



## **Manual II**

# **The Powers and duties of its officers and employees**

### **Common Responsibilities and Authorities of HODs and GMs**

- **Responsible and authorised to ensure that policies, systems and procedures are implemented in their departments.**
  - **Authorized to take necessary corrective and preventive actions to improve effectiveness of Organisation in their department and enhance customer satisfaction. Responsible to report on implementation of Organisation objectives in their department and give feedback to top management and MR.**
  - **Responsible to meet applicable statutory & regulatory requirements.**
  - **Responsible to review the performance and progress in their department.**
  - **Responsible to ensure competence of personnel in their department and authorized to provide training as appropriate.**
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### **GM (Finance & Administration)**

- **Overall responsible for FA & P&A activities.**
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### **GM (Marketing)**

- **Overall responsible for Marketing activities of the Corporation.**
  - **Implementation of the schemes as per directives of the administrative ministry.**
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### **GM (Production)**

- **Overall responsible for PD & PS8 activities.**
  - **Implementation of Production Plans so as to be able to meet customer requirements.**
  - **Overall responsible for all MM, DD, QC, PS3 and Hearing Aids activities.**
  - **Responsible and authorized for preparation of production plans.**
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### HOD (Marketing)

- Responsible to develop marketing strategies for increasing ALIMCO'S market share.
  - Responsible and authorised to develop and run a marketing network suitable to achieve ALIMCO's objectives like DDRCs' LFCs', dealers etc.
  - Responsible to initiate suitable publicity programmes.
  - Responsible to develop new products meeting customer requirement.
  - Responsible and authorised for sales forecasting & projection.
  - Responsible and authorised for general administration/ co-ordination within different departments of MB division (LS, MS, BA & RMCs) such as Dak receipt & monitoring reports of RMCs.
  - Responsible and authorised for complete management, planning & monitoring of ADIP camps till utilisation certificates are received.
  - Responsible and authorised for management of fabricating Agencies, allotment of work. Verification of bills and recommending payments.
  - Responsible and authorised for all activities of Bilateral work such as tendering for appointment of C & F Agents/Transporters, coordination with RMCs, verification of bills and recommendation of payments.
  - Responsible and authorised for management of APOC.
  - Responsible and authorised for customer feedback & complaints in the concerned area of operation.
  - Responsible to enhance level of customer satisfaction.
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### HOD (PD & PS8)

#### PD

- Responsible for all production and quality activities related to products and process.
  - Authorised to control the process.
  - Responsible and authorised to approve process and equipment for technical suitability.
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- Responsible and authorised to carry out corrective and preventive actions to prevent non-conformities to recur or occur.
  - Responsible for production planning in PD and ensure achievement of targets.
  - Responsible and authorised to ensure proper maintenance of equipment and utilities.
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PS8

- Responsible and authorised for preventive maintenance of all equipment.
  - Responsible to attend to all break downs on equipment, utilities & civil works.
  - Responsible and authorised to operate DG sets, Air compressors, water system and effluent treatment plants.
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HOD P&A

- Responsible for planning recruitment of all employees other than officers.
  - Responsible and authorised to deal with apprentices as per apprentices Act.
  - Responsible to ensure efficient working of Personal Deptt. (Including IR functions).
  - Responsible to ensure efficient working of Security services, first aid, firefighting, tele-communication including first Aid, Dispensary and Ambulance Facility and also provide medical cover to ALIMCO employees.
  - Responsible for Housekeeping services of the Corporation.
  - Responsible & authorised for management of Printing Press and library.
  - To attend emergent cases arising industrial accidents, injuries and medical emergencies of Corporation's Personnel.
  - To carry out time-to-time medical check-ups of the employees of the Corporation.
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HOD (FA)

- Responsible to develop sound financial policies for profitability.
  - Responsible and authorised to prepare and monitor budget.
  - Responsible to monitor cash credit and bank accounts.
  - Responsible and authorised to maintain accounts meeting statutory requirements.
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- Responsible for product costing so as to fix product rates.
  - Responsible and authorised to deal with all matters on PF, ESI Insurance, Foreign exchange, Income tax and other taxes, etc.
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HOD (LS)

- Responsible and authorised for receipt & execution of firm orders.
  - Responsible and authorised for storage of finished good & inventory management.
  - Responsible and authorised for complete management of despatches from warehouse.
  - Finalisation of annual transport contract, insurance contract & verification of bills.
  - Responsible and authorised for sales accounting, MIS on sundry Debtors/Creditors, pending order status & finalisation of annual sales account/audit.
  - Responsible and authorised for complete management of dealers & finalisation of yearly dealer accounts.
  - Responsible and authorised for customer feedback and complaints in the concerned area of operation.
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HOD (MS)

- Responsible and authorised for all activities related to sales promotion & market development for enlarging market share of ALIMCO.
  - Responsible and authorised for coordination with DRDA, DPEP, IRCS, NYK, NGOs, etc., and State Governments for exploring & development of new market.
  - Responsible and authorised for complete management of DDRCs established by ALIMCO under GPY Scheme.
  - Responsible and authorised for publicity, development of product literature, participation in exhibitions and seminars.
  - Responsible for maintenance of Product Display Room.
  - Responsible and authorised for complete management of export, participation in international exhibitions & seminars.
  - Responsible and authorised for customer feedback & complaint in the concerned area of operation.
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HOD (PT)

- Responsible and authorised to plan and carry out project and technology development.
  - Responsible for all modernisation, diversification and expansion activities.
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HOD (DD)

- Responsible and authorised to carry out all design and development activities for new products.
  - Responsible for making drawings and specifications.
  - Responsible for up gradation and revision of drawings as an improvement.
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HOD (PS3)

- Responsible and authorised to carry out planning, scheduling, progressing and batch sizing for all production activities.
  - Responsible to follow – up and get feedback on progress of plan.
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HOD (PS7)

- Responsible and authorized for all engineering services related to process planning.
  - Responsible to ensure timely preparation and corrections of process sheets including time/cash estimates.
  - Responsible to ensure smooth & efficient working of tool room.
  - Responsible for tool planning & design.
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HOD (QC)

- Responsible and authorised to carry out all activities relating to inspection, quality control and testing of in-coming, in-process and finished materials.
  - Authorised to accept or reject items as per specifications based on sampling plan.
  - Responsible and authorised to carry out and arrange for calibration of all instruments in ALIMCO.
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#### HOD (MM)

- Responsible and authorised to make timely procurement of all items as required by ALIMCO (raw materials, consumable and bought out).
  - Responsible and authorised to evaluate, select and register suppliers (vendors).
  - Responsible to develop vendors, whenever required.
  - Responsible for getting job work orders executed.
  - Responsible for storage of all incoming items as well as finished components and their issue.
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#### HOD (IT)

- Responsible and authorised for all maintenance of computer system in ALIMCO.
  - Responsible for storage & upkeep of data and preparation of reports as a part of MIS.
  - Responsible for providing adequate IT infrastructure within the Corporation.
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#### Company Secretary

- Responsible and authorised to deal with all Board matters and legal matters.
  - Responsible for liaison with State & Central Govt.
  - Responsible and authorised to discharge all functions of Company Secretary like holding of AGM, etc.
  - Responsible and authorised to deal with all HR matters relating to officers of ALIMCO.
  - Responsible for processing recruitment, transfer & promotions of officers.
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#### Internal Audit

- To Plan internal audit function of the Corporation commensurate with the size and nature of activities of the Corporation.
  - To carry out independent internal audit of all the functions at ALIMCO Headquarters, ALIMCO Prosthetic & Orthotic Centre, ALIMCO Auxiliary Production Centres, ALIMCO Regional Marketing Centres and any other units of the Corporation set up from time to time.
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- To put up Quarterly Internal Audit Report with his observations for perusal of CMD along with suggested corrective/remedial measures to overcome shortcomings observed in the functioning.
  - To disseminate the observations of the report along with suggested corrective measures for compliance to the concerned departments after seeking approval of CMD.
  - To prepare and put up Quarterly Internal Audit Report along with compliance Report to CMD.
  - To periodically review the adequacy and efficiency of internal audit system in consultation with CMD and to report necessary amendments/improvements to strengthen the exiting internal audit system.
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HOD (APOC)

- He will be responsible for efficient functioning and proper upkeep of, ALIMCO Prosthetic & Orthotic Centre (APOC).
  - To attend camps conducted by ALIMCO at APOC and ensure proper distribution of Aids & Appliances to the beneficiaries and maintaining their records.
  - To provide consultation to the employees of the Corporation in connection with their sickness.
  - Allotment of P&O and EDP professional to the scheduled camps.
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**SUO-MOTO DISCLOSURE UNDER SECTION 4(B) OF RTI ACT, 2005**

**CAG AND PAC PARAS AND THE ACTION TAKEN REORTS (ATRS) AFTER THESE HAVE BEEN LAID ON THE TABLE OF BOTH HOUSES OF THE PARLIAMENT**

The paras, if any are disclosed by CAG on their website (<https://cag.gov.in/>) after these have been laid on the table of both houses of the Parliament.