

# QUALITY MANUAL

CERTIFICATION AND INSPECTION BODY,  
BHARAT PETROLEUM CORPORATION LIMITED



*energising lives*

# QUALITY MANUAL

CERTIFICATION AND  
INSPECTION BODY,  
BHARAT PETROLEUM  
CORPORATION LIMITED

This document is prepared in accordance  
with IS/ISO/IEC 17020:2012



**C & IB: 01**

**Issue No: 01**

**Issue Date: 01.01.2022**

**Amendment No.: 03**

**Amendment date: 01.05.2023**

ALL RIGHTS ARE RESERVED. THIS DOCUMENT IS FOR INTERNAL INFORMATION REFERENCE ONLY AND MAY NOT BE REPRODUCED/ COPIED AND /OR REDISTRIBUTED IN ANY FORM OR BY ANY MEANS, INCLUDING ELECTRONIC, WITHOUT THE PRIOR WRITTEN CONSENT OF INSPECTION DIRECTOR, CERTIFICATION AND INSPECTION BODY, BHARAT PETROLEUM CORPORATION LIMITED, SEWREE, MUMBAI.



<b>SECTION 1.1</b>		<b>AUTHORISATION</b>		PAGE 1 of 1
ISO 17020 Clause	8.2.3 & 5.2.6			

**Mr. Siddhartha Mitra working as Senior Manager QA Lab (Lubes), Sewree** is authorized to exercise responsibilities of **Inspection Manager/Technical Manager** of **Certification and Inspection Body, Bharat Petroleum Corporation Limited.**

**Mr. K. Jeevanandam, Senior Manager QA (Lubes), Karur** is authorized to exercise responsibilities of **Dy. Inspection Manager/Dy. Technical Manager** of **Certification and Inspection Body, Bharat Petroleum Corporation Limited.**

**Date : 01.01.2022**

**Certification and Inspection Director**

**CERTIFICATION AND INSPECTION BODY,  
BHARAT PETROLEUM CORPORATION LIMITED**



Doc. No C & IB :01	<b>ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.</b>			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 2 of 67



## SECTION 1.2 AMENDMENT HISTORY

PAGE 1 of 1

ISO 17020 Clause

8.3.2

Sr. no.	Page No.	Clause No.	Date of Amendment	Amendment description	Reasons
1	19	5.1.1	22.02.2023	Explanation for QA & inspection activities provided	Document review observation by NABCB
2	20	5.1.5	22.02.2023	Clarification on service provided to Internal customer included	Document review observation by NABCB
3	22	5.2.2	22.02.2023	Measures taken on technical developments concerning the inspection activities to maintain the capability of performing inspection activities included	Document review observation by NABCB
4	66 & 67	Annexure -IV	22.02.2023	Policy on meeting NABCB Accreditation criteria requirements included	Document review observation by NABCB
5	15	4.1.3	01.04.2023	4th para changed to address the threats and inducements risk	Assessment observation by NABCB
6	21	5.2.3	01.04.2023	Tech. Manager & Dy. Tech Manager inserted and Complaint/Appeal committee removed	Assessment observation by NABCB
7	33	6.2.1	01.04.2023	Fourth para changed to clearly reflect the facilities and equipment use	Assessment observation by NABCB
8	41	7.2.4	01.04.2023	Changed to clearly reflect the non-applicability of this clause	Assessment observation by NABCB
9	45/46	7.5.3/ 7.5.4/ 7.6.1/ 7.6.2/ 7.6.4	01.04.2023	All these clauses changed to clearly define the process of complaint/appeal handling without ambiguity	Assessment observation by NABCB
10	34	6.2.2	01.05.2023	Second paragraph deleted	Internal Review & IR/ 09 withdrawn
11	43	7.4.2	01.05.2023	Unique login credential of the inspector included in 7.4.2 (f)	Internal Review





## SECTION 1.3

## TABLE OF CONTENTS

PAGE 1 of 2

ISO 17020 Clause 8.3.2

Sec No.	Ref ISO/IEC 17020 Clause	to	Chapter	Revision No.	Revision Date	No. of Pages
-	8.3		Cover page	03	01.05.23	1
1.1	8.2.3 & 5.2.6		Authorisation	00	-	1
1.2	8.3.2		Amendment History	03	01.05.23	1
1.3	8.3.2		Table of Contents	03	01.05.23	2
1.4	8.3.2		Document Distribution	00	-	1
1.5	8.3.2		Abbreviations	00	-	1
1.6	8.3.2		Approval	00	-	1
1.7	8.3.2		Issue	00	-	1
2.0	5		Certification and Inspection Body profile	00		1
3.0	4.1.5 & 8.2.1		Certification and Inspection Body Quality Policy and Objectives	00	-	2
<b>4</b>	<b>GENERAL REQUIREMENTS</b>					
4.1	4.1		Impartiality and independence	01	01.04.23	3
4.2	4.2		Confidentiality	00	-	1
<b>5</b>	<b>STRUCTURAL REQUIREMENTS</b>					
5.1	5.1		Administrative requirements	01	22.02.23	2
5.2	5.2		Organization and management	02	01.04.23	4
<b>6</b>	<b>RESOURCE REQUIREMENTS</b>					
6.1	6.1		Personnel	00	-	7
6.2	6.2		Facilities and equipment	02	01.05.23	4
6.3	6.3		Subcontracting	00	-	1
<b>7</b>	<b>PROCESS REQUIREMENTS</b>					
7.1	7.1		Inspection methods and procedures	00	-	2
7.2	7.2		Handling inspection items and samples	01	01.04.23	1
7.3	7.3		Inspection records	00	-	1
7.4	7.4		Inspection reports and inspection certificates	01	01.05.23	2
7.5	7.5		Complaints and appeals	01	01.04.23	1
7.6	7.6		Complaints and appeals process	01	01.04.23	1





## SECTION 1.3

## TABLE OF CONTENTS

PAGE 2 of 2

ISO 17024 Clause 8.3.2

Sec No.	Ref to ISO/IEC 17020 Clause	Chapter	Revisi on No.	Revision Date	No. of Pages
<b>8</b>		<b>MANAGEMENT SYSTEM REQUIREMENTS (OPTION A)</b>			
<b>8.1</b>	<b>8.1</b>	Options	00	-	1
<b>8.2</b>	<b>8.2</b>	Management system documentation	00	-	2
<b>8.3</b>	<b>8.3</b>	Control of documents	00	-	2
<b>8.4</b>	<b>8.4</b>	Control of records	00	-	1
<b>8.5</b>	<b>8.5</b>	Management review	00	-	1
<b>8.6</b>	<b>8.6</b>	Internal audits	00	-	1
<b>8.7</b>	<b>8.7</b>	Corrective actions	00	-	1
<b>8.8</b>	<b>8.8</b>	Preventive actions	00	-	1
Annex -I	<b>8.2</b>	List of Certification and Inspection Body procedures in reference with Quality Manual	00	-	1
Annex -II	<b>5.2</b>	Certification and Inspection Body organization structure	00	-	2
Annex -III	<b>4.1</b>	Risk Assessment for Certification and Inspection Body	00	-	4
Annex -IV	-	Policy on meeting NABCB Accreditation Criteria requirements	00	-	2





<b>SECTION 1.4</b>	<b>DOCUMENT DISTRIBUTION</b>	PAGE 1 of 1
ISO 17020 Clause	8.3.2	

The **Inspection Manager** ensures updating and access of documents in BPCL portal to authorized users as per the “**Control of documents and records procedure**” of **Certification and Inspection Body Procedure Manual (CIBPM)**.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 6 of 67

# QUALITY MANUAL

CERTIFICATION AND INSPECTION BODY,  
BHARAT PETROLEUM CORPORATION LIMITED



## SECTION 1.5

## ABBREVIATIONS

PAGE 1 of 1

ISO 17020 Clause 8.3.2

AMEND	AMENDMENT
ANNEX	ANNEXURE
BIS	BUREAU OF INDIAN STANDARD
BPCL	BHARAT PETROLEUM CORPORATION LIMITED
BPCL IS	BHARAT PETROLEUM CORPORATION LIMITED -INFORMATION SYSTEMS
CDA	CONDUCT DISCIPLINE AND APPEAL
C & IB	CERTIFICATION AND INSPECTION BODY
CIBPM	CERTIFICATION AND INSPECTION BODY PROCEDURE MANUAL
CIBQM	CERTIFICATION AND INSPECTION BODY QUALITY MANUAL
DOC.	DOCUMENT
DY.	DEPUTY
EG.	EXAMPLE
E-MAIL	ELECTRONIC MAIL
ER	EASTERN REGION
EXAM	EXAMINATION
GOVT	GOVERNMENT
F&F	FORMS AND FORMATS
HQ	HEAD QUARTER
HR	HUMAN RESOURCE
I&C	INDUSTRIAL & COMMERCIAL
IB	INSPECTION BODY
IBQM	INSPECTION BODY QUALITY MANUAL
ID	IDENTIFICATION
IEC	INTERNATIONAL ELECTRO TECHNICAL COMMISSION
IP	INSPECTION BODY PROCEDURE
IPM	INSPECTION BODY PROCEDURE MANUAL
IQCM	INDUSTRY QUALITY CONTROL MANUAL FOR NON AVIATION PRODUCTS
IS	INDIAN STANDARDS
ISO	INTERNATIONAL ORGANISATION FOR STANDARDISATION
LIMS	LABORATORY INFORMATION MANAGEMENT SYSTEM
MAX	MAXIMUM
MDG	MARKETING DISCIPLINE GUIDELINES
MOP&NG	MINISTRY OF PETROLEUM & NATURAL GAS
MRM	MANAGEMENT REVIEW MEETING
NC	NON CONFORMANCE
NDA	NON-DISCLOSURE AGREEMENT
NO.	NUMBER
NR	NORTHERN REGION
OMC	OIL MARKETTING COMPANIES
OEM	ORIGINAL EQUIPMENT MANUFACTURER
P&AD	PRODUCT & APPLICATION DEVELOPMENT
PSU	PUBLIC SECTOR UNIT
QA	QUALITY ASSURANCE
QACB	QUALITY ASSURANCE INSPECTION BODY
QAHQ	QUALITY ASSURANCE HEAD QUARTER
QC	QUALITY CONTROL
QR	QUALITY RECORD
REF	REFERENCE
R&D	RESEARCH & DEVELOPMENT (MARKETING)
SEC	SECTION
SBU	STRATEGIC BUSINESS UNIT
SI	SYSTEM INTERNATIONAL
SOP	STANDARD OPERATING PROCEDURE
SR	SOUTHERN REGION
WR	WESTERN REGION
W.R.T	WITH RESPECT TO

Doc. No C & IB :01

ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.

Issue No: 01

Issue Date: 01-Jan-2022

Amend No: 03

Amend Date: 01-May-2023

Page 7 of 67



# QUALITY MANUAL

CERTIFICATION AND INSPECTION BODY,  
BHARAT PETROLEUM CORPORATION LIMITED



<b>SECTION 1.6</b>	<b>APPROVAL</b>	PAGE 1 of 1
ISO 17020 Clause	8.3.2	

This **Certification and Inspection Body Quality Manual** (CIBQM) defines the **policies** with respect to implementation of the requirements of **IS / ISO / IEC 17020: 2012**. This is being approved for implementation at Certification and Inspection Body, Bharat Petroleum Corporation Limited. **All the people** working in this certification and Inspection body have to **understand & implement the policies** laid down in this certification and Inspection Body Quality Manual.

**Date: 01.05.2023**

**Certification and Inspection Director**

**CERTIFICATION AND INSPECTION BODY,  
BHARAT PETROLEUM CORPORATION LIMITED**



Doc. No C & IB :01	<b>ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.</b>			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 8 of 67



# QUALITY MANUAL

CERTIFICATION AND INSPECTION BODY,  
BHARAT PETROLEUM CORPORATION LIMITED



<b>SECTION 1.7</b>		<b>ISSUE</b>	PAGE 1 of 1
ISO 17020 Clause	8.3.2		

This **Certification and Inspection Body Quality Manual** (CIBQM) defines the policies with respect to implementation of the requirements of IS / ISO/ IEC 17020: 2012. This is being issued for implementation at Certification and Inspection Body, Bharat Petroleum Corporation Limited.

**Date: 01.05.2023**

**Inspection Manager**

**CERTIFICATION AND INSPECTION BODY,  
BHARAT PETROLEUM CORPORATION LIMITED**



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 9 of 67



## SECTION 2.0

## CERTIFICATION AND INSPECTION BODY PROFILE

PAGE 1 of 1

ISO 17020 Clause 5.0

Bharat Petroleum Corporation Limited (BPCL) is a Public Sector Undertaking under Government of India, a Maharatna Oil and Gas company head quartered in Mumbai, Maharashtra. BPCL is India's 2<sup>nd</sup> largest downstream oil company and ranked in the Global Fortune 500 list of the world's biggest corporations.

The overall operations of BPCL is mainly divided into Refinery division and Marketing division. Retail Marketing Locations take care of receipt, storage and distribution of the petroleum products from the Indian refineries / imported products to all over India through Tankers, Pipelines, Tank wagons and Tank trucks.

To distribute the product always in "**Refinery Good Condition**" during receipt, transit storage and dispatch , Retail Operation department follows IQCM i.e., Industry Quality Control Manual for Non-aviation products.

IQCM is applicable to the entire Oil Industry (Refineries, Pipelines and Marketing Companies) in Public and Private Sectors and any outsourcing arrangement for Marketing and/or Distribution of Petroleum Products by the oil companies with other agencies covering the existing as well as future such networks. The basic objective of IQCM is to ensure the uniform system in all areas of operations and quality assurance in OMCs.

In Retail locations, the operation department follows IQCM, Ethanol & Blends, Biodiesel and Blends Manuals for its day to-day operational activities. As this process to be examined, assessed and certified based on IQCM, Ethanol & Blends ,Biodiesel and Blends Manuals, BPCL has established its inspection body as Certification and Inspection Body, Bharat Petroleum Corporation Limited.

IQCM, Ethanol & Blends ,Biodiesel and Blends Manuals are the key documents for Quality Inspection in Retail Storage Locations.

Certification and Inspection Body, Bharat Petroleum Corporation Limited carries out its Inspection process in line with requirement of IS/ISO/IEC 17020:2012.

Achieving and promoting a globally accepted benchmark for inspecting the quality control activities involved in the marketing locations, Certification, and Inspection Body, Bharat Petroleum Corporation Limited follows the inspection and certification of the Quality control aspects of marketing location through a process as mentioned in IS/ISO/IEC 17020:2012.

Keeping in view the current need of operations department in terms of quality of inspection, BPCL has established its certification and Inspection body as Certification and Inspection Body, Bharat Petroleum Corporation Limited.



## SECTION 3.0

## CERTIFICATION AND INSPECTION BODY QUALITY POLICY & OBJECTIVES

PAGE 1 of 2

ISO 17020 Clause 4.1.5 & 8.2.1

# Quality Policy Statement

We at **Certification and Inspection Body, Bharat Petroleum Corporation Limited** are fully committed to meet our customer expectation by providing transparent, Impartial and independent certification and Inspection process

It is therefore our policy to:

- **Committed to provide certification and Inspection services** to its customers in transparent, impartial, and independent manner maintaining confidentiality and **ensuring objectivity of certification and inspection activities**
- **Strives for continual improvement** in certification and Inspection activities
- **Continuously identify, minimize or eliminate the potential conflict of interest** in the certification and Inspection activities
- **Ensure that certification and Inspection activities complies with the requirement of IQCM and other relevant manuals**
- **Ensure that all personnel are competent and qualified** for the certification and Inspection process
- **Ensure confidentiality , impartiality and Information Security** in carrying out all certification and Inspection activities
- **Consistently comply with ISO 17020:2012** for the certification and Inspection process

**Certification and Inspection Director**

**CERTIFICATION AND INSPECTION BODY,  
BHARAT PETROLEUM CORPORATION LIMITED**

Doc. No C & IB :01

ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.

Issue No: 01

Issue Date: 01-Jan-2022

Amend No: 03

Amend Date: 01-May-2023

Page 11 of 67





<b>SECTION 3.0</b>	<b>CERTIFICATION AND INSPECTION BODY QUALITY POLICY &amp; OBJECTIVES</b>	PAGE 2 of 2
ISO 17020 Clause	4.1.5 & 8.2.1	

## Certification and Inspection Body Quality Objectives

Our quality objectives are:

1. To be impartial in decision of certification and Inspection process
2. Upgrade the certification and Inspection process through technology
3. Achieve overall Customer satisfaction index of 85% through feedback
4. Imparting at least 2 man days/year training to all certification and inspection body personnel
5. Identifying and minimizing the potential conflict of interest
6. Fulfilling the requirements of the standard IS/ISO/IEC 17020:2012
7. Continuous improvement in the certification and inspection process

**Certification and Inspection Director**

**CERTIFICATION AND INSPECTION BODY,  
BHARAT PETROLEUM CORPORATION LIMITED**



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 12 of 67



# 4 - GENERAL REQUIREMENTS





<b>SECTION 4.1</b>		<b>Impartiality and independence</b>		PAGE 1 of 3
ISO 17020 Clause	4.1			

## 4.1 Impartiality and independence

**4.1.1** Certification and Inspection body is part of Bharat Petroleum Corporation Limited and is completely committed to delivering impartial inspection services to all its internal customers. The administrative and functional reporting of Certification and Inspection Body, Bharat Petroleum Corporation Limited is in such a way that there is no conflict of interest while carrying out the inspection of facilities & assures independence of inspection decision making and report the findings to management.

Inspection activities are undertaken impartially, and they are structured and managed, so as to safeguard impartiality. To ensure impartiality, the Certification and Inspection body, Bharat Petroleum Corporation Limited personnel are not reporting directly to the Business unit of Installation / Depots to be inspected.

The Certification and Inspection body, Bharat Petroleum Corporation Limited is committed to maintain impartiality while carrying out the Inspection of facilities.

Certification and Inspection body, Bharat Petroleum Corporation Limited ensures the impartiality and independence by implementing the following procedures

- a) Declaration is obtained from the inspectors w.r.t. impartiality and potential conflict of interest before carrying out the inspection.
- b) Inspector and the Inspecting location are selected through a randomization process.
- c) Inspector who is working in the same location is not assigned to inspect the location he is working.
- d) Inspector is not assigned to inspect a particular location if he worked in the same location during the last three years.

Personnel with conflicts of interest are not allowed to carry out the inspection activities.

Certification and Inspection body, Bharat Petroleum Corporation Limited depicted its relationship with its parent organization, Relationships with departments within the same organization, Relationships with Customers (Retail Business unit) in Annexure II of this Quality manual.

The Certification and Inspection body, Bharat Petroleum Corporation Limited ensures impartiality through its organizational structure which is depicted in **Annexure II** of this Quality manual and the procedure given in 4.1.1 to ensure impartiality and independence in the inspection activities



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 14 of 67



<b>SECTION 4.1</b>	<b>Impartiality and independence</b>	PAGE 2 of 3
ISO 17020 Clause	4.1	

**4.1.2** The Certification and Inspection body, Bharat Petroleum Corporation Limited takes the responsibility for maintaining impartiality of its inspection activities.

Certification and Inspection body, Bharat Petroleum Corporation Limited do not allow commercial, financial, or other pressures to compromise impartiality by following ways:

- It is ensured that no personnel is involved in part time job.
- The performance of certification and inspection body personnel is not being assessed based on number of inspections carried out.
- Code of conduct and whistle blower policy circumvents inducements

All the certification and inspection body personnel are getting their salaries, remuneration and other financial benefits as per their position & designation as attributed in BPCL policies / Contractual agreement.

**4.1.3** The certification and inspection body conducts Risk analysis (**IR/03- Risk Analysis**) once in six months to identify risks on impartiality. It identifies a risk whenever events occur which might have a bearing on the impartiality of the inspection body

Whenever events occur at any stage of the inspection activities which have a bearing on the impartiality of the certification and inspection body or its personnel, the certification and inspection body record the Risks and its mitigation measures to minimize or eliminate the risks.

While evaluating the risks Certification and Inspection body, Bharat Petroleum Corporation Limited considers the situation, Possible risks to impartiality , Control measures and its monitoring during the activities of inspection body , Relationship of the Certification and Inspection body, Bharat Petroleum Corporation Limited and its personnel.

The certification and inspection body identifies risks to its impartiality including its activities, relationships to organisation , relationships of inspection body personnel(s), governance, management, shared resources, Finance, contracts on an on-going basis. Being a Public Sector Unit, risks in the relationship of personnel, inspection activities, shared resources and ownership of Organization are taken care by code of conduct and whistle blower policy. The QA Officers are also carrying the role of Inspector and share resources. However, the certification and inspection body has taken adequate measures while selecting the inspectors. This is ensured by selecting inspectors from other geographical area and/or location to carry out inspection of a particular Retail location. Further, the inspection body personnel are not in direct relationship with the Retail Operations where the inspection is carried out.

The Certification and Inspection body, Bharat Petroleum Corporation Limited does not involve in branding and no payment of sales commission or other inducement for the referral of new customer is given to Certification and Inspection body, Bharat Petroleum Corporation Limited personnel.

Certification and Inspection body, Bharat Petroleum Corporation Limited records both perceived and explicit risks to impartiality of inspections.



Doc. No C & IB :01	<b>ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.</b>			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 15 of 67



<b>SECTION 4.1</b>	<b>Impartiality and Independence</b>	PAGE 3 of 3
ISO 17020 Clause	4.1	

**4.1.4** When the Certification and Inspection body, Bharat Petroleum Corporation Limited identifies risk to impartiality, Inspection Manager / Dy. Inspection Manager /certification and Inspection Director (Head QA) initiates necessary actions appropriately based on the nature of risk identified to eliminate or minimize the risk.

All the employees of BPCL (the parent organisation) are bound by code of conduct and whistle blower policy to take care of threats and inducements inside the organisation. Further, this particular inspection is aimed at improving the standard of inspection of Retail locations. The organogram of inspection body is such that, there is no direct relationship with the Retail Operations where inspections are carried out. Further, due care is also taken while selecting the inspectors of particular location so that perceived and explicit risks of impartiality is taken care.

All personnel working on behalf of the certification and inspection body are well aware of the responsibility to act impartially. If any threat (internal or external) is faced by the inspector, Inspector communicates the same to Inspection Manager / Dy. Inspection Manager who in turns takes necessary action to eliminate such threats. In case of identification of any such threats and/or inducements strict disciplinary action is taken by the organization as per code of conduct.

The Certification and Inspection body, Bharat Petroleum Corporation Limited has identified the various risks due to its impartiality and also taken mitigation measures to address the risks which is depicted in Annexure **III** of this manual.

**4.1.5** Certification and Inspection body, Bharat Petroleum Corporation Limited top management displays its commitment to Impartiality through Quality Policy and Quality objectives which are publicly available. The certification and Inspection Director ( Head QA) is not reporting directly to business head to avoid undue pressure.

The commitment is being maintained by abiding the policy of BPCL such as Code of Conduct for Management Staff, Standing Orders under Industrial Dispute Act 1947 for permanent Non-Management Staff. Quality policy of Certification and Inspection body, Bharat Petroleum Corporation Limited is available in BPCL portal which is accessible to all customers of Certification and Inspection body, Bharat Petroleum Corporation Limited.

**4.1.6** Certification and Inspection body, Bharat Petroleum Corporation Limited is independent in its inspection activities and services. Certification and Inspection body, Bharat Petroleum Corporation Limited is not involved in the manufacturing, supply and storage of the petroleum products.

Certification and Inspection body, Bharat Petroleum Corporation Limited is a part of parent organisation and perform inspections for their parent organisation.

Certification and Inspection body, Bharat Petroleum Corporation Limited is meeting the **Type B** (first party inspection) requirement as per the Annex -A of IS/ISO/IEC 17020:2012 requirement of Inspection bodies.

Certification and Inspection body, Bharat Petroleum Corporation Limited is a separate and identifiable part of BPCL and providing the inspection services to its retails business unit.

Certification and Inspection body, Bharat Petroleum Corporation Limited ensures adequate segregation of responsibilities and accountabilities between inspection and other activities of QA.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 16 of 67





<b>SECTION 4.2</b>	<b>CONFIDENTIALITY</b>	PAGE 1 of 1
ISO 17020 Clause	4.2	

**4.2.1** The Certification and Inspection body, Bharat Petroleum Corporation Limited is primarily an in-house inspection body providing services to its internal customers.

Certification and Inspection body, Bharat Petroleum Corporation Limited ensures that the information pertaining to its internal customer is not being divulged to others or any external party not connected with inspection activities. The confidentiality is being maintained at all stages of inspection i.e., from inspection plan to reporting the inspection results including proprietary rights of customer

If the Certification and Inspection body, Bharat Petroleum Corporation Limited intends to place the information in public domain, Certification and Inspection body, Bharat Petroleum Corporation Limited informs the same to the internal customer in advance and gets mutual consensus through email/ Letter.

The confidentiality in the Certification and Inspection body, Bharat Petroleum Corporation Limited is being maintained by abiding the Information Security Policy of BPCL.

All Certification and Inspection body, Bharat Petroleum Corporation Limited personnel have signed the Declaration of Confidentiality.

All other information is considered proprietary information and kept as confidential by the Certification and Inspection body, Bharat Petroleum Corporation Limited except for information that the client makes publicly available, or when agreed between the Certification and Inspection body, Bharat Petroleum Corporation Limited and the internal Customer.

**4.2.2** The Certification and Inspection body, Bharat Petroleum Corporation Limited releases the confidential information, when required by law. In all such cases, the Certification and Inspection body, Bharat Petroleum Corporation Limited informs the internal customer through email or in writing unless prohibited by law.

**4.2.3** Information about the internal customer obtained from any other sources is kept confidential. The details of the provider of this information is not shared with the customer.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 17 of 67



# 5 - STRUCTURAL REQUIREMENTS



Doc. No C & IB :01	<b>ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.</b>			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 18 of 67



<b>SECTION 5.1</b>	<b>Administrative Requirements</b>	PAGE 1 of 2
ISO 17020 Clause	5.1	

5.1.1 BPCL Quality Assurance department is an independent entity which monitors, controls and assures the quality of various petroleum products marketed by BPCL across its distribution and marketing network. The department is headed by Head QA with a team of professionals. In addition to the present responsibilities, few personnel from BPCL Quality Assurance department are also the members of the C & IB, BPCL. The scope of C & IB, BPCL is personnel certification of its internal employees under specified scheme(s) as per ISO 17024 and inspection of its own Retail storage locations as per ISO 17020. C & IB, BPCL takes the legal responsibility for all its inspection activities. It is a part of Quality Assurance Department which is an legal entity of the parent organization BPCL which is a Public Sector Undertaking under the Ministry of Petroleum and Natural Gas, GOI.

Certification and Inspection body, Bharat Petroleum Corporation Limited is operating from its permanent location at the following address:

Certification And Inspection body, Bharat Petroleum Corporation Limited  
Quality Assurance Laboratory,  
Bharat Petroleum Corporation Limited  
Sewree "K" Installation,  
Sewree Fort Road, Sewree (E)  
Mumbai – 400015

Bharat Petroleum Corporation Ltd., the parent organization of Certification and Inspection body, Bharat Petroleum Corporation Limited, Sewree is registered under The Companies Act with Registrar of Companies, in the state of Maharashtra vide Registration No. 8931 and its Sewree facilities are also registered under the Factories Act, 1948 vide Registration No. 94849.

**Note:**

1. Wherever the word "**Inspection body**" appearing in this manual should be read as **Certification and Inspection body, Bharat Petroleum Corporation Limited**.
2. Wherever the word 'Scheme owner' appearing in this manual should be read as BPCL Quality Assurance Department [(which is also the certification and inspection body and identified as **Certification and Inspection body, Bharat Petroleum Corporation Limited**].

5.1.2 Certification and Inspection body is part of Bharat petroleum corporation Limited (the legal entity) which is a Public Sector Undertaking under the Ministry of Petroleum and Natural Gas, GOI.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 19 of 67



<b>SECTION 5.1</b>	<b>Administrative Requirements</b>	PAGE 2 of 2
ISO 17020 Clause	5.1	

5.1.3 IQCM-2019 is applicable to the entire Oil Industry. The primary objective of supply and distribution network is to maintain the Quality of products.

Officers of the Quality Assurance department carries out quality control audit of storage Location as per the requirement of IQCM to verify QC activities and records during the Receipt , Storage and Dispatch are maintained as per the requirement of IQCM.

Certification and Inspection body, Bharat Petroleum Corporation Limited carries out the certification and inspection activities of the petroleum storage locations as per the Industry Quality Control Manual (IQCM) which is approved by Ministry of Petroleum & Natural Gas, Govt of India. Quality Assurance department of BPCL carries out the inspection more than 25 years. The Industry Quality Control Manual is prepared by the PSU Industry group . Personnel from Certification and Inspection body, Bharat Petroleum Corporation Limited also members of the PSU industry group. Members of the Certification and Inspection Body, Bharat Petroleum Corporation Limited are involving for framing the policy , guidelines , SOP's , Manuals and inspection check list for the petroleum industry . Certification and Inspection Body, Bharat Petroleum Corporation Limited is competent to carry out the inspection of petroleum storage locations as per the requirement of IQCM 2019 since the Members of the Certification and Inspection body, Bharat Petroleum Corporation Limited are having through knowledge of IQCM, Ethanol & Blends , Biodiesel and Blends Manuals.

Major activities during the inspection process includes verification of QC facilities, QC equipment, Witnessing of QC Checks, verification of sample retention, Verification of QC Records and Witnessing of sampling activities .

5.1.4 Certification and Inspection body, Bharat Petroleum Corporation Limited Carries out the certification and inspection for its parent organization. Inspection is done with respect to the quality control activities of the petroleum storage locations. Liability for the certification and inspection body can mainly arise on product quality failure(s) due to inadequate and/or non-conforming processes/facilities which were not cited during the inspection of the storage location as the scheme is developed for the internal inspection of petroleum storage locations it does not involve any significant risk which may result into professional liability. Therefore, the certification and inspection body does not consider any liability insurance for the certification and inspecting body activities. However, the certification and inspection body has sufficient financial resources to take care of liabilities (if any).

5.1.5 Certification and Inspection body provides inspection services to its own parent organisation having the same legal entity. A formal contract is also signed by C & IB, BPCL with Retail Operation HQ who takes the inspection services. The inspection is only for BPCL internal need and no external inspections are carried out.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 20 of 67



<b>SECTION 5.2</b>	<b>Organization and management</b>	PAGE 1 of 4
ISO 17020 Clause	5.2	

**5.2.1** The certification and Inspection body is part of BPCL, and the administrative and functional reporting are in such a way that there is no conflict of interest while carrying out the inspection activities.

Inspection activities are undertaken impartially, and they are structured and managed, so as to safeguard impartiality. To ensure impartiality, the certification and Inspection personnel are not reporting directly to the authorities of marketing of petroleum products / petroleum storage locations.

**5.2.2** The Inspection Director and Inspection Manager are members of OMC (Oil Marketing Companies) Industry QC group. Industry QC group exchanges technical experience among the oil industry. Industry QC group involves in the development of Industry manual.

Inspection Director / Inspection Manager shares the technical knowledge to the inspectors /Inspection body personnel for the competent performance inspection activities.

The C & IB, BPCL has adequate competent inspectors to perform the inspection activities within the scope for which inspection body is accredited as per IS/ISO/IEC 17020: 2012

The C & IB, BPCL takes following measures on technical developments concerning the inspection activities to maintain the capability of performing inspection activities

- Annual workshop/training of inspectors conducted to keep them abreast and refresh the requirements of inspection
- Regular communication through mail is sent to inspectors to keep them appropriately informed about applicable technical and/or legislative developments concerning inspection activities.
- It is ensured that all inspection personnel maintain their capability and competence to carry out inspection activities by performing periodic inspection. This is achieved by maintaining the interval between two inspections by any inspecting personnel to than one year.

Inspection activities of C& IB, BPCL are Continuous and it is ensured that the inspectors are carrying out inspections within a gap of one year maximum. Therefore, no 'dummy inspections' are performed by C & IB, BPCL.

**5.2.3** The Certification and Inspection Body, Bharat Petroleum Corporation Limited has

- **Certification and Inspection Director:** overall responsibility towards the performance of certification and Inspection body.
- **Inspection Manager/Tech. Manager:** overall responsibility to conduct the Inspection, Preparing the inspection schedule and maintaining the management system documents
- **Dy. Inspection Manager/Dy. Tech Manager:** In the absence of Inspection Manager, carries out all the activities of Inspection Manager except making changes in the established management system documents.
- **Inspector:** overall responsibility to carry out the inspection as per the schedule and providing inspection results to the Inspection Manager / Dy. Inspection Manager



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 21 of 67



<b>SECTION 5.2</b>	<b>Organization and management</b>	PAGE 2 of 4
ISO 17020 Clause	5.2	

The responsibilities and Authorities of all the key personnel are defined below:

**I. Certification and Inspection Director:**

Certification and Inspection Director is overall responsible for;

1. Approval of the formulated Policies and Objectives relating to operation of certification and Inspection body.
2. Strategic planning, finance, budgeting, training and other resource allocation for identified needs to implement the management system functions.
3. Authorization of Inspection Manager, Dy. Inspection Manager and members for investigation of complaints and appeals.
4. Complaints and Appeals against decisions on certification and Inspection activities.
5. Approval of Quality Manual (CIBQM), Inspection body Procedures (IP), SOPs, Forms and Formats for certification and Inspection body.
6. Identifying the training needs of personnel in certification and Inspection body to ensure required competence.
7. Authorization of Inspectors
8. Issuing the Inspection certificate to the Customers.

He is the Chairman of Management Review Meeting.

**II. Inspection Manager/Technical Manager:**

Inspection Manager is reporting to certification and Inspection Director.  
He is responsible for:

1. Implementation of policies and procedures.
2. Planning and execution of inspections & acts as convener of Management Review.
3. Planning and execution of Internal Audit
4. Analyzing and addressing non-conformities, Complaints & initiating necessary corrective and preventive actions.
5. Monitoring the activities of Inspectors.
6. Issue and Review of Quality Manual (CIBQM), Inspection body Procedures (IP), SOPs, Forms and Formats for Certification and Inspection body.
7. Imparting training to Inspectors and other members of the certification and inspection body.
8. Submitting all the required documents to the certification and Inspection director for issuing the inspection certificate to the customer.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 22 of 67



<b>SECTION 5.2</b>	<b>Organization and management</b>	PAGE 3 of 4
ISO 17020 Clause	5.2	

9. Availability of Inspection scheme, Quality policy & objectives, Quality Manual & procedure manual in BPCL portal

10. Availability of Inspection scheme, Appeal and complaint procedure in BPCL portal.

11. Maintenance of Inspection Scheme

12. Identify the threats to impartiality on-going basis and taking action to minimize or eliminate the identified threats to impartiality

### III. Dy. Inspection Manager/Dy Technical Manager:

Dy. Inspection Manager is reporting to certification and Inspection Director

During the absence of Inspection Manager, Deputy Inspection Manager is responsible for point no.1 to 12 mentioned for the Inspection Manager responsibilities except for changing the established management system.

### IV: Inspector:

Inspector is authorized by certification and Inspection Director and is responsible for:

1. Carrying out the inspection as per the Inspection schedule.
2. Updating the inspection details and Inspection results in LIMS.
3. Informing the con-conformity (if any) observed during the inspection activities
4. Carrying out the inspection in a safe manner.
5. Updating the complete inspection result in LIMS
6. Submission of completed inspection results to the Inspection Manager / Dy. Inspection manager.

Reporting structure of the organization is depicted in **Annexure II** of this manual



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 23 of 67



<b>SECTION 5.2</b>	<b>Organization and management</b>	PAGE 4 of 4
ISO 17020 Clause	5.2	

**5.2.4** Certification and Inspection body, Bharat Petroleum Corporation Limited is a part of a legal entity performing Quality Assurance activities of marketing locations. The relationship between these Quality Assurance Department and certification and inspection body is defined in **Annexure II** of this manual.

Certification and Inspection Body, Bharat Petroleum Corporation Limited maintains the list of members of Certification and Inspection body and their job profile as per IR :04. This document includes the activities of C&IB personnel carrying out QA activities. This information is maintained to take into account the involvement and the influence they may have over the inspection activities.

**5.2.5** The certification and inspection body is having Inspection Manager who is having overall responsibility to ensure that the inspection activities are carried out in accordance with IQCM and IS/ISO/IEC 17020:2012.

Inspection Manager is appointed by certification and Inspection Director based on his / her competence and experience. Inspection body is having only one Inspection Manager and his / her responsibilities are defined and documented in section 5.2.3 of this manual.

The Inspection Manager / Dy. Inspection Manager are well aware of IQCM, Ethanol & Blends, Biodiesel and Blends Manuals, ISO 17020:2012 and competent enough to understand and resolve the technical issues / technology while performing the inspection activities.

**5.2.6** The certification and Inspection body is having Deputy Inspection Manager who will deputize in the absence of Inspection Manager and is responsible for ongoing inspection activities.

**5.2.7** The certification and inspection body documented the job description / responsibility for each position involved in inspection activities in section 5.2.3 of this manual.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 24 of 67





# 6 - RESOURCE REQUIREMENTS



Doc. No C & IB :01	<b>ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.</b>			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 25 of 67



<b>SECTION 6.1</b>	<b>Personnel</b>	PAGE 1 of 7
ISO 17020 Clause	6.1	

## 6.1.1

Competence requirements for each function of the Certification and Inspection body, Bharat Petroleum Corporation Limited are given below

### A. Competence requirement for Certification and Inspection Director:

- Domain knowledge on Quality Assurance and Retail operation in Petroleum Industry
- Knowledge on Inspection scheme
- Knowledge on inspection process.
- Awareness on IS/ISO/IEC 17020:2012 through training or self-learning.

**Educational Qualification:** Minimum Graduate in chemistry

**Technical knowledge:** Required knowledge on Inspection scheme, IS/ISO/IEC 17020 documentation and implementation process.

**Skills:** Must have communication skill, Decision making skill, Customer appeal and Complaint handling skill.

**Experience:** Minimum 10 years' experience in QA Department

Certification and Inspection body, Bharat Petroleum Corporation Limited maintains the record of educational qualification, experience, training record related to ISO 17020 training for the certification and Inspection Director.

**Monitoring:** CGM (P&AD) monitors the competence of certification and Inspection Director by reviewing the Certification and Inspection body, Bharat Petroleum Corporation Limited performance against its plan

### B. Competence requirement for Inspection Manager (Tech Manager) / Dy. Inspection Manager (Dy. Tech Manager):

- Domain knowledge on Quality Assurance and Retail operation in Petroleum Industry
- Knowledge on Inspection scheme
- Knowledge on IQCM, Ethanol & Blends, Biodiesel and Blends Manuals
- Knowledge on inspection process
- Awareness on IS/ISO/IEC 17020:2012 through training or self-learning.
- Knowledge on technical issues which may arise during inspection and its resolution
- Technology involved in the inspection process
- Knowledge in LIMS



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 26 of 67



<b>SECTION 6.1</b>	<b>Personnel</b>	PAGE 2 of 7
ISO 17020 Clause	6.1	

**Educational Qualification:** Minimum Graduate in chemistry

**Experience:** Minimum 5 years' experience in QA Department

**Technical knowledge:** Required knowledge on Inspection scheme, IS/ISO/IEC 17020 documentation and implementation process.

**Skills:** Must have communication skill, Decision making skill, Customer appeal and Complaint handling skill

Inspection Director appoints the Inspection Manager/ Dy. Inspection Manager based on the above mentioned requirements.

Certification and Inspection Body, Bharat Petroleum Corporation Limited maintains the record of educational qualification, experience, training record related to ISO 17020 training for the Inspection Manager / Dy. Inspection Manager.

Monitoring: certification and Inspection Director monitors the competence of Inspection manager / Dy. Inspection Manager by reviewing all the activities related to certification and Inspection process during the MRM.

### **C. Competence requirement for Inspector:**

- Domain knowledge on Quality Assurance and Retail operation in Petroleum Industry
- Knowledge on Inspection scheme
- Knowledge on IQCM, Ethanol & Blends, Biodiesel and Blends Manuals
- Knowledge on inspection process
- Awareness on IS/ISO/IEC 17020:2012 through training or self-learning.
- Knowledge on inspection methodology
- Knowledge on technology used in the inspection
- Conformity / Nonconformity decision making during the inspection process.
- Knowledge in LIMS

**Educational Qualification:** Minimum Graduate in science

**Experience:** Minimum 2 years' experience in QA Department



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 27 of 67



<b>SECTION 6.1</b>	<b>Personnel</b>	PAGE 3 of 7
ISO 17020 Clause	6.1	

**Technical knowledge:** Required knowledge on Inspection scheme, IS/ISO/IEC 17020 documentation and implementation process.

**Skills:** Must have Decision making skill, Inspection skill

Certification and Inspection Director authorizes the Inspector based on the above mentioned requirements and written examination and monitoring reports.

Certification and Inspection body maintains the record of educational qualification, experience, training record related to ISO 17020 training for the Inspectors.

Monitoring: Inspection Manager / Dy. Manager monitors the competence of Inspector by reviewing all the inspection reports, Customer feedback, Appeal and complaint and by interacting with the customers.

**D. Competence requirement for persons investigating Complaint and Appeal**

Awareness on IS/ISO/IEC 17020:2012 through training or self-learning.

**Educational Qualification:** Graduate

**Experience:** Minimum 5 years' experience in QA Department

**Technical knowledge:** Required knowledge on Inspection scheme, handling of complaints and appeals.

**Skills:** Administrative skills on receiving, recording, collecting information, evaluating and decision making on complaints and appeals.

Monitoring: Inspection Manager monitors the performance of members selected for investigation of complaints and appeals by reviewing the investigation reports submitted in relation to appeal and complaint.

All the personnel in the Certification and Inspection body, Bharat Petroleum Corporation Limited has adequate training, technical knowledge, skills, and experience and exposure in inspection activities. Certification and Inspection body maintains the education, training, technical knowledge, skills, and experience of inspection body personnel in the staff competency details & Authorization (IR/05A).



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 28 of 67



## SECTION 6.1

## Personnel

ISO 17020 Clause	6.1
------------------	-----

**6.1.2** Certification and Inspection body, Bharat Petroleum Corporation Limited has adequate number of personnel with required qualification, experience, training, ability to make professional judgments and competency to perform inspection activities as per IQCM. The certification and inspection body does not contract any personnel for inspection activities. The competency of the personnel involved in the inspection process is documented in section 6.1.1 of this manual.

**6.1.3** The Certification and Inspection body, Bharat Petroleum Corporation Limited documented the requirement of qualifications, training, experience and a satisfactory knowledge for the certification and Inspection body personnel in section 6.1.1 of this manual. Certification And Inspection Body, Bharat Petroleum Corporation Limited maintains qualifications, training, experience, and a skill for the person responsible for carrying out the inspection activities ( **IR/05A**).

All the personnel of Certification and Inspection body, Bharat Petroleum Corporation Limited has thorough knowledge on manufacture of petroleum products, operational process involved in Receipt, Storage and dispatch of petroleum products.

All the personnel of Certification and Inspection body, Bharat Petroleum Corporation Limited has thorough knowledge on the usage of petroleum products, process operation and services provided.

All the personnel of Certification and Inspection body, Bharat Petroleum Corporation Limited has thorough knowledge on lapses that can happen during the operational process, which may occur during the handling of the petroleum products, failures in the operation of the process and any deficiencies in the delivery of services.

All the personnel of Certification and Inspection body, Bharat Petroleum Corporation Limited has knowledge in understanding the significance of deviations found with regard to the normal use of the products, the operation of the processes and the delivery of services.

**6.1.4** The duties and responsibilities of personnel of Certification and Inspection body, Bharat Petroleum Corporation Limited are described in **section 6.1.1 of this manual**.

**6.1.5** The Certification and Inspection body, Bharat Petroleum Corporation Limited established a documented procedure (**IP 01-Procedure for "Selection, training, authorization and monitoring"** ) of Certification and Inspection Body, Bharat Petroleum Corporation Limited Personnel which describes the detailed procedure for selection, training, formally authorizing and monitoring inspectors and other personnel involved in inspection activities.

The procedure for 'Selection, training, authorization and monitoring" describes the authorized inspection activity, Validity of authorization and the person responsible for authorization.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 29 of 67



<b>SECTION 6.1</b>	<b>Personnel</b>	PAGE 5 of 7
ISO 17020 Clause	6.1	

**6.1.6** The certification and inspection body established a documented procedure **IP 01-Procedure for "Selection, training, authorization and monitoring of Certification and Inspection Body, Bharat Petroleum Corporation Limited Personnel"**)

**IP 01-Procedure for "Selection, training, authorization and monitoring of inspection body Personnel"**) addresses the following

- a) an induction period.
- b) a mentored working period with experienced inspectors;
- c) continuing training to keep pace with developing technology and inspection methods

**6.1.7** The Inspection Manager creates the annual training plan for all the inspection body personnel based on the ability, qualifications and experience of each inspector and other personnel involved in inspection activities. Suitability of the training plan is reviewed once in six months based on the results of monitoring. The results of the review of training, e.g. plans for further training or a statement that no further training is required, are also documented.

Certification and Inspection body, Bharat Petroleum Corporation Limited maintains the training plan and record of all the inspection personnel as per **IR/ 05B**.

6.1.8 Inspection Manager / Dy. Inspection Manager or senior member of the Certification and Inspection body, Bharat Petroleum Corporation Limited monitor all the inspectors and other personnel involved in inspection activities for satisfactory performance. Monitoring of inspectors are done for the consistency and reliability of inspection outcomes. Monitoring also provide a tool for reviewing Certification and Inspection body, Bharat Petroleum Corporation Limited management system .

Performance of the Inspector is monitored on site or through Virtual mode during the inspection process. Inspection report reviews, interviews of the inspector by the Inspection manager /Dy. Inspection manager also used as tool for monitoring all inspectors and other personnel involved in inspection activities. Performance during monitoring is recorded in **IR/06** for each inspector involved in inspection activities.

Monitoring record of inspectors involved in inspection activities are used as a tool for identifying the training needs of the individual involved in the inspection process.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 30 of 67



<b>SECTION 6.1</b>	<b>Personnel</b>	PAGE 6 of 7
ISO 17020 Clause	6.1	

**6.1.9** Inspector is nominated by certification and Inspection Director after satisfactory performance of written examinations.

Independent inspection is given to inspector after 15 days of mentoring and training

Inspector under training is monitored by Inspection Manager / Dy. Manager inspector or senior member of Certification and Inspection body, Bharat Petroleum Corporation Limited

Independent inspection is given to new inspector after completion of training and mentoring with Inspection Manager / Dy. Manager inspector or senior member of Certification and Inspection body, Bharat Petroleum Corporation Limited and based on the monitoring report

Performance of each new inspector is monitored on site for the first inspection. This is done by Inspection Manager / Dy. Manager inspector or senior member of Certification and Inspection body, Bharat Petroleum Corporation Limited

Subsequent monitoring is done through review of Inspection reports, Complaint/appeal against particular inspector by the Inspection manager. However, the frequency of on-site observations of each inspector is done at least once during the accreditation re-assessment cycle. If the levels of risks or complexities, or the results from previous observations, so indicate, or if technical, procedural or legislative changes have occurred, then a higher frequency on-site observation is considered.

During the monitoring of the inspector by Inspection Manager / Dy. Manager inspector, it is ensured that this monitoring activity is performed to avoid any disturbances to the customers operations like receipt, storage & distribution of the products or any safety related issues.

During the inspection activities, Inspector is freed from his/ her routine activities of QA Department to avoid disturbance during the inspection process.

**6.1.10** Authorization for carrying out the inspection is done by certification and Inspection director based on the satisfactory completion of written examination and on site monitoring report . The inspection Manager maintains records of monitoring of Certification and Inspection body, Bharat Petroleum Corporation Limited personnel as per **IR/06**. Educational qualification , technical knowledge, skills, experience, on-site observation of inspection etc. Authorization of each member of its personnel involved in inspection activities are maintained as per **IR/05A**

The Inspection Manager maintains the training record of the personnel as per **IR/ 05B**.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 31 of 67



<b>SECTION 6.1</b>	<b>Personnel</b>	PAGE 7 of 7
ISO 17020 Clause	6.1	

**6.1.11** All the certification and inspection body personnel are getting their salaries, remuneration and other financial benefits as per their position & designation as attributed in BPCL policies.

No separate remuneration is given for inspection process by the certification and inspection body to its personnel. Performance of the inspector is also independent of the number of inspections carried out.

**6.1.12** The Certification and Inspection body, Bharat Petroleum Corporation Limited has documented its structure which is used to identify the conflict of interests (depicted in **Annex –II**). Impartiality is also a part of Quality Policy and top management commitment which is publicly available. Quality policy is depicted in section 3.0 of this manual. Top management commitment on impartiality during inspection activities are communicated through training / meetings to all the Certification and Inspection body, Bharat Petroleum Corporation Limited personnel. Certification and Inspection Director is not reporting to the business head from where the locations are going to be certified as per inspection scheme.

Undertaking is obtained from the inspector before undertaking any inspection stating that Inspector do not involve in any commercial, financial, or other threats or inducements which could affect their impartiality as per **IR /07**

**6.1.13** Certification and Inspection body, Bharat Petroleum Corporation Limited ensures that the information obtained or created during the performance of the inspection activities is not being divulged to others or any external party not connected with inspecting body activities except as required by law . The confidentiality is being maintained at all stages of inspection processes.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 32 of 67





<b>SECTION 6.2</b>	<b>Facilities and equipment</b>	PAGE 1 of 4
ISO 17020 Clause	6.2	

**6.2.1** The Certification and Inspection body, Bharat Petroleum Corporation Limited is established with suitable and adequate facilities to carry out the inspection in competent and safe manner.

The Certification and Inspection body, Bharat Petroleum Corporation Limited carries out the inspection petroleum storage locations of parent organization as per the requirement of IQCM, Ethanol & Blends, Biodiesel and Blends Manuals

In general, Inspection Process of the Certification and Inspection body, Bharat Petroleum Corporation Limited mainly involves the evaluation of storage location/depots for compliance w.r.t Quality check procedure / documents against the laid down procedures stipulated in IQCM, Ethanol & Blends, Biodiesel and Blends Manuals hence, the inspection doesn't require any sophisticated instrumentations, except the basic testing facilities like thermometers, hydrometer, alcoholmeter, Manual Abel flash point apparatus, sampling aids, and relevant glassware for the measurement of density, Ethanol content check in ethanol blended motor gasoline, Flash Point etc.

Certification and Inspection body, Bharat Petroleum Corporation does not own the facilities or equipment that it uses. Facilities and equipment are provided by the storage location during the inspection. However, the Certification and Inspection body ensures the suitability and the calibration status of the equipment used in inspection through due verification by the respective inspectors. The calibration status is verified through traceability to national or international standards.

The storage locations maintains adequate facilities and equipment, therefore there is no need to procure, borrow, rent, hire or leased from any another party.

However, certification and Inspection body takes the responsibility for the verification the calibration status of all the equipment before using them for the inspection of locations.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 33 of 67



<b>SECTION 6.2</b>	<b>Facilities and equipment</b>	PAGE 2 of 4
ISO 17020 Clause	6.2	

**6.2.2** Certification and Inspection body, Bharat Petroleum Corporation Limited uses the storage locations facilities and equipment for the inspection process. The functional verification of the facilities and equipment are also a part of inspection process. Hence, the inspector uses the facilities and equipment of storage locations/depot for the procedural evaluation after due verification of their suitability/calibration status. After the inspection process, they are handed over back to internal customer in safe /good condition.

**6.2.3** The Inspector who is carrying out the inspection activities ensures the continued suitability of the facilities and the equipment by Physical verification for any cracks / breaks / suitability of ranges. Also, inspector verifies the calibration status of the equipment and or any verification checks for the intended use.

**6.2.4** Certification and Inspection body, Bharat Petroleum Corporation Limited does not own any equipment that it uses during inspection. Therefore, this clause is not applicable for its operation.

**6.2.5** certification and Inspection body uses the equipment's from storage location for the inspection process after due verification. Each equipment is maintained as per the recommendation provided in the national / international guidelines or test methods. The maintenance of equipment procedure is outlined in "IP 02-Procedure for " handling of test items / inspection items" which is ensured by the storage locations. Inspector verifies these conditions before using such equipment's for inspection process. No controlled environmental condition is required for any of the inspection process.

**6.2.6** Storage locations (internal customer) follows established calibration schedule to ensure the calibration of equipment which is part of inspection process / compliance criteria. Inspectors verify the calibrations/verification status before using the equipment's for the inspection process. Detailed calibration / verification program is detailed in **IP 02** -Procedure for "Handling of test items / Inspection items".



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 34 of 67



<b>SECTION 6.2</b>	<b>Facilities and equipment</b>	PAGE 3 of 4
ISO 17020 Clause	6.2	

**6.2.7** Petroleum storage Locations are using hydrometers / thermometers /Alcoholmeters / Glassware like 150ml stoppered cylinder, pipette or any suitable glassware's which are calibrated by IS/ISO/IEC 17025:2017 accredited calibration laboratory.

Certification and Inspection body, Bharat Petroleum Corporation Limited uses all the measurement equipment's which are traceable to national or international standards. Since all the measurement equipment's used by Certification and Inspection body, Bharat Petroleum Corporation Limited having traceability to national or international standards, evidence for the correlation or accuracy of inspection result is not maintained by the Certification and Inspection body, Bharat Petroleum Corporation Limited.

**6.2.8** Certification and Inspection body, Bharat Petroleum Corporation Limited does not maintain reference standards. Inspection process involves only the procedural assessment as per the standard guidelines/IQCM/any other manuals and does not require any reference standards for its inspection measurements. Density, Ethanol content and flash point are the test measurements carried out during the inspection process and the equipment's used for the testing are having valid calibration which are having traceability to national or international standards.

**6.2.9** Storage locations/depots maintain calibrated Equipment which are required for the inspection process. They are verified on half yearly basis against master Equipment maintained at storage location. Records of such intermediate checks are maintained by the petroleum storage location. Certification and Inspection body, Bharat Petroleum Corporation Limited verifies the intermediate check records which also a part of inspection process.

**6.2.10** Certification and Inspection body, Bharat Petroleum Corporation Limited does not use any reference materials for its inspection measurements. Hence, this clause is not applicable

**6.2.11** Certification and Inspection body, Bharat Petroleum Corporation Limited does not use any suppliers, external goods or services that has impact on the outcome of inspection. The Equipment used during inspection are borrowed from petroleum storage locations/Customers. These equipment are stored as per the test method and/or established practices and the same is verified during the inspection process by the inspector.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 35 of 67



<b>SECTION 6.2</b>	<b>Facilities and equipment</b>	PAGE 4 of 4
ISO 17020 Clause	6.2	

**6.2.12** Certification and Inspection body, Bharat Petroleum Corporation Limited ensures that the retention samples used for testing during the inspection process are selected from the stock which are within the scheduled retention period. However, before testing the retention samples, physical condition (like seal/label/tightly capped, no spill or leak etc.) of the same is assessed to ensure that the sample is fit for testing. Similarly, the equipment are verified for their calibration and in-service checks before those are used during inspection. Inspector verifies this record during the inspection process.

**6.2.13** Certification and Inspection body, Bharat Petroleum Corporation Limited uses computers for recording, reporting, storage and retrieval of inspection of reports in soft copies. Computer / Laptop used by the Certification and Inspection body, Bharat Petroleum Corporation Limited is supplied by BPCL and BPCL IS team uses the standard OS and the software provided by the OEM .

- a) The computer / Laptop used by the Certification and Inspection body, Bharat Petroleum Corporation Limited is having adequate software for carrying out the inspection and for preparing the inspection report.
- b) The Certification and Inspection body, Bharat Petroleum Corporation Limited follows the procedure established by **BPCL IS for protecting the integrity and security of data**. The soft copies are placed in BPCL central server which is safeguarded against tampering and loss.
- c) The system server is maintained by IS team in appropriate environmental condition.
- d) LIMS server is centrally placed and BPCL IS team takes care of the integrity and is protected as per BPCL security policy.
- e) Any issues related to LIMS are handled through IS team or the LIMS provider.
- f) Computer used by the Certification and Inspection body, Bharat Petroleum Corporation Limited is maintained by BPCL IS team to ensure proper functioning.

**6.2.14** Certification and Inspection body, Bharat Petroleum Corporation Limited established and implemented the procedure for storage, maintenance and dealing with defective equipment ( **IP 03 - Procedure for 'Handling defective equipment'** ) Certification and Inspection body, Bharat Petroleum Corporation Limited isolates the equipment which is found defective / or gives Questionable results.

Certification and Inspection body, Bharat Petroleum Corporation Limited verifies the results of such instrument used in the previous inspection and if required corrective action is taken by the certification and inspection body.

**6.2.15** - Certification and Inspection body, Bharat Petroleum Corporation Limited maintains the list of equipment's required for inspection as per **IR 08**. Relevant information of the equipment, identification, verification / calibration details are available in **IR 08**.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 36 of 67



<b>SECTION 6.3</b>	<b>Subcontracting</b>	PAGE 1 of 1
ISO 17020 Clause	6.3	

**6.3.1 to 6.3.4-** The inspection body has adequate facilities and personnel to carry out the inspection activities and doesn't subcontract or outsource any of its activities. Hence the clause numbers 6.3.1 to 6.3.4 is not applicable to the certification and inspection body.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 37 of 67



# 7 - PROCESS REQUIREMENTS

Doc. No C & IB :01	<b>ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.</b>			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 38 of 67





<b>SECTION 7.1</b>	<b>Inspection methods and procedures</b>	PAGE 1 of 2
ISO 17020 Clause	7.1	

**7.1.1** Certification and Inspection body performs the inspection as per the requirement of IQCM (Industry Quality Control Manual). IQCM, Ethanol & Blends, Biodiesel and Blends Manuals provides a well-defined quality control procedures and documentation systems. The methods and procedures used for inspection are as per the requirement / Check list provided in IQCM. All the inspection criteria are well defined in IQCM.

**7.1.2** Certification and Inspection body, Bharat Petroleum Corporation Limited established a procedure (**IP 04– Procedure for ‘Inspection ’**) which describes Inspection techniques to be followed during inspection, planning of inspection, Sampling of products and compliance criteria and inspection checklist with marks. Only trained Inspectors are involved in inspection, who are having sufficient knowledge of sampling techniques to ensure correct sampling procedures and proper interpretation of results.

**7.1.3** All the procedures and inspection methods are standard methods. IQCM, a basic guideline for inspection purpose, formulated by the “PSU Industry QC Group” and approved by MOP & NG, adapts the International and National Standards, Specifications etc., No non-standard methods are being followed by Certification and Inspection body, Bharat Petroleum Corporation Limited. In case of introduction of any new technology in inspection process, following aspects are considered

- Validation of the new or changed inspection method using new technology.
- In case of (partly) replacement of an existing inspection method, it is investigated whether the inspection outcome is equally (or more) reliable than the outcome of the existing method;
- The applicable legal and safety requirements (like permits), legal limitations and legal conditions;
- The applicable limitations and conditions for the inspection method when new technology is used;
- Whether the use of new technology should be mentioned in the inspection report;

**7.1.4** Certification and Inspection body, Bharat Petroleum Corporation Limited maintains the latest version of IQCM which contains all the procedures, check lists, formats, instructions and also readily available or accessible by all the officers who are handling the process. Inspection check list also available in LIMS which can be assessed by all the inspectors.

**7.1.5** Certification and Inspection body, Bharat Petroleum Corporation Limited carries out inspection of its own Retail Storage locations. Therefore, a single one-time contract is signed with the Retail Head Quarter covering the aspects. However, the inspection body ensures the following.

- a) has adequate facilities, equipment, safety compliances, reference documentation, procedures, or human resources to carry out inspection of its own Retail Storage locations.
- b) The requirements of inspection are fixed as per the standard checklist and already known to both inspection body and customer. Hence, the inspectors are having clarity on scope of inspection.
- c) All the inspections are reviewed by inspection Manager and/or personnel assigned by Inspection Director
- d) The requirement of contract is fixed for all the customers. Therefore, the completion of audit as per checklist signifies the requirement of contract are met



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 39 of 67



<b>SECTION 7.1</b>	<b>Inspection methods and procedures</b>	PAGE 2 of 2
ISO 17020 Clause	7.1	

**7.1.6** Certification and Inspection body, Bharat Petroleum Corporation Limited uses the information provided by its internal customer as a part of inspection process / Inspection report. In case any information received from other parties, e.g. a regulating authority or the client of the inspection body is used during the inspection process as background data, the Certification and Inspection body, Bharat Petroleum Corporation Limited verifies integrity of such information.

**7.1.7** All observations or data obtained during the course of inspection are noted using the printout or photocopy of the Inspection check list and subsequently recorded in LIMS in a timely manner to prevent loss of information.

**7.1.8** Inspectors record the inspection details carefully in the LIMS and subsequently calculate the marks obtained thru LIMS software provision. Inspection report preview is generated and calculations as well as the date are thoroughly reviewed for any errors/mistakes before final release of the inspection report.

**7.1.9** Certification and Inspection body, Bharat Petroleum Corporation Limited established the procedure for safety inspection ( **IP 05 – Procedure for safety during Inspection** ) which address the procedure for carrying out inspection in a safe manner.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 40 of 67





<b>SECTION 7.2</b>	<b>Handling inspection items and samples</b>	PAGE 1 of 1
ISO 17020 Clause	7.2	

**7.2.1** All the samples inspected during the inspection process are selected from uniquely identified retention samples having standard labels/tags mentioning all required details like date of sample, tank no., etc. to avoid any confusion regarding their identity. The inspector selects such samples and advises the customer to use those.

**7.2.2** No special preparation is required for the samples being inspected during the process. However, in case of Flash Point testing, the sample is prepared by the customer as per the test procedure. The inspector witnesses the compliance to the procedures and makes a note of this.

**7.2.3** The non-compliances observed during the inspection are recorded as Non-Conformance (NC) or Partially Met category which are recorded in LIMS, and they will be communicated to the internal customer for their acceptance and necessary corrective actions.

In any case if the item's suitability is doubtful or the item does not conform to the description provided as per the laid procedures, the Inspector consults the internal customer before proceeding for the inspection of such items.

All such observations are recorded in LIMS after informing the customer.

**7.2.4** Certification and Inspection body, Bharat Petroleum Corporation does not own the facilities or equipment that it uses. Facilities and equipment are provided by the storage location during the inspection. Therefore, this clause is not applicable.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 41 of 67



<b>SECTION 7.3</b>	<b>Inspection records</b>	PAGE 1 of 1
ISO 17020 Clause	7.3	

**7.3.1** Certification and Inspection body maintains all the observations made during inspection in LIMS. The records also indicate identification of particular equipment, having a significant influence on the result of the inspection, has been used for each inspection activity.

Maintenance and control of these records are detailed in the procedure **IP 06 –Procedure for “Control of documents and records”**.

**7.3.2** All inspection reports are available in LIMS. Unique Identification Number is provided to facilitate future reference and traceability of the reports and records. The Inspection report contains the relevant details like date of inspection, name of the Customer / location, checklist with compliance status-remarks and marks obtained. Also, the non-conformance with suggested corrective actions will be reflected in the inspection report. Over & above, the inspector’s name who performed the inspection is clearly identified in the inspection report and thus traceability is established



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 42 of 67



## SECTION 7.4

### Inspection reports and inspection certificates

PAGE 1 of 2

ISO 17020 Clause 7.4

**7.4.1** The results of each inspection carried out by Certification and Inspection body, Bharat Petroleum Corporation Limited are reported accurately, clearly and objectively, and in accordance with specific instructions as per Appendix 17 of IQCM. Each and every inspection report contains the LIMS ID (Audit ID) which can be used for retrieving the full inspection reports.

**7.4.2** – Certification and Inspection body, Bharat Petroleum Corporation Limited issues the inspection report / certificate which includes the following details

- a) Identification of the issuing body
- b) Unique identification and date of issue
- c) Name of the storage of location (Customer)
- d) Date(s) of inspection
- e) Identification of the item(s) inspected
- f) Electronic signature of the inspector /Unique login credential of the inspector
- g) Inspection results with remarks (Fully met, PM or NC remarks) on each item inspected
- h) Statement indicating that the inspection report should not be reproduced, except in full or part without the written permission from Inspection Director.

Certification and Inspection body, Bharat Petroleum Corporation Limited also uses accreditation mark on the inspection report. The accreditation mark is used as per defined guidelines of NABCB.

**7.4.3** After completion of the Inspection, Certification and Inspection body, Bharat Petroleum Corporation Limited issues "Detailed Inspection Report" which contains all the checklist, compliance criteria with marks, status of conformance, recommendations and scheduled date of closure if there is any Non-conformances. Along with this, "Summary of Inspection Report" which contains the consolidation of line items as per process category and Total marks taken. Consolidated Non Conformances (if any) are also available in this report.

Both the reports are traceable under same LIMS identification number.

In addition, Certification and Inspection body, Bharat Petroleum Corporation Limited issues an Inspection Certificate stating that the inspection has been carried out by an Inspection body which complies to ISO 17020 standard.

Both the reports are traceable under same LIMS identification number.

**7.4.4** All data and details are reported correctly, accurately, and clearly by Certification and Inspection body, Bharat Petroleum Corporation Limited personnel (Inspector) . Certification and Inspection Body, Bharat Petroleum Corporation Limited does not subcontract any of its activities. Hence the results supplied by subcontractor is not applicable to the inspection body.





<b>SECTION 7.4</b>	<b>Inspection reports and inspection certificates</b>	PAGE 2 of 2
ISO 17020 Clause	7.4	

**7.4.5** In case any corrections or additions to already issued inspection report and/or inspection certificate is necessitated, an amended report or certificate is issued containing all the details as per the requirement of this clause. The amended report or certificate also contains the data w.r.t original report/certificate number that is replaced. The amended reports will have a suffix A followed by the original report/certificate number.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 44 of 67



<b>SECTION 7.5</b>		<b>Complaints and appeals</b>	PAGE 1 of 1
ISO 17020 Clause	7.5		

**7.5.1** Certification and Inspection body, Bharat Petroleum Corporation Limited has established and implemented a documented process to receive, evaluate and make decisions on Complaints and Appeals. This process involves how to receive, evaluate, investigate the Complaints and Appeals and take decisions and if it involves any corrective measures then the corrective actions to be implemented. These processes are detailed in **IP 07 -Procedure for "Complaints and Appeals"**

**7.5.2** Certification and Inspection body, Bharat Petroleum Corporation Limited handles the Complaint and Appeal process fairly and equitably. A description of the handling process for all the stake holders without request is accessible through BPCL portal.

These processes are detailed in **IP-07 (Procedure for "Complaints and Appeals")**

**7.5.3** Any complaint received is reviewed to establish if it is related to Certification and Inspection Body, BPCL operation. If so, the Inspection Director validates the complaint based on verification of all necessary information gathered and then the complaint is registered, and necessary actions are taken to address the complaint.

**7.5.4** The Inspection Director is responsible for decision on handling process for complaint and appeal. A detailed procedures for handling of complaints and appeals is provided in **IP-07 (Procedure for "Complaints and Appeals")**

**7.5.5** Certification and Inspection body, Bharat Petroleum Corporation Limited provides rights to the appellant/complainant to appeal/complaint against the process of Inspection. Certification and Inspection Body, Bharat Petroleum Corporation Limited ensures that no discriminatory action is taken by Certification and Inspection body, Bharat Petroleum Corporation Limited against the appellant/complainant at any stage of submission, investigation, and decision.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 45 of 67



<b>SECTION 7.6</b>	<b>Complaints and appeals process</b>	PAGE 1 of 1
ISO 17020 Clause	7.6	

**7.6.1** Certification and Inspection body, Bharat Petroleum Corporation Limited is committed to provide a fair process for handling any complaints/appeals. The time frame starting from receipt, evaluate and to make decision on any complaint/appeal will be completed within 30 days. The Inspection Director follows each complaint to conclusion and initiate appropriate corrective actions. All decisions of the Certification and Inspection body, Bharat Petroleum Corporation Limited are final. Certification and Inspection body, Bharat Petroleum Corporation Limited deals with these processes as detailed in the procedure **IP-07 (Procedure for "Complaints and Appeals" )**

This procedure includes

- a) Receipt, validation, investigation, and decision on the complaint/appeal,
- b) Tracking and recording response against complaints/appeals, including actions undertaken in response to them.
- c) Details of corrections and corrective actions taken against the complaint/appeal

**7.6.2** After receipt of the complaint/appeal, the Inspection Director gathers and verifies all necessary information in order to validate the complaint/appeal. In case any more information / document is needed, the same shall be sought from the complainant/ any other party as decided by the Inspection Director.

**7.6.3** The Inspection Manager acknowledges the receipt of the complaint/appeal within one week (through email/letter). Inspection Director makes all efforts to process / resolve the complaint within 1 month and appeals within 2 months, unless it requires more time depending on the nature of the complaint. Certification and Inspection Body, BPCL provides periodic updates on the progress of complaint investigation as well as information about its outcome to the complainant.

**7.6.4** The outcomes of complaints / Appeals are reviewed and approved by Inspection Director. The Inspection Director communicates the final outcome to the complainant / Appellant through Email/Letter/BPCL portal. It is ensured that in the entire process no person is assigned who was involved in original inspection activities in question.

**7.6.5** Certification and Inspection body, Bharat Petroleum Corporation Limited provides formal notice about the decision taken on Complaint/appeal (**IR/10**) to the complainant/appellant at the end of complaint & appeals-handling process through email/letter / BPCL portal.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 46 of 67



# 8-MANAGEMENT SYSTEM REQUIREMENTS





<b>SECTION 8.1</b>		<b>Options</b>	PAGE 1 of 1
ISO 17020 Clause	8.1		

**8.1.1** The Certification and Inspection body, Bharat Petroleum Corporation Limited has established, documented, implemented and maintained a management system that is capable of supporting and demonstrating the consistent fulfilment of the requirements of IS/ISO/IEC 17020: 2012 . Certification and Inspection body, Bharat Petroleum Corporation Limited has implemented a management system in accordance with **Option A**.

**8.1.2** As a part of Management system requirements, the Certification and Inspection body, Bharat Petroleum Corporation Limited addresses the following:

- management system documentation (addressed in clause 8.2 of this manual);
- Control of documents (addressed in clause 8.3 of this manual);
- Control of records (addressed in clause 8.4 of this manual);
- management review (addressed in clause 8.5 of this manual);
- internal audit (addressed in clause 8.6 of this manual);
- corrective actions (addressed in clause 8.7 of this manual);
- Preventive actions (addressed in clause 8.8 of this manual);
- complaints and appeals (addressed in clause 7.5 and 7.6 of this manual).

**8.1.3** Certification and Inspection Body, Bharat Petroleum Corporation Limited has implemented the requirements of Option A, and hence, the requirements of this clause is not applicable.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 48 of 67





<b>SECTION 8.2</b>	<b>Management system documentation</b>	PAGE 1 of 2
ISO 17020 Clause	8.2	

**8.2.1** Certification and Inspection body, Bharat Petroleum Corporation Limited top management has established, documented and maintained Policies and Objectives for the fulfillment of IS/ISO/IEC 17020: 2012 and ensures that the policies and objectives are acknowledged and implemented at all levels of Certification and Inspection body, Bharat Petroleum Corporation Limited

Certification and Inspection Director issues the Quality Policy statement and overall Objectives of the Certification and Inspection body, Bharat Petroleum Corporation Limited under the authority of Top Management. Through appropriate evaluation like meetings/discussions/trainings, review in MRM, management ensures the acknowledgement and implementation of Policies and objectives at all levels Certification and Inspection body, Bharat Petroleum Corporation Limited

**8.2.2** Evidence of commitment by the Certification and Inspection body, Bharat Petroleum Corporation Limited to the development, implementation and to the continual improvement of management system is demonstrated through Quality Objectives and related activities which are discussed and evaluated in MRM.

**8.2.3** Certification and Inspection Director appointed Inspection Manager who irrespective of other responsibilities having the following responsibilities and authorities w.r.t. Certification and Inspection body, Bharat Petroleum Corporation Limited

- a) ensuring the processes and procedures needed for the management system are established, implemented and maintained.
- b) Inspection Manager reports to certification and Inspection Director who is the top management of Certification and Inspection body, Bharat Petroleum Corporation Limited. Inspection Manager apprises the performance of the management system and any need for improvement to the certification and inspection Director.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 49 of 67



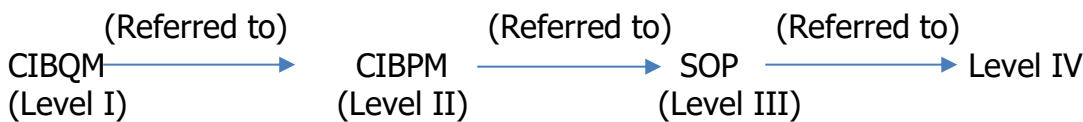
<b>SECTION 8.2</b>		<b>Management system documentation</b>	PAGE 2 of 2
ISO 17020 Clause	8.2		

**8.2.4** All documentation, processes, systems, records are interrelated with each other and have references from Level I document to Level IV documents.

Certification and Inspection body, Bharat Petroleum Corporation Limited management constitutes the following documentation structures.

<u>Level</u>	<u>Documents</u>
I	Certification and Inspection Body Quality Manual (CIBQM)
II	Certification and Inspection Body Procedure Manual (CIBPM)
III	Standard operating procedure (SOP)
IV	Forms/Formats/Registers & External Origin Documents

Cross-reference:



**8.2.5** Personnel involved in Inspection activities have access to the parts of the management system documentation and related information depends on their roles and responsibilities as per section 5.2.3 of this manual and as per their competency matrix.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 50 of 67



<b>SECTION 8.3</b>	<b>Control of documents (Option A)</b>	PAGE 1 of 2
ISO 17020 Clause	8.3	

**8.3.1** Certification and Inspection body, Bharat Petroleum Corporation Limited has developed and implemented a **procedure ( IP 06 -Procedure for " control of documents and records " )** to control the documents of all the internally generated & external management system documents.

Certification and Inspection body maintains the mast list of documents (**IR 02A – Master List of Documents**)

### 8.3.2

**a)** All relevant documents available in Certification and Inspection body, Bharat Petroleum Corporation Limited as part of management system are reviewed and approved for its adequacy by authorized personnel prior to issue. The approval, preparation, reviewing and issuance authorities have been identified for each level of documentation.

The Inspection Manager has overall responsibility to control and updation of all the Management system documents.

**b)** Inspection Manager facilitates the reviews and updates all the documents periodically where necessary (documents such as IBQM, IBPM, SOP's, Forms & Formats) .

**c)** Changes/Amendments in internal documents (CIBQM, CIBPM, SOP's /Forms & Formats) are done by submitting Change request note to the approving authority describing nature of changes and justification of the same. The amended part of the new inclusions are properly identified in the "Amendment History" sheet of all documents.

Changes/Amendments in external documents are identified by Inspection Manager and inform the same to all level of Certification and Inspection body, Bharat Petroleum Corporation Limited personnel for implementing the same.

**d)** Authorised Relevant versions of applicable documents are available at points of use.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 51 of 67



## SECTION 8.3

## Control of documents (Option A)

PAGE 2 of 2

ISO 17020 Clause 8.3

- e) All management documents are legible and are easily identified using unique document number / Record number

UNIQUE IDENTIFICATION OF DOCUMENTS	
A	<b>IP/XX</b>
	IP – INSPECTION PROCEDURE
	XX - SEQUENTIAL NUMBERS
B	<b>SOP/XX</b>
	SOP – STANDARD OPERATING PROCEDURE
	XX - SEQUENTIAL NUMBERS
C	<b>IR/XX</b>
	INSPECTION RECORDS
	XX - SEQUENTIAL NUMBERS
D	<b>IF/XX</b>
	INSPECTION FORMATS
	XX - SEQUENTIAL NUMBERS

Management system documents of Certification and Inspection body, Bharat Petroleum Corporation Limited have unique document no., issue No., date of issue, revision no., revision date, Page No. , Total no. of pages, issuing authority and approving authority. Suitable identification is provided for the end of document.

- f) External Origin Documents such as IQCM , MDG and normative reference documents are suitably identified and distribution is controlled as per the document control procedure (**IP 06 -Procedure for ' control of documents and records '**)
- g) To avoid unintended use of obsolete documents, all obsolete documents are suitably identified and withdrawn from the place of use immediately.

Obsolete documents retained for legal/reference purpose are suitably marked as per procedure.





<b>SECTION 8.4</b>	<b>Control of records</b>	PAGE 1 of 1
ISO 17020 Clause	8.4	

**8.4.1** Certification and Inspection body, Bharat Petroleum Corporation Limited has established and maintained the procedure (**IP 06 -Procedure for " Control of documents and records "**) for retaining all the inspection records.

All inspection documents and records are legibly indexed to facilitate their retrieval and stored in a suitable environment to prevent deterioration and loss. All records including back up records are accessed by authorized personnel and preserved in controlled manner. Records are retained for designated periods and are suitably disposed of at the completion of retention period. Relevant contractual records (if any) are retained by the Inspection body for its period.

Procedure for **control of documents and records (IP 06 -Procedure for " Control of documents and records ")** defines how to identify, storage, protect, retrieval, retention time and disposition of its records.

**8.4.2** Certification and Inspection body, Bharat Petroleum Corporation Limited has established and maintained the procedure (**IP 06 -Procedure for " Control of documents and records "**) for retaining all the inspection records in consistent with consistent with its contractual and legal obligations. Relevant contractual records and legal obligations are retained by Inspection Manager for its period. Access to these records are given only to authorized persons. Certification and Inspection body, Bharat Petroleum Corporation Limited maintains confidentially agreements with all Certification and Inspection body, Bharat Petroleum Corporation Limited personnel ( **IR 07**)



Doc. No C & IB :01	<b>ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.</b>			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 53 of 67



<b>SECTION 8.5</b>	<b>Management review</b>	PAGE 1 of 1
ISO 17020 Clause	8.5	

**8.5.1.1** Certification and Inspection body, Bharat Petroleum Corporation Limited has established and documented a procedure **IP 08 (Procedure for 'Management Review')** to review its management system.

Certification and Inspection body, Bharat Petroleum Corporation Limited conducts Management Review Meeting once in a year to review its management system for its continuing suitability, adequacy, effectiveness, policies, and objectives.

The meeting is chaired by Certification and Inspection Director. Inspection Manager, Dy. Inspection Manager, Inspectors, Appeal and complaint committee members are also part of this meeting.

**8.5.1.2** Certification and Inspection body, Bharat Petroleum Corporation Limited conducts Management Review Meeting once in a year

**8.5.1.3** Minutes of the management review meeting is maintained by Certification and Inspection body, Bharat Petroleum Corporation Limited ( **IR/11G**)

**8.5.2** The aspects reviewed during the management review meeting are:

- a) results of internal and external audits.
- b) feedback from customers and interested parties related to the fulfilment of IS/ISO/IEC 17020:2012.
- c) the status of preventive and corrective actions.
- d) follow-up actions from previous management reviews.
- e) the fulfilment of objectives;
- f) changes that could affect the management system;
- g) appeals and complaints.
- h) Safeguarding impartiality
- i) adequacy of current human and equipment resources, projected workloads and the need for training of both new and existing staff
- j) effectiveness of systems established to ensure adequate competence of the personnel

**8.5.3** The output of management review meeting are recorded as per **IR/11G** which includes the decisions and actions to be taken related to the following:

- a) improvement of the effectiveness of the management system and its processes;
- b) improvement of the inspection body related to the requirement of IS/ISO/IEC 17020:2012;
- c) resource needs.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 54 of 67



<b>SECTION 8.6</b>	<b>Internal audits</b>	PAGE 1 of 1
ISO 17020 Clause	8.6	

**8.6.1** Certification and Inspection body, Bharat Petroleum Corporation Limited has established the Procedure for internal audits to verify the effective implementation and maintenance of management system. The procedure for Internal Audit is detailed in **IP 09 -Procedure for 'Internal Audit'**)

**8.6.2** The Inspection Manager prepares the audit plan covering the criteria and scope and schedule the internal audit taking into consideration the importance of the processes and areas to be audited, as well as the results of previous audits. Internal Audit programme is maintained as per **IR/11** which includes important processes and areas to be audited, as well as the outcome of previous audits.

**8.6.3** Certification and Inspection body, Bharat Petroleum Corporation Limited conducts **Internal Audit at least** once every 12 months covering all procedures in a planned and systematic manner to verify the effectiveness of the management system.

**8.6.4** Certification and Inspection body, Bharat Petroleum Corporation Limited conducts **Internal Audit at least** once every 12 months. It is ensured that all requirements of ISO/IEC 17020 are covered by the internal audit program. The frequency of audit is based on criticality of inspection, maturity of the inspection process etc. In case of major organizational and/or procedural changes, detection of problems that affect the fulfilment of any ISO/IEC 17020 requirement (e.g. a rise in complaints and appeals; unsatisfactory results at external audits; issues with personnel qualification, etc.) additional audits are also conducted depending on the need.

The internal audit is conducted as per the defined procedure **IP 09 (Procedure for 'Internal Audit')**)

**8.6.5** Certification and Inspection body, Bharat Petroleum Corporation Limited through its Internal Audit Procedure **IP 09 (Procedure for 'Internal Audit')**) ensures the following:

- Internal audits are conducted by qualified permanent personnel having sufficient knowledge in the IQCM, inspection process, auditing and the requirements of IS/ISO/IEC 17020:2012;
- It is ensured that auditors do not audit their own work;
- Personnel responsible for the area audited are informed of the outcome of the audit.
- any actions resulting from internal audits are taken in a timely and appropriate manner.
- any opportunities for improvement are identified.
- the results of the audit are documented in internal Audit check list ( **IR/11D**)



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 55 of 67



<b>SECTION 8.7</b>	<b>Corrective actions</b>	PAGE 1 of 1
ISO 17020 Clause	8.7	

**8.7.1** Certification and Inspection body, Bharat Petroleum Corporation Limited has established procedure (**IP 10 -Procedure for "corrective actions"**) for identification and management of corrective actions for non-conformities in its inspection process.

**8.7.2** Certification and Inspection Body, Bharat Petroleum Corporation Limited wherever necessary, takes actions to eliminate the causes of nonconformities in order to prevent recurrence.

**8.7.3** To encounter the impact of the problem, the corrective actions are taken by applying appropriate root cause analysis.

**8.7.4** The procedures for Corrective Action (**IP 10 -Procedure for "corrective actions"**) addresses the following:

- a) Identifying nonconformities;
- b) determining the causes of nonconformity.
- c) correcting nonconformities.
- d) evaluating the need for actions to ensure that nonconformities do not recur;
- e) determining and implementing the actions needed in a timely manner.
- f) recording the results of actions taken.
- g) reviewing the effectiveness of corrective actions.



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 56 of 67





<b>SECTION 8.8</b>	<b>Preventive actions</b>	PAGE 1 of 1
ISO 17020 Clause	8.8	

**8.8.1** Certification and Inspection body, Bharat Petroleum Corporation Limited has established and implemented the procedure for preventive actions (**IP 11:-Procedure for "Preventive actions"**) to eliminate the causes of potential nonconformities. The preventive actions are taken in a pro-active process of identifying potential non-conformities and opportunities for improvement.

**8.8.2** Based on identified sources of potential non-conformities and its impact of the potential problem necessary Preventive actions are taken to eliminate the potential problems.

**8.8.3** Certification and Inspection body, Bharat Petroleum Corporation Limited has established and implemented the procedure for preventive actions (**IP 11-Procedure for "Preventive actions"**) addresses the following requirements:

- a) identifying potential nonconformities and their causes;
- b) evaluating the need for action to prevent the occurrence of nonconformities;
- c) determining and implementing the action needed.
- d) recording the results of actions taken;
- e) reviewing the effectiveness of the preventive actions taken.





**SECTION  
Annexure I**

**LIST OF CERTIFICATION AND  
INSPECTION  
BODY  
PROCEDURES**

PAGE 1 of 1

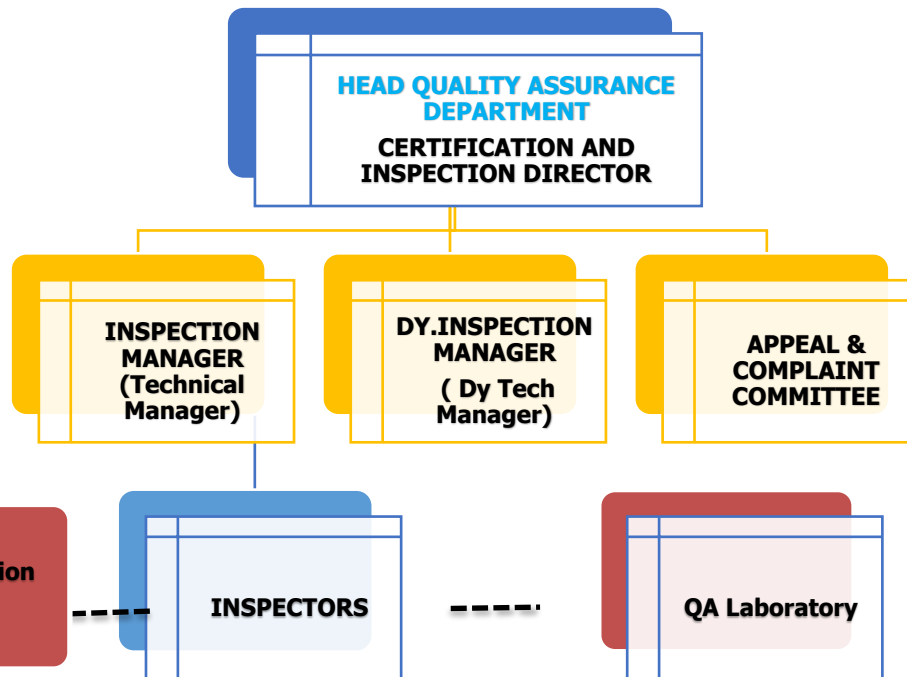
ISO Clause	170240	8.2	
---------------	--------	-----	--

Sl. No.	Procedure No.	Title
1.	IP 01	Selection, training, formally authorizing & monitoring of Certification and Inspection body personnel
2.	IP 02	Handling of test items / Inspection items
3.	IP 03	Handling defective equipment
4.	IP 04	Inspection
5.	IP 05	Safety during Inspection
6.	IP 06	Control of documents and records
7.	IP 07	Appeals and Complaints
8.	IP 08	Management Review
9.	IP 09	Internal Audit
10.	IP 10	Corrective Action
11.	IP 11	Preventive actions





<b>SECTION</b> <b>Annexure II</b>	<b>CERTIFICATION</b> <b>INSPECTION</b> <b>ORGANISATION STRUCTURE</b>	<b>AND</b> <b>BODY</b>	PAGE 1 of 2
ISO 17020 Clause	5.2		



Doc. No C & IB :01	ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.			
Issue No: 01	Issue Date: 01-Jan-2022	Amend No: 03	Amend Date: 01-May-2023	Page 59 of 67

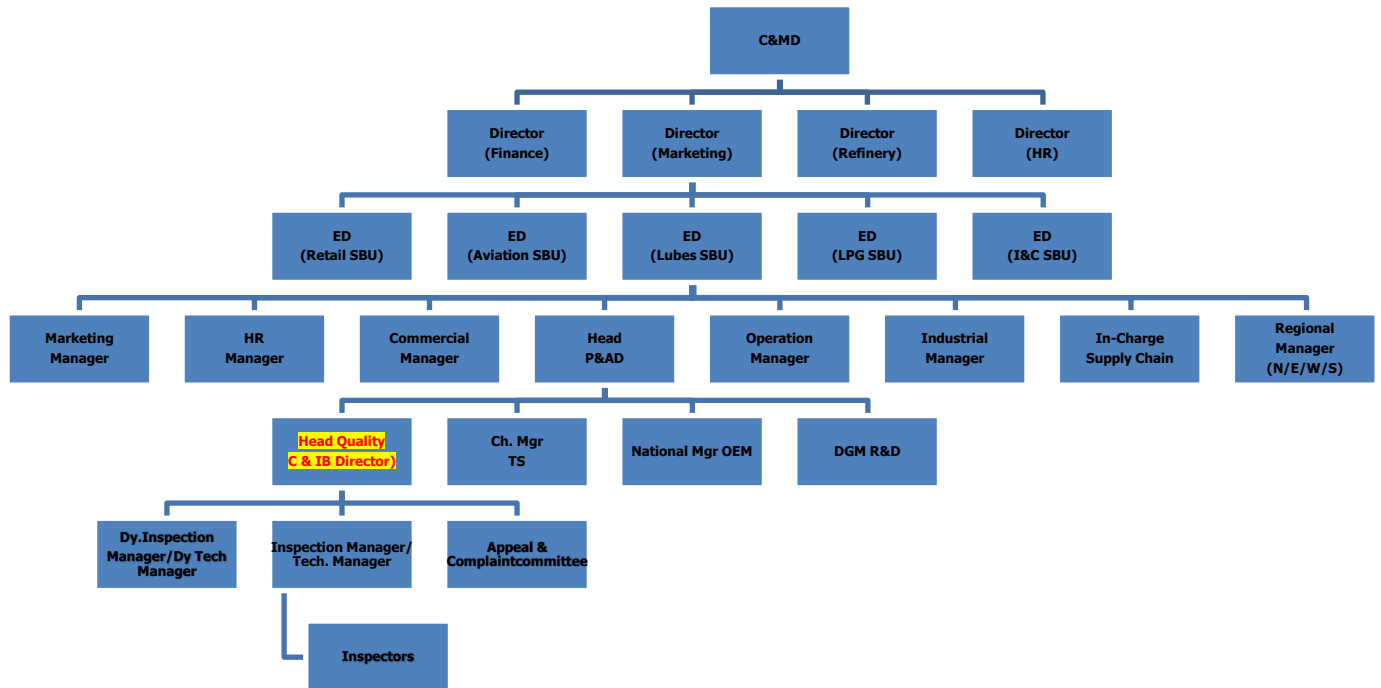


**SECTION  
Annexure II**

**CERTIFICATION  
INSPECTION  
AND  
BODY  
ORGANISATION STRUCTURE**

PAGE 2 of 2

ISO 17020 Clause 5.2



# QUALITY MANUAL

CERTIFICATION AND INSPECTION BODY,  
BHARAT PETROLEUM CORPORATION LIMITED



## SECTION Annexure III

## RISK ASSESSMENT FOR CERTIFICATION AND INSPECTION BODY

PAGE 1 of 4

ISO 17020 Clause 4.1

Potential threat(s)	Risk(s) associated with the threat	Mitigation Measures	Periodicity of evaluation/ Responsibility
Impartiality	Situations of undue influence can lead to Inspection outcomes being either intentionally or unintentionally incorrect	<ul style="list-style-type: none"><li>• This aspect is a part of the Certification and Inspection body, Bharat Petroleum Corporation Limited quality policy which reaffirms commitment of top management.</li><li>• The Certification and Inspection body, Bharat Petroleum Corporation Limited personnel are independent of the department from which storage location to be Inspected. There is no reporting relationship.</li><li>• Certification and Inspection body, Bharat Petroleum Corporation Limited personnel have signed the Impartiality agreement.</li><li>• The performance of the Certification and Inspection body, Bharat Petroleum Corporation Limited personnel is not being assessed on the basis of number of inspections carried out.</li><li>• All the Certification and Inspection body, Bharat Petroleum Corporation Limited personnel are getting their salaries, remuneration and other financial benefits as per their position &amp; designation as attributed in BPCL policies.</li></ul>	Half yearly/ Inspection Manager

Doc. No C & IB :01

ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.

Issue No: 01

Issue Date: 01-Jan-2022

Amend No: 03

Amend Date: 01-May-2023

Page 61 of 67



**SECTION  
Annexure III**

**RISK ASSESSMENT FOR  
CERTIFICATION  
AND  
INSPECTION BODY**

PAGE 2 of 4

ISO 17020 Clause 4.1

Potential threat(s)	Risk(s) associated with the threat	Mitigation Measures	Periodicity of evaluation/ Responsibility
		<ul style="list-style-type: none"> <li>No incentive is provided to the Certification and Inspection body, Bharat Petroleum Corporation Limited personnel as sales commission or other inducement for the referral of new inspections, etc.</li> <li>All the risks and potential threats are reviewed in the MRM at least once a year</li> <li>Before selection of any Certification and Inspection body, Bharat Petroleum Corporation Limited personnel as inspector, the inspector is name shared with the location to be inspected to provide undertaking on potential conflict of interest to ensure that the confidentiality and impartiality of the inspections are not compromised.</li> <li>The Inspection program is a mandatory requirement and do not have any commercial implication/source of revenue. Therefore, there is no financial threat to impartiality.</li> <li>The internal audits are conducted by auditors from different area.</li> </ul>	
Conflict of Interest	Potential bias is risked in actions, judgment, and/or decision-making in inspection	<ul style="list-style-type: none"> <li>Certification and Inspection body, Bharat Petroleum Corporation Limited maintain up-to-date personnel records, including relevant information, e.g. qualifications, training, experience, and known conflicts of interest</li> </ul>	Annual/ Inspection Manager





**SECTION  
Annexure III**

**RISK ASSESSMENT  
CERTIFICATION  
AND  
INSPECTION BODY**

PAGE 3 of 4

ISO 17020 Clause 4.1

Potential threat(s)	Risk(s) associated with the threat	Mitigation Measures	Periodicity of evaluation/ Responsibility
	activity or individual's vested interests	<ul style="list-style-type: none"> <li>• Certification and Inspection body, Bharat Petroleum Corporation Limited takes declaration from all its personnel regarding any potential conflict of interest in any of the storage locations</li> <li>• Certification and Inspection body, Bharat Petroleum Corporation Limited employees reaffirm their commitment to the Policy annually</li> <li>• Post the Policy, providing access to all stakeholders and storage locations on the BPCL portal/website</li> <li>• Act upon allegations of violations to the Policy as outlined in the Policy on Appeals, Complaints and Discipline.</li> <li>• Before selection as inspector for any storage location, the inspector signs a declaration stating no conflict of interest with the storage location.</li> <li>• Inspector will inform the Certification and Inspection body, Bharat Petroleum Corporation Limited if any known conflict of interest exists.</li> <li>• Internal Auditor are selected from different area as regards to the area to be audited.</li> <li>• Before taking up the audit, auditors inform if any known conflict of interest exists.</li> </ul>	



# QUALITY MANUAL

CERTIFICATION AND INSPECTION BODY,  
BHARAT PETROLEUM CORPORATION LIMITED



## SECTION Annexure III

## RISK ASSESSMENT FOR CERTIFICATION AND INSPECTION BODY

PAGE 4 of 4

ISO 17020 Clause 4.1

Potential threat(s)	Risk(s) associated with the threat	Mitigation Measures	Periodicity of evaluation/ Responsibility
Confidentiality	The disclosure of sensitive information can lead to a loss of stake holder trust, confidence and loyalty.	<ul style="list-style-type: none"> <li>This aspect is a part of the Certification and Inspection body, Bharat Petroleum Corporation Limited quality policy which reaffirms commitment of top management.</li> <li>Individuals are made aware to be sensitive to the risk of inadvertent disclosure and should refrain from the use of speaker phones to discuss confidential information if the conversation could be heard by unauthorized persons.</li> <li>All Certification and Inspection body, Bharat Petroleum Corporation Limited personnel sign a confidentiality/ nondisclosure agreement on annual basis to reaffirm their commitment to the Policy</li> </ul>	Annual/ Inspection Manager
Information security	Sensitive information being leaked	<ul style="list-style-type: none"> <li>This aspect is a part of the Certification and Inspection body, Bharat Petroleum Corporation Limited quality policy which reaffirms commitment of top management.</li> <li>Only authorized personnel have access to the secured information (like Audit plan , inspection reports etc.) through use of lock &amp; key or passwords.</li> <li>Visitors to the Certification and Inspection body, Bharat Petroleum Corporation Limited offices enter only with authorization at security gate during office hours.</li> <li>Files, computers, servers, containing secure materials are not accessible to visitors.</li> </ul>	Annual/ Inspection Manager

Doc. No C & IB :01

ALL PRINTED AND ELECTRONIC COPIES AND VERSIONS EXCEPT THE ONE ACCESSIBLE ON THE BPCL SERVER ARE CONSIDERED AS UNCONTROLLED COPIES USED FOR REFERENCE ONLY.

Issue No: 01

Issue Date: 01-Jan-2022

Amend No: 03

Amend Date: 01-May-2023

Page 64 of 67







**SECTION  
Annexure IV**

**Policy on meeting NABCB  
Accreditation  
Requirements Criteria**

PAGE 1 of 2

ISO 17020 Clause

-

**Policy on Measurement Traceability:**

Certification and Inspection body, BPCL has following Policy on Measurement Traceability

- i. The Certification and Inspection body does not maintain any calibrated equipment. The inspectors use the calibrated equipment of storage locations during the inspection process. Therefore, the Certification and Inspection body takes the responsibility for the verification the calibration status of all the equipment (traceable to the SI units in accordance with the requirements specified in ISO/IEC 17025) before using them during the inspection of locations.

**Policy on use of Testing Laboratories as part of Inspection**

Certification and Inspection body, BPCL does not use the services of laboratories for testing as a part of its inspection activities. Therefore this clause is not applicable

**Policy on Proficiency Testing (PT)**

Certification and Inspection body, BPCL has the following policy to establish the technical competence and the quality of inspection activities.

- i. 5% random technical witnessing of inspection of one inspector by another in the course of an inspection, to confirm the coverage and application of judgment.
- ii. Review of 5% inspection reports, records and supporting materials to establish whether the inspection was conducted properly.





## SECTION Annexure IV

## Policy on meeting NABCB Accreditation Requirements

PAGE 2 of 2

ISO 17020 Clause

-

### Policy on use of NABCB Accreditation Mark

Certification and Inspection body, BPCL has following policy on use of NABCB accreditation mark

- i. NABCB Accreditation Mark is used on all the inspection reports/certificates issued.

Certification and Inspection body, BPCL ensures that it describes its NABCB Accreditation Status in a manner that does not imply that accreditation is held in areas that are outside the scope of accreditation, for its other activities and branch offices facilities that are not included in the accreditation or for products or services that NABCB accreditation does not cover. It also ensures compliance to the detailed conditions on use of NABCB Accreditation Mark as prescribed in NABCB document BCB 202.

### System of monitoring time for Inspections undertaken by the Inspection Body

Certification and Inspection body, BPCL has fixed the time schedule of inspection (i.e. no. of inspection days) of various Retail locations based on the scope of operation activities. Normally 2 inspection days are scheduled for all locations unless there is a requirement of any additional inspection day. The entire inspection process comprises of opening meeting, Field visit, witness of various activities, testing of retention samples, verification of records, interaction with field staff, preparation of inspection report and closing meeting. The evidence of all these activities are recorded in the inspection report. Further, following actions are taken to monitor the time spent during inspection

- 5% random technical witnessing of inspection is done by another nominated inspector
- 5% Random reports are verified to assess the extent of time spent by the inspection personnel.
- Post inspection feedback on random basis is taken from the inspected location personnel (Location In-Charge or QC Coordinator) to assess the time utilization by inspection personnel.



# End of Document

