Internal Implementation Process
(IS/ISO 9001:2015)

Department of Agricultural Research and Education
and
Indian Council of Agricultural Research
Ministry of Agriculture & Farmers Welfare
Krishi Bhavan, New Delhi

Internal Implementation Process

(IS/ISO 9001:2015)

Department of Agricultural Research and Education
Indian Council of Agricultural Research
Ministry of Agriculture & Farmers Welfare,
Krishi Bhavan, New Delhi

Internal Implementation Processes

(IS/ISO 9001:2015)

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Concept and Guidance: Sh Rajeev Lal, Joint Secretary & Management Representative (MR) of DARE/ ICAR, New Delhi

Compilation and Writing: Dr. Vikram Singh, Senior Scientist. IP&TM Unit; and Shri Ajai Verma, Deputy Secretary, Governance Cell, ICAR, New Delhi

Contributors: Working Group for Regular Maintenance of IS/ISO 9001:2015 Certification Activities at DARE/ICAR Hqrs.

- ❖ Dr. K. P. Singh, Principal Scientist, ICT Division
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- ❖ Dr. Vikram Singh, Senior Scientist. IP&TM Unit
- ❖ Sh Ajai Verma, Deputy Secretary, Governance Cell
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- ❖ Sh. Anshul Gupta, Under Secretary, Technical Service
- ❖ Sh. N. K. Sarvang, Under Secretary, Governance Cell
- ❖ Sh. Himanshu Kumar, Under Secretary, Administration

Layout & design: Directorate of Knowledge Management in Agriculture

Department of Agricultural Research and Education

and

Indian Council of Agricultural Research

QUALTIY POICY

DARE and ICAR are committed to clientele satisfaction and continual improvement for achieving excellence in agricultural research, education and frontline extension. This is achieved through systematic knowledge management, sense of ownership, responsive approach, human resource development, technological up-gradation, conducive work culture and implementation of effective Quality Management System ensuring compliance with applicable requirements.

QUALITY OBJECTIVES

1. Achieving the documented measurable targets timely, qualitatively and with enhanced resource use efficiency

2. Providing improved service delivery to stakeholders through IT-enabled systems management and human resource development

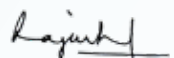3. Ensuring continual enhancement of clientele satisfaction

(Himanshu Pathak)
Secretary (DARE) & Director General (ICAR)
Krishi Bhavan, New Delhi

Dated: 09th November, 2023

Department of Agricultural Research and Education
&
Indian Council of Agricultural Research

Internal Implementation Process

Doc No:	:	DARE/ICAR IIP-02
Issue No:	:	02
Effective Date:	:	9th November, 2023
Issued by:	:	MR, DARE/ICAR
Signature		

(Rajeev Lal)

Contents

SCOPE of the Quality Management System
@ DARE/ICAR

Quality Management System of DARE/ICAR Head Officecovers *"All the activities of DARE and ICAR pertaining to coordinating, guiding and managing research, extension and education in agriculture including Crop Science, Horticulture Science, Natural Resource Management, Agricultural Engineering, Animal Science, Fisheries Science, Agricultural Education, and Agricultural Extension are executed through various ICAR institutes, National Research Centers, National Bureaux, Directorates, Project Directorates, Krishi Vigyan Kendras and Agricultural Universities."*

Purpose of the Document: *To make aware about the IS/ISO 9001:2015 related activities and its processes in DARE/ICAR.*

IS/ISO 9001:2015 @ DARE/ICAR

Introduction: International Organization for Standardization (ISO) 9001 is defined as the international standard that specifies requirements for a Quality Management System (QMS). Organizations use this standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements.

The current version of ISO 9001 was released in September 2015. This version ISO 9001:2015 applies to any organization, regardless of size or industry. It specifies the requirements for an effective Quality Management System (QMS), and helps them in: Organize a QMS; *Create Satisfied Customers, Management, and Employees; Continually Improve their Processes; and save costs.*

Quality Management System: A quality management system is a way of defining how an organization can meet the requirements of its customers and other stakeholders affected by its work. ISO 9001 is based on the idea of continual improvement. It doesn't specify what the objectives relating to "*quality*" or "*meeting customer needs*" should be, but requires organizations to define these objectives themselves and continually improve their processes in order to reach them.

Benefits of ISO 9001: 2015: Implementing a quality management system will help in following ways:

❖ Emphasis on leadership engagement in development of QMS and its implementation.

❖ Assess the overall context of your organization to define who is affected by your work and what they expect from you. This will enable you to clearly state your objectives and identify new business/service opportunities.

❖ Put your customers *(ICAR-Institutes)* first, making sure you consistently meet their needs and enhance their satisfaction. This can lead to repeat customer, new clients and increased business/services for your organization.

❖ Work in a more efficient way as all your processes will be aligned and understood by everyone in the business or organization. This increases productivity and efficiency, and bringing internal costs down.

❖ Meet the necessary statutory and regulatory requirements.

❖ Identify and address the risks associated with your organization

IS/ISO 9001:2015 at DARE/ICAR:

✓ The **First** Certificate of Quality Management Systems **(IS/ISO 9001:2008)** was granted to DARE/ICAR by Bureau of Indian Standards (BIS) for three years *(from 04.07.2013 to 03.07.2016).*

✓ This Certificate of Quality Management Systems (IS/ISO 9001:2008) was Renewed **(Second)** by Bureau of Indian Standards (BIS) for three years *(from 02.02.2017 to 14.09.2018).*

✓ The **Third** Renewal of this certificate from 14.09.2018 to 03.07.2019 by BIS was issued with its new version i.e., **IS/ISO 9001-2015.**

✓ In this regard 137 ICAR officials were trained by conducting *"Awareness and Internal Audit Training Course on Quality Management Systems as per IS/ ISO 9001:2015"* in collaboration with BIS-NITS, Noida and its Certificates were issued *(Annexure-I & II).*

✓ The Certificate was again Renewed (Fourth) for next three years (from 04.07.2019 to 03.07.2022) by BIS.

  Further, this certificate has been renewed (Fifth) for next three years from 30.11.2022 to 03.07.2025 *(Annexure-III).*

✓ To manage the activities related to this certification Joint Secretary, ICAR is the Nodal Officer (On behalf of Secretary DARE and DG, ICAR) which is named as **Management Representative (MR)** for IS/ISO 9001:2015 supported by Quality Management System (QMS) **Coordinators** at each Division/Unit. The **Heads** of each Division/Unit are **responsible** for its implementation and regular maintenance.

✓ To update the Quality Manual and System Procedures of DARE/ ICAR for IS/ ISO 9001:2015, as well as other relevant assignments of ISO related activities viz. Surveillance/ Internal Audits, Management Review Meeting (MRM), document revisions etc., a **Working Group** has been nominated which is supporting to Management Representative (MR) of IS/ ISO 9001:2015 *(Annexure-IV).*

✓ A **Management Review Committee** has been constituted to review the operation and effectiveness of Quality Management System. The committee consists of:

Secretary DARE and DG, ICAR	**Chairman**
Addl. Secretary DARE and Secretary ICAR	Dy. Chairman
Divisional Heads	Members
Management Representative (MR)	Coordinator
Any other member (s) as desired by Chairman	

Work Responsibilities of Management Representative (MR) Unit

To maintain and sustain this certification on regular basis, MR of DARE/ICAR has to Organize:

- ✓ Awareness Trainings/Programmes/ Meetings,
- ✓ Internal Audits,
- ✓ Management Review Meeting (MRM),
- ✓ Creation and Revision of Documents/Activities,
- ✓ External Audits viz. Surveillance Audit, and Renewal Audit, and
- ✓ Other Mandatory Requirements of the Standard.

Important Documents of IS/ISO 9001:2015:

All the Divisions/Units have to maintain following documents for execution of IS/ISO 9001:2015 activities at their office:

- ✓ **Quality Manual:** A quality manual is a document that states the organization's intentions for operating and executing the processes within its Quality Management System.

- ✓ **Common/ System Procedures:** This document consists of operating procedures according to the Quality Manual.

- ✓ **Quality Policy and Quality Objective:** Quality Policy is a dynamic document which should be widely communicated, understood and adopted throughout the organization. Quality Objectives have been developed to implement the Quality Policy addressing overall organizational focus.

- ✓ **Divisional Document:** This document is compilation of Organogram, Responsibility and Authority, Objective/Targets, Major Activities, Key Achievements, area for improvements, customers, quality system documents etc. A template of the Divisional Document is explained at **Annexure-V.** This document must be signed by the concerned Division/Unit Head only. The signed (Scan) copy of this document should be sent to MR Unit for record keeping.

- ✓ **Internal Documents:** TThese are the documents viz. *Decisions, Guidelines, Reports, Office Orders, Manuals etc.* which were created/ issued/ prepared by the DARE/ICAR eg. *Guidelines for AICRP/QRT, Decisions of Personnel/ Administration Divisions for Scientific/Technical Service Management, Annual Reports etc.*

- ✓ **External Documents:** These are the documents viz. *Decisions, Guidelines, Reports, Office Orders, Manuals etc.* which were issued/ prepared by other organizations viz. *Decisions and Guidelines of DOPT, Ministry of Finance, Acts and Rules of PPV&FRA, Patents, Biodiversity Authority etc.,* and are required/useful in DARE/ICAR's office procedures/activities.

- ✓ **Internal Audit Report:** This is the work efficiency report submitted by Internal Auditor (twice in a year) to the QMS Coordinator and MR Unit.

✓ *Customer Feedback:* Feedback provided by customers i.e. *ICAR-Institutes* about the services provided by concerned Division/Unit.

✓ *Corrective and Preventive Actions (CAPA):* These are the actions/changes/ initiative taken by the Division/Unit to improve the quality of services to satisfy the need of their customer.

Important Individual/Terms of IS/ISO 9001:2015:

QMS Coordinator: An employee of DARE/ICAR (Under Secretary and Above), nominated by his/her Division/Unit head for executing and managing IS/ISO 9001:2015 activities in his/her Division/Unit. QMS coordinator is the Auditee for Internal/Surveillance/Renewal Audits for his/her Division/Unit.

Internal Auditor: An employee of DARE/ICAR (Section Officer and Above), trained by BIS-NITS under "Awareness and Internal Audit Training Course on Quality Management Systems as per IS/ISO 9001:2015" shall be nominated by Management Representative (MR) to execute Internal Audits in the Divisions/ Units. Internal Auditor is responsible for auditing all the QMS related activities on time and if require raise non-conformity(es); and report to the MR.

Internal Audit: This is the major activity of the MR Unit to maintain the quality of services at all Divisions/Units DARE/ICAR by auditing/inspecting their services with trained Auditors at specified intervals i.e., Twice in a year per standard given in the quality manual.

Surveillance Audit: This audit is conducted by BIS for the first two years of the certification with a team of 3 to 4 lead auditors, where they will audit/inspect all the Divisional/Unit QMS related activities.

Renewal Audit: This audit is also conducted by BIS in the third year of the certification with a team of 3 to 4 lead auditors, where they will audit/inspectall the Divisional/ Unit QMS related activities, and recommend for Renewal/ Rejection.

*Follow-up Audit:*This audit is conducted by MR in case of improper results of internal audit or on the recommendation of top management.

Management Review Meeting (MRM): Management Review is an important activity of MR Unit which shall be conducted twice in a year (after completing the internal audit), to ensure continuing suitability and effectiveness of QMS in meeting Quality Policy & Objectives.

Preparation for Internal/External Audits:

To face an/a Internal/Surveillance/Renewal audit of IS/ISO 9001:2015, an auditee/ QMS Coordinator should be ready with following documents:

✓ Internal Audit Report(s)

✓ Closure and Reporting to MR for Non-Conformity(es) (NCs), if any

✓ Copy of a Quality Manual

- ✓ Copy of Common/System Procedures
- ✓ Display of Quality Policy and Quality Objective in the office premises
- ✓ Important files/documents in hard/soft form
- ✓ Customer Feed-back from concerned ICAR Institutes
- ✓ Report on Customer Feed-back
- ✓ List of Internal and External Documents in hard/soft form
- ✓ Management Review Meeting (MRM) agenda and its decisions

Annexure-I

Copy of Certificate of Awareness and Internal Audit Training Course on Quality Management Systems as per IS/ISO 9001:2015

Certificate

This is to certify that

Pawan Kumar Ojha

has attended

"Awareness and Internal Audit Training Course

on

Quality Management Systems

as per IS/ISO 9001:2015"

held during

05-06 April 2018

at

Indian Council of Agricultural Research, New Delhi

conducted by

National Institute of Training for Standardization,

Bureau of Indian Standards

(D. P. Kumar)
(पाठ्यक्रम समन्वयक/Course Co-ordinator)

(Binod Kumar Sinha)
(प्रमुख/Head-NITS)

Our Ref: NITS/Trg./02/17-18/63/04

राष्ट्रीय मानकीकरण प्रशिक्षण संस्थान/National Institute of Training for Standardization
भारतीय मानक ब्यूरो/Bureau of Indian Standards
खा मामले, खाद्य एवं सार्वजनिक वितरण मंत्रालय/Ministry of Consumer Affairs, Food & Public Distrib
A 20-21, Institutional Area, Sector-62, NOIDA-201309, UP
Ph.: 0120 4670227, 4670232, Email: nits@bis.gov.in, hnits@bis.gov.in
Web: www.bis.gov.in

Annexure-II

Photographs of Awareness and Internal Audit Training Course on Quality Management Systems as per IS/ISO 9001:2015

Annexure-III

IS/ISO Certificate Issued by BIS to DARE/ICAR

फार्म III (स्कीम-III के पैरा 3 के उप-पैरा (iii) को देखें)
Form III (Refer Sub-Para (iii) of Para 3 of Scheme III)

भारतीय मानक ब्यूरो
BUREAU OF INDIAN STANDARDS
गुणता प्रबंध पद्धति प्रमाणन लाइसेंस
LICENCE FOR THE QUALITY MANAGEMENT SYSTEMS CERTIFICATION
राष्ट्रीय प्रत्यायन प्रमाणन निकाय बोर्ड, नई दिल्ली द्वारा प्रत्यायित
(Accredited by National Accreditation Board for Certification Bodies, New Delhi)

लाइसेंस सं. म.क्षे.का/क्यूएम/एल – 8003417.3
Licence No. CRO/QM/L- 8003417.3

1.भारतीय मानक ब्यूरो अधिनियम, 2016(2016 का 11) द्वारा प्रदान की गई शक्तियों के आधार पर, ब्यूरो
By virtue of the power conferred on it by, the Bureau of Indian Standards Act 2016 (11 of 2016), the Bureau hereby **recertifies**

M/s Department of Agriculture Research,   मैसर्स डिपार्टमेंट ऑफ एग्रीकल्चर रिसर्च
& Education (DARE],   एण्ड एजुकेशन (डीएआरई)
and Indian Council of Agricultural Research   एण्ड इण्डियन काउंसिल ऑफ एग्रीकल्चरल रिसर्च
(ICAR), Krishi Bhavan,   (आईसीएआर), कृषि भवन,
Dr. Rajendra Prasad Road,   डॉ राजेंद्र प्रसाद रोड,
New Delhi – 110 001   नई दिल्ली – 110 001

को (जिन्हें इसके बाद लाइसेंसधारी कहा गया है)। इसके साथ लगी अनुसूची में विशेष रूप से वर्णित उत्पादों और/या सेवाओं का प्रबन्धों के संबंध में ब्यूरो के **गुणता प्रबंध पद्धतिप्रमाणन** के लाइसेंसधारियों के रजिस्टर (रों) में उसी संख्या से सूचीबद्ध होने का अधिकार और लाइसेंस प्रदान करता है, जो इस लाइसेंस की है । इस प्रकार के उत्पाद और/या सेवाएं या प्रक्रम लाइसेंसधारी द्वारा, **आईएस/आईएसओ 9001:2015** के अनुरूप गुणता प्रबंध पद्धति के अनुसार केवल ऊपर बताये गए पतों (पतों) पर निर्मित/प्रदान प्रचालित किए जाएंगे ।

(hereinafter called the Licensee) the right and licence to be listed in the Bureau's register(s) of Licensees of **Quality Management Systems Certification** in respect of the products and/or services of processes particularly described in the schedule hereto, bearing the same number as this licence. Such products and/or services or processes shall be manufactured/ provided/carried out by the Licensee at only the address (es) given above, and under the Quality Management Systems in accordance with

IS/ISO 9001:2015

2. यह लाइसेंस इस लाइसेंस का विनियम करने वाले उपरोक्त अधिनियम और इसके अधीन बनाए गए नियमों और विनियमों के संदर्भ पालनधानी के अंतर्गत **नवीकृत** किया गया है और लाइसेंसधारी एतद् द्वारा ब्यूरो को उपरोक्त नियमों और विनियमों का विधिवत पालन करने का वचन देता है ।

The licence is **recertified** subject to the relevant provisions of the above Act and the rules and regulations made there under governing the licences referred to above, and the Licensee hereby covenants with the Bureau duly to observe with the said Rules and Regulations.

यह लाइसेंस 30 नवंबर 2022 से 03 जुलाई 2025 तक वैध होगा और इसका विनियमों के अनुसार **नवीकरण** किया जासकेगा ।
This licence shall be valid from 30 November 2022 to 03 July 2025 and may be **recertified** as prescribed in the Regulations.

2022 के नवंबर माह के तीसवां दिन हस्ताक्षरित एवं मुहरांकित
Signed, Sealed and dated this Thirtieth day of November 2022

Suchlata

(Smt. Soch Lata)
Deputy Director General (Central)
For BUREAU OF INDIAN STANDARDS

Last certification expiry date   Certification audit Date   * Recertification Due Date
03 July 2022   22-24 Aug 2022   03 July 2025

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लाइसैंस सं. म.क्षे.का/क्यूएम/एल – 8003417.3
Licence No. CRO/QM/L- 8003417.3

जारी: मैसर्स डिपार्टमेंट ऑफ़ एग्रीकल्चर रिसर्च एण्ड एजुकेशन (डीएआर) एण्ड इण्डियन काउंसिल ऑफ एग्रीकल्चरल रिसर्च (आइसीएआर),

1. कृषि भवन डॉ राजेंद्र प्रसाद रोड, नई दिल्ली - ११०००१
2. कृषि अनुसंधान भवन -१ पूसा नई दिल्ली - ११००१२
3. कृषि अनुसंधान भवन -॥ पूसा, नई दिल्ली - ११००१२

Issued to: M/s Department of Agriculture Research and Education (DARE) and Indian Council of Agriculture Research (ICAR)

1. Krishi Bhavan, Dr. Rajendra Prasad Road, New Delhi- 110 001
2. Krishi Anusandhan Bhavan –I , Pusa, New Delhi – 110 012
3. Krishi Anusandhan Bhavan –II , Pusa, New Delhi – 110 012

अनुसूची
SCHEDULE

वे उत्पाद सेवाएं प्रक्रम जिनके संबंध में फर्म को गुणता प्रबंध पद्धति प्रमाणन लाइसैंस **नवीकृत** किया गया है

Products Services/Processes with respect to which the firm has been **recertified** the licence for Quality Management Systems Certification:

"*All the activities of DARE and ICAR pertaining to coordinating, guiding and managing research, extension and education in agriculture including Crop Science, Horticulture Science, Natural Resource Management, Agricultural Engineering, Animal Science, Fisheries Science, Agricultural Education and Agricultural Extension are executed through various ICAR institutes, National Research Centers, National Bureaux, Directorates/Project Directorates, Krishi Vigyan Kendras and Agricultural Universities. However, Design and Development of products and Services (Clause 8.3) and property belonging to customers or external providers (Clause 8.5.3) are not applicable to the organization.*"

(Smt. Sneh Lata)
Deputy Director General (Central)
भारतीय मानक ब्यूरो के लिए
For BUREAU OF INDIAN STANDARDS

MSC-F6.4-12 Issue – 04

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Annexure-IV

भारतीय कृषि अनुसंधान परिषद
INDIAN COUNCIL OF AGRICULTURAL RESEARCH
कृषि भवन, डा० राजेन्द्र प्रसाद मार्ग, नई दिल्ली-११०००१
Krishi Bhawan, Dr. Rajendra Prasad Road, New Delhi 110001
Ph. No. 023386087, Fax No. 011-23387293, E-mail:ajaiverma.icar@nic.in

F.No. 4(3)/2023-Gov. Cell   Date: 01st   November, 2023

OFFICE ORDER

Subject: - Constitution of a working group for timely execution of IS/ISO 9001:2015 certification activities at DARE/ICAR Hqrs.

In continuation of Council's Officer Order of even no. dated 14.08.2023, the member(s) of the working group is revised as following, to support the Management Representative (MR), ICAR for timely completion of IS/ISO 9001:2015 certification related activities of DARE/ICAR: -

S. No.	Name of the Officer
1	Dr. K.P. Singh, Pr. Scientist, ICT Division
2	Ms. Sunita Sharma, Director, Agril. Extn.
3	Dr. Vikram Singh, Sr. Scientist, IPTM
4	Sh. Ajai Verma, DS (Gov. Cell)
5	Sh. Rajesh Kumar Jha, DS (Agril. Edn.)
6	Sh. Anshul Gupta, US(TS)
7	Sh. N.K. Sarvang, US (Gov.Cell)
8	Sh. Himanshu Kumar, US(Admn.)

The other contents of the O.O. dated 14.08.2023 will remain the same.

(Ajai Verma)
Deputy Secretary (Gov.Cell)

Distributions: -

1. All Officers of working group
2. All concerned Divisional Heads

Copy to:-

1. DDG(Central), BIS, Unit No.-601-A, 6th Floor, Tower-1, Konnectus Tower, DMRC Building, Bhavbhuti Marg, Opp. New Delhi Railway Station Gate No.2 (Towards Ajmeri Gate side), New Delhi-110001.
2. All DDGs, ICAR Hqrs.
3. ADG, IPTM, ICAR Hqrs.
4. All Directors of ICAR Institutes.
5. PPS to Secretary DARE & DG, ICAR.
6. Sr. PPS to Addl. Secretary (DARE) & Secretary (ICAR).
7. PPS to AS & FA, DARE/ICAR.
8. E-office Notice Board/Guard File.

Annexure-V

Tentative Template for Preparing/Changing/Improving the Divisional Document of IS/ISO 9001:2015

1. *Organogram: This part should include only the name of the post of officers (from HoD to SO/Assistant/Dealing Hand)*

Example:

```
                            ┌────────┐
                            │  DDG   │
                            └────────┘
          ┌──────────────────┬──────────────────┐
     ┌──────────┐      ┌──────────────┐    ┌──────────────┐
     │ ADG(AE-I)│      │  ADG(AE-II)  │    │  Director    │
     └──────────┘      └──────────────┘    │    (AE)      │
      ┌──────┴──────┐         │            └──────────────┘
  ┌──────────┐  ┌─────────┐ ┌─────────┐         │
  │Pr. Sci.(K)│ │Pr. Sci. │ │ Pr.Sci. │    ┌──────────┐
  └──────────┘  │  (NG)   │ │  (AG)   │    │ US (AE)  │
                └─────────┘ └─────────┘    └──────────┘
                     ┌──────────────┬──────────────┬──────────────┐
                ┌──────────┐  ┌──────────┐   ┌───────────┐
                │ SO (AE-I)│  │SO (AE-II)│   │SO (AE-III)│
                └──────────┘  └──────────┘   └───────────┘
```
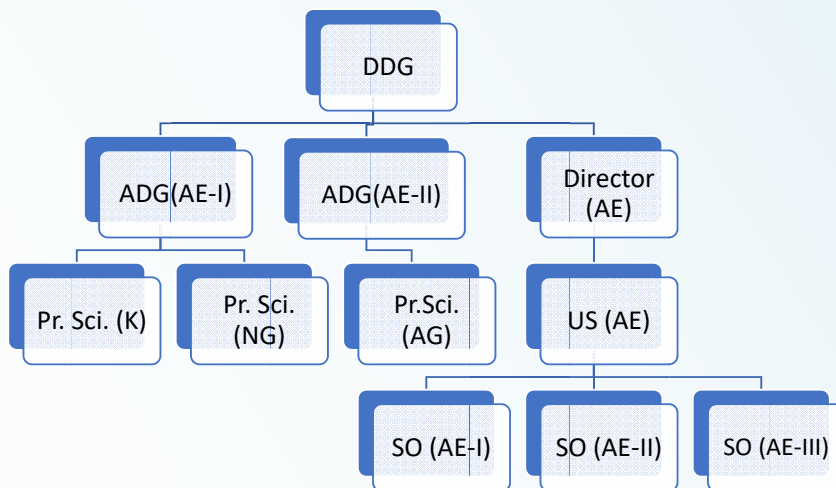
2. *Responsibility and Authority (of the above-mentioned officers only)*: The description of the responsibilities should be in the line of divisional objectives and activities. It should not exceed five to six sentences.

3. *Divisional Objectives/Targets:* Objectives should reflect the major activities of Division, and inter linked with above responsibilities and procedures. Objectives should not be more than five or six.

4. *Major Activities of the Division:* Activities will be linked with responsibilities of the above-mentioned officers, objectives and procedures. These activities must be repetitive in nature.

5. *Five key achievements of the Division:* On the basis of above objectives and activities.

6. *Improvement Areas:* This section should include the space for improvement to enhance the customer's satisfaction.

7. *Customers of the Division:* In this part SMDs can give the list of their institutes/AICRPS/SAUs/ATARIs etc. Other Divisions/Units can add their respective customers. Please restrict on directly related customers only.

8. *List of Abbreviations:* All the short forms used in above seven points should be enlisted here.

9. ***Procedures:***

1. ***Purpose:*** This part should give brief detail of above-mentioned procedure

2. ***Scope:*** To whom it will impact or address

3. ***Overall Responsibility:*** Post of the Officer who will lead the process

4. ***Procedure:*** This part should include the steps of the procedure with responsible officer and concerned documents.

Sl. No.	Activity/ Description	Responsibility	Ref. Doc. / Record
4.1			
4.2			
4.3			

5. ***Abbreviations:*** If anything used in above process which has not been included in introduction part.

6. Process Efficiency Criteria/ Quality Plan:

Sl. No.	Activity Sl. No.	Activity	Efficiency Criteria
4.1			
4.2			
4.3			

Notes

Notes

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