

## 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.