

Quality Control

Providing quality items at the lowest price is the primary objective of CSD. There is a well defined, proven system of quality control of items supplied through CSD. It is important to note that stringent quality control measures, both *proactive* as well as *reactive*, are taken by the Department. Measures taken to ensure quality are enumerated below:-

a) Proactive Measures

❖ On Initial Introduction.

- Technical Data Specification (TDS) & Master Samples are obtained from suppliers.
- Factory inspection including R & D and Quality Control facilities are checked at site.
- In case of liquor and food items, hygiene inspection of the factory is carried out by Army medical authorities. The product is also tested by the Composite Food Laboratory (CFL).

Routine Testing.

❖ Food and Liquor Items.

- Samples of food and liquor are drawn from 13 CSD Area Depots co-located with and in the vicinity of CFLs at least once in six months and sent for testing.
- Samples of matured Rum are drawn from 13 nominated Depots once in three months for testing.
- Samples of Beer are drawn every month for testing.
- Samples for testing are drawn from lots, at random, by a Board of Officers.

❖ Medicines.

- CSD handles medicines of proven quality only, supplied by reputed manufacturers.
- Drugs and medicines are sold well before the expiry period.
- In case of a complaint, the sale of the affected lot is stopped and action is taken against the firm.

❖ Cosmetics/Toilet Requisites.

- Testing of these items is arranged by the CSD Head Office centrally through Regional Testing Centres or approved government/private labs.
- Each item is tested at least once in six months.

❖ Household Goods, Travelers Requisites and Consumer Durables.

- Master Samples are maintained by the Department.
- The Department generates a list of 50 items at random every month and draws samples from CSD Area Depots and compares the same with Master Samples/TDS.
- Testing is carried out through Govt. approved testing agencies.
- All items are tested at least once in six months.

b) Reactive Measures

Quality checks are conducted under the following circumstances apart from regular/routine tests carried out by the Department :-

- URC Complaints.
- Individual complaints or suggestions.
- Samples are drawn by senior officers during their visits to Depots and tested.
- Complaint by Depot Managers.

In all such cases where deviations are found by the Department, stringent action is taken, such as imposition of penalty and/or suspension of sale/orders. In the event of repeated deviations, the item is deleted from inventory CSD range.