

**V.O.CHIDAMBARANAR PORT TRUST**  
**INTEGRATED MANAGEMENT SYSTEM MANUAL**

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<b>PROCESS</b>	<b>GENERAL AND ADMINISTRATION DEPARTMENT</b>
<b>SECTION</b>	<b>MANUAL FOR HINDI CELL</b>

<b>ISSUE NO</b>	<b>: 00</b>
<b>DATE</b>	<b>: 05.07.17</b>
<b>APPROVED BY (WITH SIGN)</b>	<b>SECRETARY</b>

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### LIST OF RECIPIENTS

SI.NO	NAME OF THE RECIPIENTS	CONTROLLED COPY NO
1.	Hindi Translator	1

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### REVISION SHEET

#### 1. ISSUE STATUS :

SI.N O	ISSU E NO	DATE	REASON FOR REVISION
1	1	05.07.2017	Upgradation & Integration of QMS(9001:2015),EMS(14001:2015),OHSAS(18001:2007)

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### SCOPE

Hindi Section deals with the official language Policy of the Government of India and implements the policies and programmes in day to day official works of the Port.

### IMS POLICY OF THE PORT

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

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

### IMS OBJECTIVE OF THE DEPARTMENT

#### QMS

To ensure prompt disposals on matters relating to Establishment the Port To Implement the Government Policies on various issues relating to Port Establishment. To give advice to various department of this Port on various issues relating to the Port Establishment.

#### EMS

To ensure reduction of paper and to conserve energy

#### OHSAS

To ensure prevention of ill health and injury.

### IMS OBJECTIVE OF THE SECTION

#### QMS

To ensure the implementation of Official Language Policies of the union meant for Region 'C'.

#### EMS

To ensure reduction of paper and to conserve energy.

#### OHSAS

To ensure prevention of ill health and injury.

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## INTEGRATED MANAGEMENT SYSTEM MANUAL

<b>ABBREVIATIONS</b>	
RTI	Right to Information
CSO	Charge Sheeted Officer
A.P.O	Assistant Personal Officer
Sr.P.S	Senior Private Secretary
P.A	Personal Assistant
PRO	Public Relation Officer
Sr.Steno	Senior Steno
H.O	Hindi Officer
Sr.AS	Senior Assistant Secretary
E-I	Establishment – I
E-II	Establishment – II
CDN	Co-ordination
TRG	Training
P.R	Public Relation
CPT	Chairman Port Trust
Dy.CPT	Deputy Chairman Port Trust
HOD	Heads of Department
TPT	Tuticorin Port Trust
Secy.	Secretary
HO	Hindi Officer
HT	Hindi Translator

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DA	Dealing Assistant
OLIC	Official Language Implementation Committee Meeting

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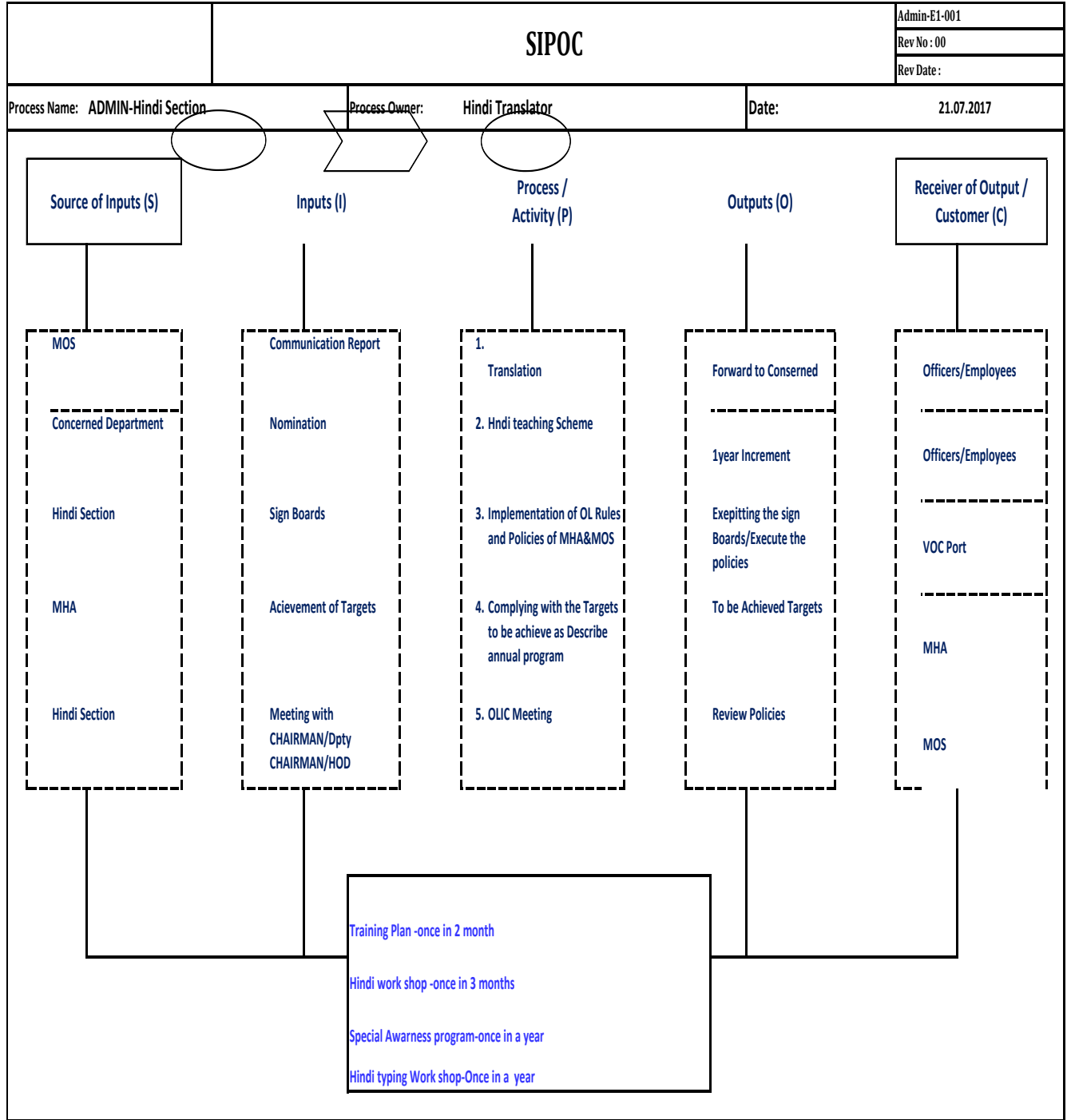
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## INTEGRATED MANAGEMENT SYSTEM MANUAL

### SIPOC



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### **Interested Parties**

#### **4.2 Understanding the requirements of the Interested parties**

<b>Interested Parties</b>	<b>Requirements</b>
MHA	Achievement of targets
MOS	Review policies

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## INTEGRATED MANAGEMENT SYSTEM MANUAL

SECTION : HINDI CELL	Title : TRANSLATION	
<u>Input / Ref.Documents</u>	<u>Activities</u>	<u>Responsibility / Out put</u>
<p>Receipt →</p>	<p>Receipt of translation requirement from Department</p> <p>↓</p> <p>Undertaking the work of Hindi translation (Duration based on the volume of work) (QS / HIN / RHT)</p> <p>↓</p> <p>Forwarding the translated version to respective Department for further action.</p>	<p>← DA / HT / HO</p> <p>← HT / HO</p> <p>← DA / HT / HO</p>

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## INTEGRATED MANAGEMENT SYSTEM MANUAL

SECTION: HINDI CELL	Title : Hindi Workshop	
<u>Input / Ref.Documents</u>	<u>Activities</u>	<u>Responsibility / Out put</u>
	Submission of proposal to conduct Hindi Workshop and Receipt of approval from the Chairman for the same	DA/HO/Secy./ Dy.CPT/CPT
	↓	
	Calling for willingness from respective departments	DA/HO/Secy. 3 days
	↓	
Receipt of Nominations →	Verification of nomination in the training Register(QS / HIN / RWS)	DA/HO/Secy.
	↓	
	Submission of the proposal for the expenditure required for Hindi Workshop	DA/HO/Secy./ Dy.CPT/CPT
	↓	
	Sending of nomination letter for conducting of Hindi Workshop	DA/HO/Secy./ All HODs
	↓	
	Conducting of Hindi Workshop as per the availability of Conference Hall.	Hindi Cell

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## INTEGRATED MANAGEMENT SYSTEM MANUAL

<b>SECTION: HINDI CELL</b>	<b>Title : Official Language Implementation Committee Meeting (OLIC)</b>	
<b>Input / Ref.Documents</b>	<b>Activities</b>	<b>Responsibility / Out put</b>
<div style="text-align: center;"> <div data-bbox="436 596 1138 711" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">                     Submission of proposal to conduct OLIC meeting once in three months and receipt of approval from the Chairman for the same.                 </div> <div style="text-align: right; margin-bottom: 10px;">                     DA/HO/Secy./ ← Dy.CPT/CPT                 </div> <div style="text-align: center; margin-bottom: 10px;">↓</div> <div data-bbox="492 900 1029 991" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">                     Sending information of the same to all Head of the departments                 </div> <div style="text-align: right; margin-bottom: 10px;">                     DA / HO / Secy. ←                 </div> <div style="text-align: center; margin-bottom: 10px;">↓</div> <div data-bbox="457 1209 1053 1293" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">                     Preparation of Agenda items for the meeting                 </div> <div style="text-align: right; margin-bottom: 10px;">                     DA / HO / Secy. ←                 </div> <div style="text-align: center; margin-bottom: 10px;">↓</div> <div data-bbox="376 1493 1083 1650" style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">                     Conducting of OLIC Meeting, preparation of minutes,                 </div> <div style="text-align: right;">                     Hindi Cell ←                 </div> </div>		

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**SECTION : HINDI CELL**

**OFFICIAL LANGUAGE POLICY**

Under Section 3(3) of the Official Languages Act 1963, Resolutions, General Orders Rules, Notifications, Administrative & Other Reports, Press Communiques, Administrative and other reports and official papers to be laid before a house or houses of Parliament, Contract, Agreements, Licenses, Permits, Tender Notices and Forms of tender should invariably be issued bilingually. For any violation the officer signing such documents will be held responsible.

The answers of question papers, except that of the compulsory paper of English, should also be allowed to be written in Hindi in recruitment examinations of subordinate services and such question papers should be made available both in Hindi and English. In interviews too, there should invariably be option to converse in Hindi.

The candidates should have the option to answer the question papers of all the in service, departmental and promotion examinations (including all India level examinations) of all the ministries, departments of the Central Govt. and its attached and subordinate offices and of all corporations, undertakings, banks etc. owned or controlled by the Central Govt. in Hindi. The question papers should compulsorily be set in both the languages (Hindi and English). Wherever interview is to be held, the candidate should have the option to answer in Hindi.

Scientists etc. should be motivated and encouraged to read their research papers in the Official Language Hindi in all the scientific/technical seminars and discussions etc. Research papers should relate to the main subjects of the Ministry / Department and Office concerned.

Every type of training, whether of long-term or of short term, should generally be imparted through Hindi medium in `A' and `B' regions. For imparting training in `C' region the training material should be got prepared both in Hindi and in English and made available to the trainees in Hindi or in English as per their requirements.

So long as the prescribed targets regarding Hindi typists and Hindi stenographers are not achieved in the Central Govt. offices, only Hindi typists and Hindi stenographers should be appointed.

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International Treaties and Agreements should invariably be got prepared both in Hindi as well as in English. There should be authentic translations of Treaties and Agreements entered into in other countries and they should be kept on file for record.

Under rule 10(4), of the Official Language Rules 1976, the following items of work should be done in Hindi in the branches of the scheduled banks-Demand drafts, payment orders to be issued on the application form filled by the customers in Hindi and on the application forms filled in English with the consent of the customers, all kinds of lists, returns, fixed deposit receipts, communications regarding cheque-book etc., credit card, debit card entries in daily ledger, muster, dispatch book, pass book, entries in log book, work relating to priority areas, security and customer services, opening of new accounts, writing of addresses on envelopes, work relating to travelling allowance, leave, provident fund, house building advance, documents related to medical facilities of the employees, agenda and minutes of the meetings.

Stationery items, name plates, notice boards, forms, procedural literature, rubber-stamps, invitation cards etc. of all the ministries/departments including Indian offices located abroad, should invariably be got prepared both in Hindi and English.

Non-Statutory procedural literature like rules, codes, manuals, standard forms etc. may be sent to the Central Translation Bureau for translation by the concerned Ministries, offices, Departments etc.

Officers/employees associated with translation work & implementation of O.L.Policy may be nominated for compulsory Translation Training in the C.TB. Such officials, whose services are likely to be utilized for such work by the office and having knowledge of Hindi/English both at degree level may also be nominated for translation training.

The Officers of IAS and other all India services are imparted compulsory training in Hindi during their training in Lal Bahadur Shastri National Academy of Administration, Mussoorie, so that they could make use of it in official work. However, most of the officers do not use Hindi in their official work after joining the service. As such officials/employees working under them do not get the right message.

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Consequently, Hindi is not used in official work to the extent required. It is the constitutional obligation of senior officials of Ministries / Departments / offices / Undertakings to make increasing use of Hindi in their official work. This in turn will motivate the officials / employees working under them, thereby giving impetus to the compliance of the Official Language Policy.

All the Ministries/Departments etc. should widely promote and propagate the various incentive schemes in their respective attached and subordinate offices in order to accelerate the use of Hindi, so that maximum number of officials/employees is benefited by these schemes and Hindi is increasingly used in official work.

Information pertaining to quarterly progress reports should be made available to the Official Language Department in the prescribed Performa on E-Mail by the 15th of the month following the expiry of each quarter. Signed copy must be sent separately.

With a view to sensitizing the officials/employees about the official Language Policy of the Govt., it is necessary that the review of progress made in the implementation of Official Language Hindi in Official work is not confined to the meetings of the Official Language Implementation Committee. In order to make its monitoring more efficient and effective, it is necessary to regularly discuss it in detail in every meeting convened by the administrative head of the Ministries/Departments/Officers and to include it as a standing item of the agenda.

The officers/employees handling Hindi work including training and workshops should also be provided good and sufficient space to sit in the office to facilitate them to discharge their duties properly.

Ministries/Departments/Offices etc. should regularly nominate their employees to the different training programmes of the Department of Official Language and direct them to be present in the classes regularly, to take training with sincerity and sit in the examination. Any instance of discontinuing training or not writing the examination should be severely dealt with.

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**SECTION : HINDI CELL**

Translators should be provided with help literature, standard dictionaries (Hindi-English, English-Hindi) and other technical glossaries, so that they may use them in their translation work.

All the Ministries/Departments/Offices etc. should make available the facility of computer for the use of “Leela Hindi Proabodh, Praveen and Prgya” software etc. for the benefit of the officers/employees nominated for training in Hindi.

All the Ministries/Departments/Offices etc. should encourage original book writing in Hindi on subjects concerning their responsibilities and take necessary steps to enrich their departmental glossaries.

All the Ministries/Departments/Offices etc. should direct all their training institutes to make provision of training in Rajbhasha Hindi at the same level as at the Lal Bahadur Shastri National Academy of Administration and generate necessary literature on their subjects so that after training the officers/employees should be able to do their work in Rajbhasha Hindi easily.

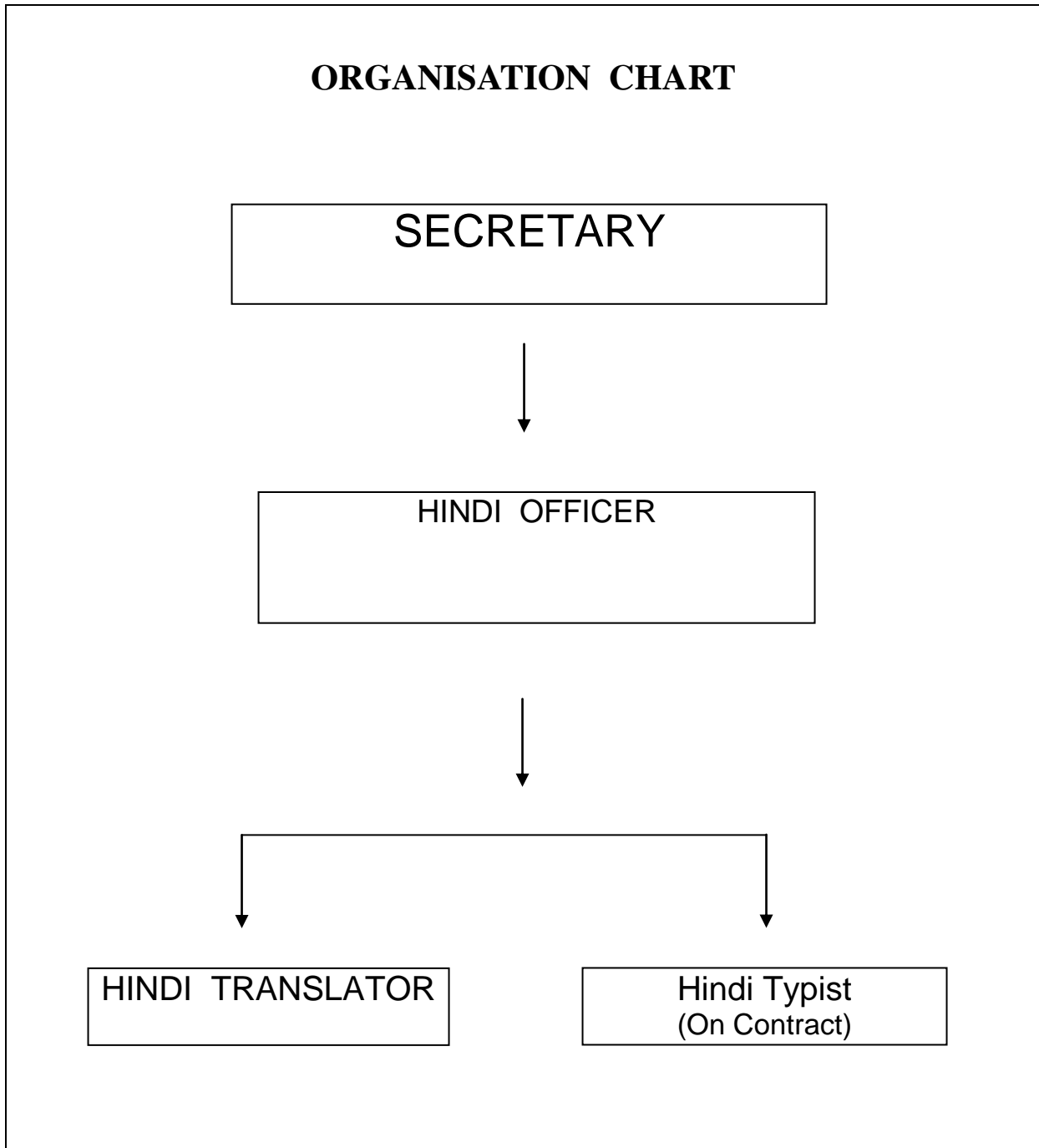
Ministries/Departments/Offices etc are bringing out Hindi magazines with a view to create an atmosphere for working in Hindi in their respective offices. Mainly articles related to the main functions of the office and the Official Language Hindi should be included in these magazines.

The meeting of the Town Official language Implementation Committees be attended by the Administrative Heads or the member offices compulsorily.

Consolidated compliance report, regarding the Annual Programme 2007-08, may be sent to the Department of Official Language by all the Ministries/Departments, in respect of all their attached/subordinate offices, latest by 31<sup>st</sup> May,2008.



**ORGANISATION CHART**



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### RISK ASSESSMENT AND RISK TREATMENT

RISK	CONTROL METHOD/PROCESS
Personal Claims	Time frame should be fixed for Finance Dept
Stationary charges	Time frame should fixed
Training Nomination	Encourage Nomination
Printer/ System problem	Proposal of New system

### KEY PERFORMANCE INDICATOR:

SI.NO	OBJECTIVES	DESCRIPTION	TARGET
1			

### ACTION TO ADDRESS RISK AND OPPORTUNITIES

We determined the risks and opportunities related to its environmental aspects (see 10.2), compliance obligations (see 10.4) and other issues and requirements,

SI NO	ASPECT	IMPACT	CONTROL METHOD
1	Consumption of electricity	Reduction in Natural resources	EMP/01
2	Consumption of paper	Reduction in natural resources	OCP/01

### Reference Standard Requirement

ISO 14001:2015, Clause: 6.1.1

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**Hazard Identification, Risk Assessment and Controls**

<b>SI NO</b>	<b>HAZARD</b>	<b>RISK</b>	<b>CONTROL METHOD</b>
1	Radiation	Eye strain	SOP/3
2	Electrocution	Human Injury	SOP/1
3	Dust	Health hazard	SOP/3

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**List of Register :**

<b>Sl.No.</b>	<b>Name of the Register</b>	<b>Code No.</b>	<b>Retention Period</b>
1	Hindi Teaching Scheme	QS / HIN / RTS	Permanent
2	Hindi Workshop	QS / HIN / RWS	Permanent
3	Hindi Translation	QS / HIN / RHT	5 Years

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<b>List of Formats :</b>		
1	GPF Withdrawal application	14-02-284 Rev.0
2	GPF Advance application	14-2-284 Rev.0
3	Computer / Conveyance Advance application	14-2-296 Rev.0
4	Festival Advance	14-2-286 Rev.0
5	LTC application	14-2-283 Rev.0
6	EL / HPL / Com.L / EOL application	14-2-277 Rev.0
7	Encashment of EL application	14-2-298 Rev.0
8	Tour Advance application	14-2-294 Rev.0
9	TA Bill application	14-2-287 Rev.0
10	Tuition Fees Reimbursement Application	QS / DOC / FTF Rev.0
11	Sanction order for GPF Advance / Withdrawal	QS / DOC / FSG Rev.0
12	Sanction order for Conveyance Advance	QS / DOC / FSM Rev.0
13	Sanction order for Computer Advance	QS / DOC / FSC Rev.0
14	Sanction order for Festival Advance	QS / DOC / FSF Rev.0
15	Sanction order for LTC Advance	QS / DOC / FSL Rev.0
16	Sanction order for Tour Advance	QS / DOC / FSA Rev.0
17	Sanction order for Encashment Advance	QS / DOC / FSE Rev.0
18	Sanction order for Reimbursement of Tuition Fees	QS / DOC / FST Rev.0
19	Sanction order for Medical Advance	QS / DOC / FSM Rev.0
20	Format for Pay Bill Input - Overtime	PB - 13 Rev.0

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