pollution.
- Ensuring safety by preventing injury and ill health.
- Continually improving the overall effectiveness of IMS through

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5.3 Organizational Roles, Responsibilities, and Authorities

Top management assigned the responsibility and authority for:

- a) Ensuring that the Integrated management system (QHSE) conforms to the requirements of this International Standard (ISO 9001:2015, ISO 14001:2015 and BS OHSAS 18001:2007);
- b) Ensuring that the processes are delivering their intended outputs;
- c) Reporting on the performance of the Integrated management system (QHSE) and on opportunities for improvement in particular to top management;

Reference Standard Requirement

ISO 9001:2015, Clause: 5.3

ISO 14001:2015, Clause: 5.3

BS OHSAS 18001:2007, Clause 4.4.1

DELIVERABLES:

DEPARTMENT CHART

DOC REF: DEPT APEX MANUAL PAGE NO 14

ROLES AND RESPONSIBILITIES

DOC REF: SECTION MANUALS

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Employee motivation and empowerment with social responsibility towards the progress of the Nation.

Reference Standard Requirement

ISO 9001:2015, Clause: 5.2.1
ISO 14001:2015, Clause: 5.2
BS OHSAS 18001:2007, Clause 4:2

DELIVERABLES:

IMS POLICY

DOC REF: MEDICAL DEPT APEX MANUAL

5.2.2 Communicating the IMS Policy

CMO is responsible to get approved the IMS policy and to ensure communication of the IMS policy to all persons working for or on behalf of the MEDICAL DEPT. IMS policy is reviewed in every MRM to ensure its implementation and maintenance. It is displayed at the prominent locations visible to the employees, public and the same is made available to the external interested parties, if required. The IMS Policy:

- a) is available and maintained as documented information;
- b) is communicated, understood and applied within the organization; and
- c) is available to relevant interested parties, as appropriate.
- d) is reviewed periodically to ensure that it remains relevant and appropriate to the organization.

Reference Standard Requirement

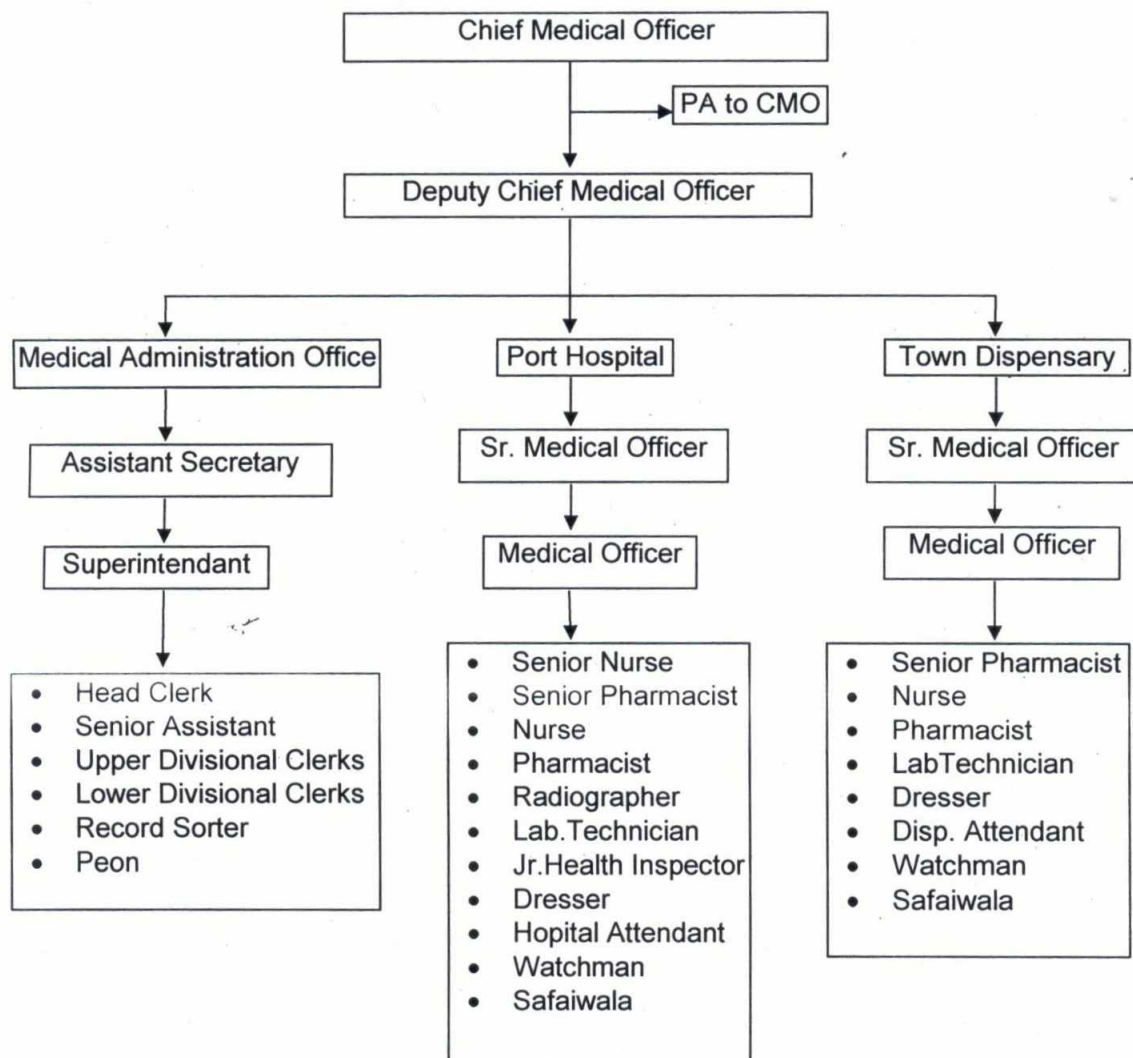
ISO 9001:2015, Clause: 5.2.2
ISO 14001:2015, Clause: 5.2
BS OHSAS 18001:2007, Clause 4.2

DELIVERABLES:

IMS POLICY

DOC REF: MEDICAL DEPT APEX MANUAL

DEPARTMENT CHART



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6 Planning

6.1 Actions to Address Risks and Opportunities

The department has established, implemented and maintained the processes needed to meet the requirements of ISO 9001:2015, ISO 14001:2015 and BS OHSAS 18001:2007.

When planning for the integrated management system (QMS, EMS and OHSAS), the MEDICAL DEPT/VOC PORT considered the issues referred to in 7.1, the requirements referred to in 7.2, scope of the IMS and determined the risks and opportunities related to its environmental aspects (see 10.2), compliance obligations (see 10.4) and other issues and requirements, identified in 7.1 and 7.2 that need to be addressed to:

Reference Standard Requirement

ISO 9001:2015, Clause: 6.1.1 and 6.1.2
ISO 14001:2015, Clause: 6.1.1

DELIVERABLES:

RISK ASSESSMENT AND RISK TREATMENT
DOC REF: SECTION MANUAL

ASPECT & IMPACT
DOC REF: SECTION MANUAL

HIRA
DOC REF: SECTION MANUAL

8.0 Environmental Aspects

Within the defined scope of the environmental management system, the MEDICAL DEPT has determined the environmental aspects of its activities and services that it can control and those that it can influence, and their associated environmental impacts, considering a life cycle perspective. MEDICAL DEPT/VOC PORT has established and maintained procedures to identify environmental aspects of its activities and services which it can control and over which it can have an influence.

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The organization can consider:

- a) Emissions to air.
- b) Releases to water.
- c) Releases to land.
- d) Use of Raw materials and natural resources.
- e) Use of energy.
- f) Energy emitted (e.g. heat, radiation, vibration, light)
- g) Generation of waste
- h) Use of space

Reference Standard Requirement:
ISO 14001:2015, Clause: 6.1.2

DELIVERABLES:

EVALUATION OF ENVIRONMENTAL ASPECTS
DOC REF: SECTION ASPECT IMPACT

4.3 Hazard Identification, Risk Assessment and Controls

MEDICAL DEPT has established and maintained procedures for identification of hazards, the assessment of risk, and implementation of necessary control measures. Also it has established and maintained procedures to identify hazards of its activities and services

- Routine and non-routine activities
- Activities of all personnel having access to the workplace including contractors and visitors.
- Facilities at the work place
- Use of infrastructure, equipment and materials
- Whenever change occurs to systems, processes equipment, personnel, materials etc.
- Changes in legislation
- Emergency situations and potential incidents e.g. fire, accidents
- Contractors and visitors to the workplace
- The capabilities of personnel

Reference Standard Requirement
BS OHSAS 18001:2007, Clause: 4.3.1

DELIVERABLES:

HIRA
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10.0 Compliance Obligations:

MEDICAL DEPT has identified all the applicable legislative and regulatory and other requirements with reference to the Occupational health, Safety, Environmental aspects have been identified and registered in Legal & Statutory register as per the documented procedure for Review of Legal and Other Requirements.

Reference Standard Requirement

ISO 14001:2015, Clause: 6.1.3
BS OHSAS 18001:2007, Clause: 4.3.2

DELIVERABLES:

REGISTER OF LEGAL AND STATUTORY REQUIREMENTS

6.1.4 Planning Action:

The MEDICAL DEPT has followed a “plan-do-check-act” process to facilitate continual environmental performance improvements. The planning process includes the identification and updating of Register of Environmental Aspects, Evaluation of Environmental Aspects and the Register of Legal and Other Requirements.

Reference Standard Requirement

ISO 14001:2015, Clause: 6.1.4

DELIVERABLES:

OBJECTIVES & TARGETS

DOC REF: SECTION MANUAL

6.2 IMS Objectives and planning to achieve them

Core Objective of this department is to provide comprehensive medical care to the full satisfaction of the Port employees and their family members, the retired employees and their spouses, the CISF and others registered with this department.

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6.2.1 IMS Objectives

The MEDICAL DEPT/VOC PORT has established IMS (QHSE) objectives at relevant functions, levels and processes needed for the integrated management system, taking into account the organization's significant environmental aspects and associated compliance obligations, and considering its risks and opportunities.

The IMS (QHSE) objectives are:

- a) Consistent with the IMS policy
- b) Measurable
- c) Taken into account applicable requirements
- d) Relevant to conformity of products and services and to enhancement of customer satisfaction
- e) Monitored
- f) Communicated; and
- g) Updated as appropriate.

IMS OBJECTIVE OF THE DEPARTMENT

QMS

Core Objective of this department is to provide comprehensive medical care to the full satisfaction of the Port employees and their family members, the retired employees and their spouses, the CISF and others registered with this department.

EMS

To ensure reduction of paper and to conserve energy

OHSAS

To ensure prevention of ill health and injury.

The objectives of all the sections of this department are mentioned below:-

1. Medicare Services:-

To provide comprehensive Medical Care to the satisfaction of the patients.

3. Casualty Services:-

To provide prompt casualty services

3. Clinical Laboratory:-

To provide test reports within 24 hours.

4. Radiology:-

To process and develop the film within the day.

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5. Medical Main Stores:-

Verifying new stock in 3 working days and issuing of indent within the same day.

6. Personal Claims:-

To process the Personal claims of the Officers & Staff of the Medical Department within the prescribed Benchmark.

7. Radiology:-

X-Rays of the part mentioned by the doctors shall be taken and handed over within half an hour. In case of emergency, X-ray is taken immediately and given as wet film

8. Surgical Operation Theatre:-

Aiming for infection free surgeries (minor and major). Preparedness to handle any emergency surgery within a short time of notice.

9. ICCU:-

Emergency treatment shall be given immediately on receiving the patient. Always prepared to handle any case of emergency.

10. Main Stores:-

Collection of medicines from various transport agencies, within 5 working days of receiving the arrival of consignment.

Unpacking, counting, verifying and stocking of medicines within 3 working days of receipt.

Supply of indent on specified dates within 6 hours. Local purchases of medicines through white-chits within 3 working days subject to availability in the local market.

11. Public Health & Sanitation:-

Keeping Port Hospital premises neat and clean.

13. Hospital Equipment Maintenance:-

All Hospital equipments should be in good working condition in order to provide prompt service to the patients. Upkeep of medical equipments by AMC (To cover preventive and breakdown maintenance and calibration)

13. Hospital Infrastructure Maintenance:-

Maintaining Hospital infrastructure to facilitate good medical services. Attention to Civil, Electrical, and Water supply problems by informing them promptly.

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14.Port Town Dispensary:-

Doctor's consultation and advice shall be given on the same day.

Reference Standard Requirement

ISO 9001:2015, Clause: 6.2.1
ISO 14001:2015, Clause: 6.2.1
BS OHSAS 18001:2007, Clause: 4.3.3

DELIVERABLES:

OBJECTIVES& TARGETS

DOC REF: SECTION MANUAL

OBJECTIVES AND ITS KPI

DOC REF: SECTION MANUAL

6.2.2 Planning actions to achieve IMS objectives

When planning how to achieve its IMS (QHSE) objectives, the MEDICAL DEPT has determined:

- What will be done;
- What resources will be required;
- Who will be responsible;
- When it will be completed; and
- How the results will be evaluated including indicators for monitoring progress toward achievement of its measurable IMS objectives

The organization has considered how actions to achieve its IMS objectives can be integrated into the organization's business processes.

Reference Standard Requirement

ISO 9001:2015, Clause: 6.2.2
ISO 14001:2015, Clause: 6.2.2
BS OHSAS 18001:2007, Clause: 4.3.3

DELIVERABLES:

OBJECTIVES& TARGETS

DOC REF: SECTION MANUAL

OBJECTIVES AND ITS KPI

DOC REF: SECTION MANUAL

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4.3.3 IMS Objectives and Programmes

When establishing and reviewing its IMS objectives, the MEDICAL DEPT/VOC PORT has taken into account the legal requirements and other requirements to which the organization subscribes, and its OH&S risks. It considers its technological options, its financial, operational and business requirements, and the views of relevant interested parties.

MEDICAL DEPT/VOC PORT has established, implemented and maintained Environmental Management Program (EMP) and Occupational Health & Safety Management Program (OH&SMP) to achieve objectives and targets.

Reference Standard Requirement

BS OHSAS 18001:2007, Clause: 4.3.3

DELIVERABLES:

OBJECTIVES & TARGETS

DOC REF: SECTION MANUAL

OBJECTIVES AND ITS KPI

DOC REF: SECTION MANUAL

6.3 Planning of Changes

When MEDICAL DEPT/VOC PORT has determined the need for changes to the integrated management system (QHSE), the changes are carried out in a planned manner (see 7.4). The organization has considered:

- a) The purpose of the changes and their potential consequences;
- b) The integrity of the integrated management system;
- c) The availability of resources; and
- d) The allocation or reallocation of responsibilities and authorities.

Reference Standard Requirement

ISO 9001:2015, Clause: 6.3

DELIVERABLES:

CHANGE RECORD

DOC REF: SECTION MANUAL

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7.0 Support

7.1 Resources

To define the manner in which the resources are managed in respect to the Organization Management System set up under ISO 9001: 2015, ISO 14001: 2015 & BS OHSAS 18001: 2007 at MEDICAL DEPT/VOC PORT is fulfilled.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.1.1

ISO 14001:2015, Clause: 7.1

BS OHSAS 18001:2007, Clause: 4.4.1

DELIVERABLES:

ROLES AND RESPONSIBILITIES

DOC REF: SECTION MANUAL

7.1.2 People

The MEDICAL DEPT/VOC PORT believes that our employees are our most valuable resource and we do our best to help them achieve their full potential through continual education and training. The MEDICAL-MR has determined and provided the persons necessary for the effective implementation of its integrated management system (QMS, EMS & OHSAS) and for the operation and control of its processes.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.1.2

ISO 14001:2015, Clause: 7.1

BS OHSAS 18001:2007, Clause: 4.4.1

DELIVERABLES:

LIST OF EMPLOYEES

DOC REF: : ESTABLISHMENT SECTION

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7.1.3 Infrastructure

To achieve conformity of services, the infrastructure has been identified, provided and maintained which include adequate workspace, hardware, software, support services, approved suppliers, efficient means of communication etc. Taking into the consideration that Maintenance and Repair to be carried out following infrastructure has been provided:

1. **Building and Workspace:** Buildings, Open Space, Tugs have been provided. Suitable building and place have been provided for various facilities e.g. Staff rooms and Toilets at various location etc.
2. **Associated Utilities:** Requisite power supply, water supply and transportation facilities have been provided.
3. **Process equipment:** Suitable Maintenance and Repair of equipments and machineries, and measuring and monitoring instruments have been provided.
4. **Supporting Services:** Requisite supporting services e.g. Local purchases, stores and information systems have been provided.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.1.3

DELIVERABLES:

LIST OF MACHINES & UTILITIES

DOC REF: SECTION MANUAL

7.1.4 Environment for the Operation of Processes

The organisation has determined and shall manage the work environment needed to achieve conformity to service requirements.

Work areas are organized according to space required for assigned tasks. Equipment, tools, or supplies are made available as appropriate to each job function or workstation. Where appropriate, Safety notices are posted. Material Safety Data Sheet (MSDS) for hazardous material are made available at vantage point. Work environment includes creative work methodology, noise & humidity control, facilities for staff, requisite illumination, air conditioning and cleanliness of premises.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.1.4

DELIVERABLES:

WORK ENVIRONMENT FACTORS MONITORING RECORD

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7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

MEDICAL DEPT/ VOC PORT has determined and provided the resources needed to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements. Monitoring and Measuring Equipment (MME) required for calibration to get the requisite accuracy and tolerance have been listed and maintained. The procedure for calibration of MMEs has been established in MEDICAL DEPT.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.1.5.1

DELIVERABLES:

LIST OF MONITORING & MEASURING EQUIPMENT AND CALIBRATION REPORT
Doc REF: CALIBRATION REGISTER

7.1.5.2 Measurement Traceability

When measurement traceability is a requirement, or is considered by the MEDICAL DEPT to be an essential part of providing confidence in the validity of measurement results, measuring equipment are:

- Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standard exist, the basis used for calibration or verification is retained as documented information;
- Identified in order to determine their status

Reference Standard Requirement

ISO 9001:2015, Clause: 7.1.5.2

DELIVERABLES:

LIST OF MONITORING & MEASURING EQUIPMENT AND CALIBRATION REPORT
DOC REF: CALIBRATION REGISTER

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7.1 Organizational Knowledge

The MEDICAL DEPT/VOC PORT has determined the knowledge necessary for the operation of its processes and to achieve conformity of services. This knowledge is maintained and made available to the extent necessary.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.1.6

DELIVERABLES:

ACHIEVEMENTS, IMPROVEMENTS RECORD

7.2 Competence

MEDICAL DEPT has established procedure for identifying training needs and providing training to all personnel whose work is associated with quality of services, significant Occupational and Safety hazard and may create a significant impact upon the environment and to equip all personnel with requisite knowledge, skill and competence for realizing services as per requirement.

Training on Fire, First Aid, Occupational, safety and Environment are imparted to concerned employees. First-Aid training is imparted to employees by Fire fighters personnel.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.2

ISO 14001:2015, Clause: 7.2

BS OHSAS 18001:2007, Clause: 4.4.2

DELIVERABLES:

DOC REF: TRAINING RECORDS

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7.3 Awareness

The MEDICAL DEPT/VOC PORT has ensured that persons doing work under the organization's control are aware of:

- a) The IMS (QMS, EMS and OHSAS) policy;
- b) Relevant IMS objectives and its KPI;
- c) The significant environmental aspects and related actual or potential environmental impacts associated with their work;
- d) the OH&S consequences, actual or potential, of their work activities, their behaviour, and the OH&S benefits of improved personal performance;
- e) their roles and responsibilities and importance in achieving conformity to the IMS policy and procedures and to the requirements of the IMS management system, including emergency preparedness and response requirements
- f) Their contribution to the effectiveness of the IMS, including the benefits of improved quality, environmental and safety performance; and
- g) The potential consequences of departure from specified procedures.
- h) The implications of not conformance with the integrated management system requirements including not fulfilling the organization's compliance obligations.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.3

ISO 14001:2015, Clause: 7.3

BS OHSAS 18001:2007, Clause: 4.4.2

DELIVERABLES:

SAFETY COMMITTEE MEETING, MOM

DOC REF: ISO CELL

7.4 Communication, Participation and Consultation

7.4.1 General

TM determines the information that Internal and External communications relevant to the organisation management systems. All the information that has been communicated will be done with the consent of DYCP. The MEDICAL DEPT/VOC PORT has established, implemented, and maintained the processes needed for internal and external communications relevant to the integrated management system (QMS, OHSAS& EMS), including:

- a) On what it will communicate;
- b) When to communicate;
- c) With whom to communicate;

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- d) How to communicate; and
- e) Who communicates;

Reference Standard Requirement

ISO 9001:2015, Clause: 7.4

ISO 14001:2015, Clause: 7.4.1

BS OHSAS 18001:2007, Clause: 4.4.3.1

DELIVERABLES:

MINUTES OF MEETING

DOC REF: CUSTOMER SATISFACTION SURVEY, MAIL, VISITOR REGISTER

7.4.2 Internal Communication

Appropriate internal communication processes have been established within MEDICAL DEPT/VOC PORT. It is ensured that communication takes place between various levels and functions of the organization for the effectiveness of an IMS. Following are some of the internal communication processes: -

- Notices, circulars, meetings, telephone/cell phone, verbal communications,
- IMS Policy and IMS Awareness training' to all personnel,
- Display boards,
- Internal training programmes,
- Daily morning meeting of Controlling Officers with all SSEs,
- Internal audits at specified interval,
- Management review meeting at specified interval,

Reference Standard Requirement

ISO 9001:2015, Clause: 7.4

ISO 14001:2015, Clause: 7.4.2

BS OHSAS 18001:2007, Clause: 4.4.3.1

DELIVERABLES:

MINUTES OF MEETING

DOC REF: E-MAIL, ATTENDANCE, CIRCULARS

7.4.3 External Communication

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Communication received from any external interested parties including statutory and regulatory authorities are recorded by Concern Officer.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.4

ISO 14001:2015, Clause: 7.4.3

BS OHSAS 18001:2007, Clause: 4.4.3.1

DELIVERABLES:

CUSTOMER SATISFACTION SURVEY, E-MAIL, EXTERNAL VISITOR REGISTER

4.4.3.2 Participation and Consultation

- Hazards Identification, Risk assessment and determination of controls,
- incident investigation,
- Any changes to be made to OH & S system.
- consultation where there are any changes that affect their OH&S
- Representation on OH&S matters.

Reference Standard Requirement

BS OHSAS 18001:2007, Clause: 4.4.3.2

7.5 Documented Information

7.5.1 General

The MEDICAL DEPT integrated management system (QMS, EMS& OHSAS) includes:

- a) Documented information required by ISO 9001:2015, ISO 14001:2015 and BS OHSAS 18001:2007
- b) Documented information determined by the organization as being necessary for the effectiveness of the integrated management system (QMS, EMS & OHSAS).

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Reference Standard Requirement

ISO 9001:2015, Clause: 7.5.1

ISO 14001:2015, Clause: 7.5.1

BS OHSAS 18001:2007, Clause: 4.4.4

DELIVERABLES

MEDICAL DEPARTMENT APEX MANUAL

7.5.2 Creating and Updating

When Creating updating documented information, the MEDICAL DEPT/VOC PORT has ensured appropriate,

- a) Identification and description (e.g. title, date, author, or reference number);
- b) Format (e.g. language, software version, graphics) and media (e.g. paper, electronic);and
- c) Review and approval for suitability and adequacy.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.5.2

ISO 14001:2015, Clause: 7.5.2

BS OHSAS 18001:2007, Clause: 4.4.4

DELIVERABLES

DOC REF: MEDICAL-ALL SECTION MANUAL

7.5.3 Control of Documented Information

All documented Information as required by the Integrated Management System, namely, IMS Manual.

For the control of documented information, MEDICAL DEPT has addressed the following activities, as applicable.

- a) Distribution, access, retrieval and use;
- b) Storage and preservation, including preservation of legibility;
- c) Control of changes (e.g. version control); and
- d) Retention and disposition.

Documented information of external origin determined to be necessary for the planning and operation of the integrated management system (QHSE) is identified as appropriate and

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controlled. Documented information retained as evidence of conformity are protected from unintended alterations.

Reference Standard Requirement

ISO 9001:2015, Clause: 7.5.3

ISO 14001:2015, Clause: 7.5.3

BS OHSAS 18001:2007, Clause: 4.4.5

DELIVERABLES

DOC REF: MEDICAL-ALL SECTION MANUAL

8.0 Operation

8.1 Operational Planning and Control of IMS

The MEDICAL DEPT/VOC PORT has planned and developed the various processes needed for operations to provide comprehensive medical care to the full satisfaction of the Port employees and their family members, the retired employees and their spouses, the CISF and others registered with this department.

- (a) Measurable objectives and requirements for the Service as agreed with the customer.
- (b) The need to establish processes, documents, and provision of resources specific to the services.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.1

DELIVERABLES

OPERATIONAL CONTROL PROCEDURES

The MEDICAL DEPT/VOC PORT has established, implemented and maintained operation control procedures to manage its significant environmental aspects and OH&S risks. The MEDICAL DEPT has ensured that all operations and activities, carried out by depot employees or contractors that are associated with the significant aspects and OH&S risks are properly controlled, and that appropriate operational control procedures, in terms of Environmental System Procedures and Operational Control Procedures (OCP), are communicated to personnel whose tasks may result in significant environmental aspects and OH&S risks.

Reference Standard Requirement

ISO 14001:2015, Clause: 8.1
BS OHSAS 18001:2007, Clause: 4.4.6

DELIVERABLES

OPERATIONAL CONTROL PROCEDURES

8.2 Requirements for Products and Services

8.2.1 Customer Communication

The MEDICAL DEPT/VOC PORT has determined and implemented effective arrangements for communicating with customers in relation to Other External communication includes receiving, documenting and responding to environmental aspects, occupational health safety hazards, EMS/OH&SMS with the interested parties.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.2.1

DELIVERABLES

EMAIL, PUBLIC COMPLAINT BOOK, CUSTOMER FEEDBACK.

8.2.2 Determining the Requirements Related to Products and Services

When determining the requirements for the services to be offered to customers, the MEDICAL DEPT/VOC PORT has ensured that:

To provide comprehensive medical care to the full satisfaction of the Port employees and their family members, the retired employees and their spouses, the CISF and others registered with this department.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.2.2

DELIVERABLES:

DOC REF: ALL SECTIONS APEX MANUAL

8.2.3 Review of Requirements Related to Products and Services

CMO reviews the requirements related to the service received from Port MEDICAL Operations.

- a) Requirements not stated by the customer, but necessary for the specified intended use, when known;
- b) Statutory and regulatory requirements applicable to the services; and
- c) Contract or order requirements differing from those previously expressed are resolved.

8.2.4 Changes to Requirements for Products and Services

CMO shall reviews the relevance of changes in requirements of the services and ensures the amendment of necessary documented information and circulates the same to all sections

Reference Standard Requirement

ISO 9001:2015, Clause: 8.2.4

DELIVERABLES

CHANGE RECORD

8.4 Control of Externally Provided Processes, Products, and Services

8.4.1 General

For MEDICAL DEPT/VOC PORT the procurement of material is done by the Deputy Chief medical Officer.

For materials requisition goes to Medical Department Main stores from MEDICAL DEPT/VOC PORT.

1.1.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.4.1

8.4.3 Information for External Providers

The MEDICAL DEPT has ensured the adequacy of requirements prior to their communication to the external provider. The processes and services to be provided;

- a) The approval of services, Methods, processes and equipment, the release of services;
- b) Competence, including any required qualification of persons;

Reference Standard Requirement

ISO 9001:2015, Clause: 8.4.3

8.5 Production and Service Provision

8.5.1 Control of Production and Service Provision

MEDICAL DEPT/VOC PORT has established Work Instructions and procedures to plan and carry out service provision under controlled conditions.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.5.1

DELIVERABLES:

DOC REF: DEPARTMENT MANUAL

8.5.2 Identification and Traceability

Casualty, Operation Theatre and In-patient ward are identified and traceability is established by suitable levels and numbering. There is no contractual liability for traceability of Process.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.5.2

DELIVERABLES

IDENTIFICATION NO'S, CASE SHEET

8.5.3 Property belonging to the Customer or External Providers

Most of the items required for the functioning of MEDICAL DEPT are purchased and supplied who is a part of customer's organisation as such these are "Customer Property"..

If any customer property is lost, damaged or otherwise found to be unsuitable for use, this is reported to the customer and records are maintained. The MEDICAL DEPT exercises care with property belonging to customer or external providers while it is under organization's control or being used by organization.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.5.3

8.5.4 Preservation

The MEDICAL DEPT has preserved the outputs during service provision, to the extent necessary to ensure conformity to requirements. Preservation includes that identification, handling, contamination control, packaging, storage, transmission or transportation, and protection these are Maintained and under controlled by Medical Department.

8.5.5 Post-delivery activities

The MEDICAL DEPT/VOC PORT has meet requirements for post-delivery activities associated with the services. In determining the extent of post-delivery activities that are required, the MEDICAL DEPT has consider:

- a) statutory and regulatory requirements;
- b) the potential undesired consequences associated with its products and services;
- c) the nature, use and intended lifetime of its services;

Reference Standard Requirement

ISO 9001:2015, Clause: 8.5.5

8.5.6 Control of Changes

CMO shall reviews the relevance of changes in service provisions and ensures the amendment of necessary documented information and circulates the same to all sections.

Reference Standard Requirement

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ISO 9001:2015, Clause: 8.5.6

DELIVERABLES

CHANGE RECORD

8.6 Release of Products and Services

The MEDICAL DEPT has implemented planned arrangements, at appropriate stages, to verify that the services requirements have been met. MEDICAL DEPT/VOC PORT does monitor and measure the characteristics of the services requirements have been met. These are carried out at appropriate stages of the Services realization process for incoming stage and Delivery stage.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.6

DELIVERABLES:

PROCESS FLOW CHART

DOC REF: MEDICAL DEPT SECTIONS APEX MANUAL

12.8 Control of Nonconforming outputs

MEDICAL DEPT has defined its policy in regard to control over non-conformance to prevent their unintended use in case of Service and to mitigate environmental impacts in case of environment and occupational health & safety hazard in the case of employee & others.

Any nonconforming Services & process shall be deal with by one or more of the following ways:

- a) Correction
- b) containment, return or suspension of provision of Services;
- c) By taking action to eliminate the detected nonconformity; and taking action to mitigate their environmental impacts and occupational health & safety hazard as appropriate.
- d) By authorising its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.7

DELIVERABLES:

NON CONFIRMANCE & CORRECTIVE ACTION REPORT

8.2 & 4.4.7 Emergency Preparedness and Response

The MEDICAL DEPT/VOC PORT has established, implemented and maintained the procedure to identify potential emergency situations and responses to such situations in order to prevent and/or mitigate environmental impacts and OH&S Risks that may associate with them. The MEDICAL DEPT has review and revises its emergency preparedness and response procedures, in particular after the occurrence of accidents or emergency situations.

The MEDICAL DEPT has:

- a) prepare to respond by planning actions to prevent or mitigate adverse environmental impacts and hazards from emergency situations;
- b) respond to actual emergency situations;
- c) take action to prevent or mitigate the consequences of emergency situations, appropriate to the magnitude of the emergency and the potential environmental impact and OH&S risks;
- d) periodically test the planned response actions, where practicable;
- e) periodically review and revise the processes and planned response actions, in particular after the occurrence of emergency situations or tests;
- f) Provide relevant information and training related to emergency preparedness and response, as appropriate, to relevant interested parties, including persons working under its control.

Reference Standard Requirement

ISO 9001:2015, Clause: 8.2

BS OHSAS 18001:2007, Clause: 4.4.7

DELIVERABLES:

DOC REF: MOCK DRILL REPORT

9 Performance Evaluation

9.1 Monitoring, Measurement analysis and evaluation

9.1.1 General

The MEDICAL DEPT/VOC PORT has monitored, measured, analysed and evaluated its environmental and OH&S performance on a regular basis. These activities include assessment of

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Customer satisfaction, conduct of internal audits, process monitoring and measurement, and product monitoring and measurement. Selection and use of appropriate statistical techniques used in monitoring, measurement, analysis and improvement activities.

The organization has ensured that calibrated or verified monitoring and measurement equipment is used and maintained, as appropriate. The organization has evaluated the QHSE performance and the effectiveness of the integrated management system (QMS, EMS and OHSAS). The MEDICAL DEPT has retained appropriate documented information as evidence of the monitoring, measurement, analysis and evaluation results.

Reference Standard Requirement

ISO 9001:2015, Clause: 9.1.1
ISO 14001:2015, Clause: 9.1.1
BS OHSAS 18001:2007, Clause: 4.5.1

DELIVERABLES

LIST OF MEASURING INSTRUMENTS
INSTRUMENTS CALIBRATION HISTORY CARD

9.1.2 Customer Satisfaction

Customer satisfaction is one of the measurements of the performance of the Integrated Management System; the organisation is monitoring information relating to customer perception (satisfaction/ dissatisfaction) as to whether the organisation has met customer requirements. The methods for obtaining and using this information are determined. Records of customer perception and subsequent review are done during every Management Review.

Reference Standard Requirement

ISO 9001:2015, Clause: 9.1.2

DELIVERABLES:
CUSTOMER SATISFACTION SURVEY

9.1.3 Evaluation of Compliance

MEDICAL DEPT/VOC PORT have established, implemented and maintained a procedure for periodic evaluation of the compliance with applicable legal requirements and other requirements to which it subscribes. The organization has committed to comply with the applicable legislative

Requirements through its IMS Policy. The relevant procedure states the details of compliance and responsibilities assigned.

Reference Standard Requirement

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ISO 14001:2015, Clause: 9.2.1
BS OHSAS 18001:2007, Clause: 4.5.5

9.2.2 Internal Audit Programme:

The ISO CELL has:

- a) Planned, established, implemented and maintains an audit program including the frequency, methods, responsibilities, planning requirements and reporting, which is taken into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;
- b) Defined the audit criteria, scope of each audit, frequency and method;
- c) Selected auditors and conducts audits to ensure objectively and the impartiality of the audit process;
- d) Ensured that the results of the audits are reported to relevant management;

Reference Standard Requirement

ISO 9001:2015, Clause: 9.2.2
ISO 14001:2015, Clause: 9.2.2
BS OHSAS 18001:2007, Clause: 4.5.5

DELIVERABLES

DOC REF: ISO CELL RECORDS

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ISO 14001:2015, Clause: 9.1.2
BS OHSAS 18001:2007, Clause: 4.5.2

DELIVERABLES

PROCEDURE FOR EVALUATION OF COMPLIANCE
DOC REF: LEGAL REGISTER

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9.2 Analysis and Evaluation

The analysis of data provide information relating to :-

- Customer feedback& customer complaints,
- Product conformity / Non Conformity report at the stages- Receive, process,
- The performance and effectiveness of the integrated management system;
- If planning has been implemented effectively;
- The effectiveness of actions taken to address risks and opportunities;
- The performance of external providers; and
- The need for improvements to the quality management system.

Reference Standard Requirement

ISO 9001:2015, Clause: 9.1.3

DELIVERABLES
CUSTOMER FEEDBACK REGISTER

9.2 Internal Audit

9.2.1 General:

ISO CELL conducts internal audits at every six months for MEDICAL DEPTVOC PORT to provide information on whether the integrated management system (QMS, EMS and OHSAS):

- a) Conforms to the organization's own requirements for its integrated management system (QMS, EMS and OHSAS) and the requirements of ISO 9001:2015, BS OHSAS 18001:2007 and ISO 14001:2015.
- b) Is effectively implemented and maintained.
- c) is effective in meeting the organization's IMS policy and objectives

Reference Standard Requirement

ISO 9001:2015, Clause: 9.2.1

9.3 Management Review

9.3.1 General

The top management has reviewed the organization's integrated management system (QMS, EMS and OHSAS), at six months once, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization. The Management Reviews has include assessing opportunities for improvement and the need for changes to the integrated management system, including the IMS policy and IMS objectives. Records of the management reviews has to be retained.

Reference Standard Requirement

ISO 9001:2015, Clause: 9.3.1

ISO 14001:2015, Clause: 9.3

BS OHSAS 18001:2007, Clause: 4.6

9.3.2 Management Review Input

Management review is planned and carried out taking into consideration:

- a) The status of actions from previous management reviews;
- b) Changes in external and internal issues that are relevant to the integrated managementsystem;
- c) Changes in the needs and expectations of interested parties, including compliance obligations;
- d) Changes in the significant environmental aspects;
- e) Changes in risks and opportunities;
- f) Changing circumstances, including developments in legal and other requirements related to its environmental aspects and OH & S
- g) Relevant communication(s) from external interested parties, including complaints;
- a) Information on the performance and effectiveness of the integrated management system, including trends in:
 - 1. Customer satisfaction and feedback from relevant interested parties;
 - 2. The extent to which IMS objectives have been met;
 - 3. Process performance and conformity of products and services;
 - 4. Nonconformities and corrective actions;
 - 5. Monitoring and measurement results;
 - 6. Fulfilment and Evaluation of its compliance obligations;
 - 7. Results of participation and consultation
 - 8. status of incident investigations, corrective actions and preventiveactions
 - 9. Audit results
 - 10. The performance of external providers;

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- b) The adequacy of resources;
- c) The effectiveness of actions taken to address risks and opportunities (see 6.1); and
- d) relevant communications from interested parties, including complaints;
- e) Opportunities for improvement

Reference Standard Requirement

ISO 9001:2015, Clause: 9.3.2
ISO 14001:2015, Clause: 9.3
BS OHSAS 18001:2007, Clause: 4.6

9.3.3 Management Review Outputs

The outputs of the management review include decisions and actions related to:

- a) Opportunities for improvement;
- b) Any need for changes to the integrated management system; and
- c) Resource needs.
- d) Changes in OH&S performance
- e) Changes in IMS policy and Objectives
- f) conclusions on the continuing suitability, adequacy and effectiveness of the environmental management system;
- g) actions, if needed, when environmental objectives have not been achieved;
- h) opportunities to improve integration of the integrated management system with other business processes, if needed
- i) Any implications for the strategic direction of the organization.

The MEDICAL DEPT has retained the documented information as evidence of the results of management reviews.

Reference Standard Requirement

ISO 9001:2015, Clause: 9.3.3
ISO 14001:2015, Clause: 9.3
BS OHSAS 18001:2007, Clause: 4.6

DELIVERABLES

MRM AGENDA

DOC REF: ISO CELL

MRM PLAN

DOC REF: ISO CELL

MRM REPORT

DOC REF: ISO CELL

10.0 Improvement

10.1 General

The MEDICAL DEPT/VOC PORT has determined and selected the opportunities for improvement and implements any necessary actions to meet customer requirements, enhance customer satisfaction and to achieve the intended outcomes of its integrated management system. These include:

- a) Improving our services to meet requirements as well as to address future needs and expectations;
- b) Correcting, preventing or reducing undesired effects; and
- c) Improving the performance and effectiveness of the integrated management system.

Improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization.

Reference Standard Requirement

ISO 9001:2015, Clause: 10.1

ISO 14001:2015, Clause: 10.1

4.5.3.1 Incident Investigation

The MEDICAL DEPT/VOC PORT with SAFETY Department has established, implemented and maintained the procedure(s) to record, investigate and analyse incidents in order to:

- a) Determine underlying OH&S deficiencies and other factors that might be causing or contributing to the occurrence of incidents;
- b) Identify the need for corrective action;
- c) Identify opportunities for preventive action;
- d) Identify opportunities for continual improvement;
- e) Communicate the results of such investigations.

Reference Standard Requirement

BS OHSAS 18001:2007, Clause: 4.5.3.1

DELIVERABLES

PROCEDURE FOR INCIDENT INVESTIGATION

DOC REF: FIRE SERVICES DEPARTMENT RECORD

ACCIDENT INCIDENT REPORT

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10.2 & 4.5.3.2 Non-conformity and Corrective action

When a nonconformity occurs, including any arising from complaints, the organization has:

- a) Reacts to the nonconformity and, as applicable:
 - 1. Takes action to control and correct it;
 - 2. Deals with the consequences;
- b) Evaluates the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - 1. Reviewing and analysing the nonconformity;
 - 2. Determining the causes of the nonconformity;
 - 3. Determining if similar nonconformities exist, or could potentially occur;
- c) Implements any action needed;
- d) Reviews the effectiveness of any corrective action taken;
- e) Updates risks and opportunities determined during planning, if necessary; and
- f) Makes changes to the integrated management system, if necessary.
- g) Corrective actions are appropriate to the significance of the effects of the nonconformities encountered, including the environmental impact and OH&S consequences.

10.2.2 The MEDICAL DEPT/VOC PORT has retained the documented information as evidence of:

- a) The nature of the nonconformities and any subsequent actions taken; and
- b) The results of any corrective action

Reference Standard Requirement

ISO 9001:2015, Clause: 10.2

ISO 14001:2015, Clause: 10.2

BS OHSAS 18001:2007, Clause: 4.5.3.2

DELIVERABLES

NONCONFORMITY, CORRECTIVE ACTION REPORT

DOC REF: SECTION MANUALS

10.3 Continual Improvement

In MEDICAL DEPT/VOC PORT the continual improvement process begins with the establishment of our IMS policy and objectives for improvement based on objectives contained in our customer targets/goals.

Customer satisfaction, internal audit, process and performance data, and the cost of poor quality are then compared to progress against objectives to identify additional opportunities for improvement. Appropriate improvement initiatives are established, supported and monitored for

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achievement through the use of a Continual Improvement record and our management review process.

We also consider corrective actions a vital part of our continual improvement program. Corrective actions are initiated when desired results are not achieved and the same actions are initiated to prevent the occurrence of problems or to implement other improvement actions.

Reference Standard Requirement

ISO 9001:2015, Clause: 10.3

ISO 14001:2015, Clause: 10.3

DELIVERABLES

CONTINUAL IMPROVEMENT REGISTER

Sl.No.	Emp.No.	Name of the Employee	Designation	Telephone No.	E-mail ID	FAX
CLASS-I						
1	2681	DR.JOSEPH SUNDAR	DY.C.M.O(GEN.DY)	0461-2372711	cmo@vocport.gov.in	2354276
2	2972	DR.RAJESWARI.P.	Dy.CMO (SPECIALIST)	0461-2321312	mail idc may be provided.	
3	2971	DR.BABY RANI. K.	SR.MEDICAL OFFICER(GEN.DY)	0461-2372709		
CLASS-III						
4	2563	DAISY L.	SENIOR NURSE			
5	2938	VIJAYALAKSHMI .P	SENIOR NURSE			
6	2364	NIGIDA IMMANUEL	SENIOR PHARMACIST	0461-2372734		
7	2378	MEENAMBAL V.	PHARMACIST	0461-2372716		
8	2999	GOWRI MALA S.	PHARMACIST			
9	2852	JAMUNA A.	PHARMACIST			
10	2967	SUDHA.R	PHARMACIST			
11	2966	SOFI ANUSHA,C.	PHARMACIST			
12	2834	SAN BAHADUR HASSA	LAB TECHNICIAN	0461-2372727		
CLASS-IV						
13	2241	CELESTINE FDO N.	DRESSER			
14	2558	ANNALAKSHMI.I.	DRESSER			
15	2557	MUTHUVIJAYARAJAN.M.B	DRESSER			
16	2802	MUTHULAKSHMI S.	HOSPITAL ATTENDER			
17	2951	ARUNA D.	HOSPITAL ATTENDER			
18	1648	MUTHIAH S.	SR.HOSP.ATTENDANT			
19	2765	ARPUTHA CHRISTINAL.R	HOSPITAL ATTENDER			
20	2233	PITCHIAH VICTORIA	HOSPITAL ATTENDER			
21	2373	MARIAPPAN K.	SR.HOSP.ATTENDANT			
CLASS-III & IV (CLERICAL STAFF)						
22	2197	POONGOTHAI P.	HEAD CLERK	0461-2372713		
23	2523	LISTON GOMEZ.R.	HEAD CLERK	0461-2372721		
24	2694	JEYALAKSHMI R.	SENIOR ASSISTANT			
25	2937	VIJAI SAMRAJ JOSHU	U.D.C.			
26	2881	VASANTHIAL.J	RECORD SORTER			

ANNEXURE VI

ANNEXURE-VII

Sl. No.	Emp. No.	Name of the Employee	Designation	Gross monthly remuneration
CLASS-I				
1	2681	DR. JOSEPH SUNDAR	DY.C.M.O (GEN.DY)	1,62,081
2	2972	DR. RAJESWARI. P.	Dy.CMO (SPECIALIST)	1,19,741
3	2971	DR. BABY RANI. K.	SR.MEDICAL OFFICER (GEN.DY)	1,11,019
CLASS-III				
4	2563	DAISY L.	SENIOR NURSE	87,438
5	2938	VIJAYALAKSHMI .P	SENIOR NURSE	57,598
6	2364	NIGIDA IMMANUEL	SENIOR PHARMACIST	1,02,240
7	2378	MEENAMBAL V.	PHARMACIST	87,461
8	2999	GOWRI MALA S.	PHARMACIST	40,457
9	2852	JAMUNA A.	PHARMACIST	71,631
10	2967	SUDHA. R	PHARMACIST	46,234
11	2966	SOFI ANUSHA, C.	PHARMACIST	46,239
12	2834	SAN BAHADUR HASSA	LAB TECHNICIAN	63,783
CLASS-IV				
13	2241	CELESTINE FDO N.	DRESSER	78,800
14	2558	ANNALAKSHMI. I.	DRESSER	74,216
15	2557	MUTHUVIJAYARAJAN. M. B	DRESSER	74,215
16	2802	MUTHULAKSHMI S.	HOSPITAL ATTENDER	52,651
17	2951	ARUNA D.	HOSPITAL ATTENDER	38,716
18	2765	ARPUTHA CHRISTINAL. R	HOSPITAL ATTENDER	50,925
19	2233	PITCHIAH VICTORIA	HOSPITAL ATTENDER	72,320
20	2373	MARIAPPAN K.	SR.HOSP. ATTENDANT	59,479
CLASS-III & IV (CLERICAL STAFF)				
21	2197	POONGOTHAI P.	HEAD CLERK	1,02,291
22	2523	LISTON GOMEZ. R.	HEAD CLERK	85,926
23	2694	JAYALAKSHMI R.	SENIOR ASSISTANT	57,928
24	2937	VIJAI SAMRAJ JOSHU	U.D.C.	48,350
25	2881	VASANTHIAL. J	RECORD SORTER	49,787

**V.O.CHIDAMBARANAR PORT TRUST
MEDICAL DEPARTMENT**

Sl.No.	Name of the equipment	Name of the Supplier	Approx. Value Rs.
1.	Physiotherapy Equipments	M/S.C.S.Associates, Chennai	5,63,105.00
2.	Computerization of Radiography	M/s.Fuji Film, Chennai	8,73,600.00
3.	Physiotherapy Equipments	M/s.Bharat Medical Systems, Chennai	2,91,984.00
		M/s.Bharat Bio Products, Chennai	4,36,240.00
4.	Dental Instruments	M/s. Sri Balaji Construction, Tuticorin	5,77,020.00
5.	Cots	M/s. Swathi Medico Equipments, Puducherry	1,70,791.00
		M/s.Thangarajan, Tuticorin	1,22,248.00
6.	Aluminium Scoope Stretcher	M/S.C.S.Associates, Chennai	86,612.00
Total			31,21,600.00

SKILL DEVELOPMENT PROGRAMMES

- Organised Blood donation camp in association with CISF at Port Hospital on 14.06.2018.
- Conducted free medical camp at Tirunelveli colony on 7th March 2018.
- Conducted lecture on Health & Hygiene & AIDS awareness to CISF women on 8th March 2018.
- Awareness programme on "Protecting your Memory Chip" was conducted on 24.07.2018 in Conference Hall of Administrative Building by Dr. Ilankumaran, Harshitha Hospital, Madurai.
- An interventional Cardiologist from Apollo Hospital, Madurai is being visited our Port Hospital 1st Wednesday of every month.

Sl. No.	Name of the work	No. of persons deployed (category wise)	Value	Date of Commencement	Date of expiry as per tender conditions	Period of extension
1.	Supply of Manpower Services for various posts (Medical and Para Medical) in VOC Port Hospital on Contractual basis	42	Rs.54,31,908/-	28.03.2017	27.03.2018	31.03.2019
2.	Supply of 3 Nos. of Mazddor (Male) and 10 Nos. of Sweepers (Male & Female) for attending cleaning works in Medical Department of V.O.C Port Trust on Contractual basis for a period of one year	13	Rs.18,07,840/-	06.04.2017	05.04.2018	06.04.2019
3.	Supply of 9 Nos. of Dressers and Medicines at First Aid Centre in Medical Department of VOC Port Trust on Contractual basis	9	Rs.13,69,656/-	10.12.2018	09.01.2019	--