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| Brajvidhya Services Pvt. Ltd. | Doc. No.: | BVSPL-IB-P-17 |
| | Issue No.: | 01/30-12-2024 |
| Procedure for Conduct of Inspection | Revision No.: | 01/01-06-2025 |
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1. **PURPOSE** To standardize procedure for conducting Inspection to meet the requirements of Purchase Order/Contract's
2. **SCOPE** Applicable to all Inspections carried out in response to Inspection request received from client unless specific Inspection procedure is stipulated in the purchase order/ contract.
3. **RESPONSIBILITY** Technical Manager shall have overall responsibility for this procedure. Nominated officers shall be responsible for the activities assigned to them in this procedure.
4. **DESCRIPTION**
 - 4.1 **Receipt of Inspection Calls and their further processing**
 - 4.1.1 Inspection requests received through post, fax or email shall be registered on the date of receipt (BVSPL-IB-F-22). Generally, all requests received up to 3.00 p.m shall be registered on the same day. Rest of the calls can be taken in next day's account.
 - 4.1.2 Request letters shall be put up to Technical Manager. Project planning Checklist as per format BVSPL-IB-F-21 of the request received is prepared by the Technical Manager and submitted to Inspection Body Head before execution to ensure the following:
 - a. Adequacy of information about the Inspection to be carried out.
 - b. Special instructions, if any are clearly specified and are feasible to be complied with during Inspection.
 - c. Requirement of any special equipment for Inspection, any special training / competencies required and subcontracting needed, if applicable.
 - d. Requirement of any special equipment for Inspection, any special training / competencies required, if applicable.
 - e. Client is informed, if the Inspection method proposed by the client is considered inappropriate so that the Inspection can be undertaken as per mutually agreed reliable procedure.
 - 4.1.3 Inspection request is be allotted ensuring that INSPECTOR nominated for Inspection possesses the necessary competence in terms of his:
 - Qualification
 - Ability to make professional judgment,
 - 4.1.4 Normally all Inspectors will be qualified for various areas based on competence and Inspections shall be allotted accordingly for items to be covered under ISO 17020 accreditation. Record of authorization of inspecting personnel (based on assessment of their competency) for conducting Inspection of specified items/commodities is maintained.
 - 4.1.5 While allotting the Inspection request care is taken to examine the existing work load of the Inspector keeping in mind the response time requirement & the time required for Inspection. It shall be ensured that excessive calls are not marked to a single Inspector which cannot be handled.
 - 4.2 **Actions to be performed by Inspectors**

Collect Inspection request and enter in Inspection record register.

 - 4.2.1 Check that Inspection procedures are clearly specified in the request letter. Arrange to get the same before starting the Inspection.
 - 4.2.2 Any ambiguity regarding Inspection requirements, dates etc. shall be referred back to the Technical Manager for clarification. Technical Manager inform the client regarding the same. All conflicting and ambiguous requirements shall be resolved before taking up Inspection.
 - 4.2.3 Before proceeding further, ensure that the conditions regarding schedule mentioned are met as per guidelines mentioned at 4.1.2 (b) above.
 - 4.2.4 In case of first time Inspection, all necessary documents should be studied to prepare fully for the Inspection.
 - 4.2.5 Fix up Inspection date with the client and ask for documents/clarifications/records etc.,
 - 4.2.6 All the documents/information provided by the client is verified for authenticity.

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- 4.2.7 Examine adequacy of Inspection facilities in line with Procedure BVSPL-IB-P-12 and environmental controls needed as per Inspection/test procedure. Identify tests which shall have to be tested in outside labs.
- 4.2.8 In case of stage Inspection, if the decision of acceptance/ rejection of the stage can be taken on the basis of tests/Inspection conducted at the works of the client, document the same in the stage Inspection certificate.
- 4.2.9 Conduct the Inspection/testing. Record all observations in the check sheet/ mobile App.
- 4.2.10 On completion of Inspection conducted at the premises, and collection of any samples if required should be sealed properly.

4.3 Handling Inspection items/Equipment's and samples

- 4.4.3 The Inspector will ensure that item/ samples to be tested in the client's laboratory are properly made and that the laboratory is NABL accredited. The equipment on which it is to be tested is under valid calibration, and has required range of measurement. Results of tests performed shall be immediately recorded.
- 4.4.4 In case the sample is to be tested to any outside accredited laboratory, Inspector will ensure that the sample is properly sealed, given the identification along with the test request giving detail of the requirements to be tested. Inspector will ensure that the item / sample does not deteriorate while transferring the sample to laboratory.
- 4.4.5 Inspector Shall ensure equipment Suitability before commencing the inspection and sampling activities at client site.
- 4.4.6 Inspector shall make ensure to return back equipment to the agency as they received before inspection any damage of the equipment cost shall be liable to the inspector only.

4.4 Re-Inspection

- 4.4.1 In the event of re-Inspection the Inspector will not take note of results of previous Inspection. Inspector will treat this as fresh Inspection.
- 4.4.2 As per the requirement of the client the Inspection report is issued which may contain comparative data of previous Inspection and new Inspection or only data of new Inspection.

4.5 Actions to be performed by Inspectors based in outside locations

- 4.5.1 The Inspectors located outside Head office shall follow same procedure as indicated above.
- 4.5.2 **CORRECTION TO IC (Inspection Certificate)** In case of any typographical error discovered in the Inspection certificate, corrections should be issued using the reference of original IC is indicated in the amended IC.

4.6 SAFETY

- 4.7.3 All necessary precautions shall be exercised to conduct the Inspections in a safe manner.
- 4.7.4 Safety regulations or norms as applicable shall strictly followed while carrying out the Inspection at vendors' premises

4.7 INDEPENDENCE AND IMPARTIALITY IN INSPECTION

- 4.7.1 All Inspections are carried out in an independent, impartial, unbiased and professional manner without any undue pressure.
- 4.7.2 Any incident of undue pressure impinging on independence and impartiality of Inspections shall be recorded and reported to Technical Head.
- 4.7.3 BVSPL(IB) has identified the possible Risks to its impartiality that arise from its Inspection activities or from its relationship or from the relationship of its personnel. These risks are reviewed on ongoing basis preferably on yearly basis. The significant risks are suitably addressed and mitigated.

4.8 CONFIDENTIALITY

4.8.1 All the information collected by BVSPL(IB) inspecting officials during the Inspection shall be submitted to the office along with Inspection records. These records shall be maintained in office under security ensuring that the same can be retrieved only with the approval of competent authority. This information shall not be divulged to any person / agency external to Inspection process except where needed for any legal / statutory requirements.

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NOTE In case, for Inspection use of computers or automated equipment is required to be made at client premises, ensure the following:

- i. Computer software is tested in order to confirm that it is adequate for use;
- ii. Procedure is in place for protecting the integrity of data.
- iii. Computers and automated equipment is maintained in order to ensure proper functioning;
- iv. Procedures are in place for maintenance of security of data.

5. REFERENCE

- BVSPL-IB-P-12 Checking Adequacy of Resources
- BVSPL-IB-F-21 Project Planning Checklist
- BVSPL-IB-F-22 Format for Inspection Call Register
- BVSPL-IB-F-23 Format for Daily Request Allocation Sheet
- BVSPL-IB-F-28 Format for Inspection Report
- BVSPL-IB-F-24 Format for Request Cancellation Letter

Standards

- Food safety and Standards (Licensing and Registration of Food businesses) regulation, 2011 Schedule-IV
- Food safety and standards (food safety auditing) regulations 2018.

VOLUNTARY FIRE SAFETY INSPECTION SCHEME (An IFE-AHPI initiative)

Fire Safety Inspection Process

0. Scope

- 0.1** This document describes the Inspection process to be followed by the Fire Safety Inspection Agencies (BVSPLs) approved under the Fire Safety Inspection Scheme operated by Institution of Fire Engineers (IFE) jointly with the Association of Healthcare Providers (India), (AHPI) for the purpose of conducting fire safety inspections of the health care facilities in accordance with the regulations in force.
- 0.2** This document shall supplement the provisions contained in document titled; "Criteria for Fire Safety Inspection" lay down vide Doc. No IFE/FSIS/101/Issue-01/Feb 2023
- 0.3** An Inspection Certificate/Report shall be made available after inspection duly indicating the compliance with local regulations or non-compliance there from in the health care facility as indicated in the application and available at the time of inspection.
- 0.4** The inspection report/certificate under this Scheme shall indicates the state of fire safety measures on the day of inspection and does not assure continuing compliance as is applicable to all inspection activities. In case any changes are made in the structure/ electrical/ mechanical/ medical equipment including change in key personnel responsible for Fire Safety, it is advisable to obtain a fresh inspection report/certificate.

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0.5 An application shall be made afresh for Fire Safety Inspection to re-validate the report/certificate taking in to account the changes in the facility and consequential impact.

0.6 The Fire Safety Inspection shall be conducted at the cost and risk of the applicant and the Scheme Owners shall have no liability of any kind for any loss or disruption of business and damage caused during the inspection.

0.7 The scheme shall be operated by the following Inspection agencies, who shall give the report/certificate as mentioned against each; namely:-

0.7.1 Type A Inspection Bodies-means the third party bodies competent to conduct the fire safety inspection of the facility and to issue "Certificate of Compliance" after inspection or after resolving non conformities observed within a reasonable time up to 60 days or else provide a report for action on "Non-Compliance" by the applicant.

0.7.2 Type C Inspection Bodies-means the third party bodies competent to conduct inspection of the facility and provide solutions to "Non-Compliance" issues but not competent to issue "Certificate of Compliance" instead issue a report indicating observations.

1.1 Application for Inspection

1.1.1. The Scheme has provision for two types of inspection bodies namely; Type A, and Type C as per ISO 17020.

1.1.2. The applicant shall carefully select the type of Inspection Body based on his need.

1.2 Application Form

1.2.1. An application shall be made in the prescribed format annexed at the end of the Scheme and duly signed by the authorized signatory.

1.2.2. The applicant shall provide all relevant documents as mentioned under clause 1.2 duly authenticated by the authorized signatory and information/documents as may be required by the Inspection Body before or during the inspection.

1.3 List of Documents

The following documents as applicable shall be furnished by the applicant to the BVSPL:

- (a) Copy of building plans including lay out showing width of access road to premises;
- (b) Year of construction;
- (c) Details of previous inspection by any agency;
- (d) Copy of NOC from Local Fire Department, if any;
- (e) Details of last electrical audit/ electrical installation verification;
- (f) PAT (Portable Appliance Test) of all Bio-medical equipment.
- (g) Copy of registration certificate issued by Health Department;
- (h) Copy of Lift Certificate issued by Lift Inspector;

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- (i) Hydraulic Test Certificate issued by NABL accredited Lab for Fire Extinguishers as per regulatory requirements/ IS 2190;
- (j) Certificate for Fire Doors installed in the premises, if any;
- (k) Details of LPG storage in the premises, if any;
- (l) List of trained fire personnel and details of fire fighting training to other staff including security personnel;
- (m) Details of fire pumps and water storage tank(s) for fire fighting; and
- (n) Any other document as specified by BVSP.

1.4 Information for Applicants

The BVSP shall maintain and make publicly available on its web site and by other modes, accurate information describing its inspection processes and geographical areas in which it operates. The information shall include:

- a. Reference to the Inspection Criterion;
- b. Procedure for obtaining Fire Safety Report/Certificate;
- c. Application form;
- d. List of documents required to be submitted along with the application;
- e. Information about the fees for application, initial inspection and policy for the fee structure;
- f. Documents describing the rights and duties of clients; and
- g. Information on procedures for handling complaints, feedbacks and appeals.

1.5 Registration of Application

- 1.5.1. The BVSP shall respond to all enquiries received from prospective applicants for Fire Safety Inspection with complete information for facilitating registration of an application within 7 working days of receipt of the query.
- 1.5.2. The prospective applicant Hospital Unit (INSTITUTIONAL BUILDING) shall apply to any of the approved Inspection Bodies on the prescribed Application format along with documents enlisted under clause 1.2 duly selecting the type of inspection sought.
- 1.5.3. The prospective INSTITUTIONAL BUILDING shall declare (in the form of an undertaking) whether it has been an applicant / inspected under this Scheme with or by any other BVSP and if yes, then shall provide the previous reports to the new BVSP. The BVSP may verify the information provided by contacting the earlier BVSP if necessary.
- 1.5.4. The prospective applicant INSTITUTIONAL BUILDING shall along with the application declare any judicial proceedings relating to its fire safety related operations, any proceedings by any Regulatory Body/IMC/Court of Law/Local Fire Services for suspension/ cancellation/withdrawal of its fire safety related operation/approvals under any Regulations or otherwise. Such declaration shall be a part of the undertaking mentioned under clause 1.4.3 above.

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1.5.5. Inspection is done only against the inspection criteria, as applicable and the existing status of INSTITUTIONAL BUILDING. The BVSP shall review all applications for the above and ensure the same. It shall prepare an appropriate check list based on where inspection is to be carried out, height of the building and local regulations using the indicative check list attached to the Criteria.

Note: The applicable criteria means Criteria based on which the Fire NOC/ FSC (Fire safety Certificate) was issued.

1.5.6. All applications for inspection shall be reviewed by the BVSP for adequacy and deficiencies observed, if any, shall be informed to applicant INSTITUTIONAL BUILDING within 7 days of receipt of application.

1.5.7. Applications complete in all respect shall be accepted and registered within 7 days in order of receipt with a unique identification number, acknowledged and records maintained. In case the applicant discloses any proceedings under clause 1.4.3 and 1.4.4 above, BVSP shall take cognizance of any proceedings during inspection.

1.5.8. Applications from INSTITUTIONAL BUILDING found to be giving false information while their application is being processed shall be rejected after a due notice of 15 days and asked to apply afresh.

1.5.9. BVSP shall reject or close an application under the following conditions:

- i. If inspection is not carried out within 3 months of registration of application;
- ii. Misuse of any Fire Safety Inspection Report/ Certificate;
- iii. Evidence of any malpractice in relation to fire safety; and
- iv. Voluntary withdrawal of application.

1.5.10. The application fee, if charged by BVSP, may be refunded in full or part based on BVSP's policy.

2. Inspection Programme

The inspection programme shall comprise of the following two stages, namely:

- (a) Stage 1- Review of documents (Offsite); and
- (b) Stage 2- Onsite Inspection.

3. Inspection Man Days

3.1 The man days required to conduct a fire safety inspection shall be calculated in accordance with the following:

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| Sl. No. | Type of Unit | Height | Floor Area (m ²) | No. of Man Days* per block |
|---------|----------------------------------|----------------|------------------------------------------------|----------------------------|
| 1 | Hospital Unit per Building Block | Less than 15 m | Not more than 500 m ² on each floor | 2 |
| 2 | Hospital Unit per Building Block | Less than 15 m | More than 500 m ² on each floor | 6 |
| 3 | Hospital Unit per Building Block | More than 15 m | Not more than 500 m ² on each floor | 4 |
| 4 | Hospital Unit per Building Block | More than 15 m | More than 500 m ² on each floor | 6 |

* In case of Hospital Unit comprising of multiple blocks, the total number of man days shall be determined based on criterion given in the table above subject to mutual agreement between BVSP & INSTITUTIONAL BUILDING on having more than one team working simultaneously in the premises.

The inspection programme shall include at least one man-day (8 hrs.) per building block on-site inspection

Pre-inspection meeting, Inspection preparation, de-briefing and report preparation time shall be limited to one man-day only

4. Inspection Planning

4.1.1. All information as sought after stage 1 shall be provided to the BVSP.

4.1.2. The applicant and BVSP shall with mutual agreement schedule the date(s) for Stage 2 Inspection.

4.2 Composition of Inspection Team

4.2.1 The BVSP shall appoint Inspection Team(s) having necessary competence and skills required to conduct the inspection in accordance with the table given below.

The BVSP Inspection Team(s) selection based on having necessary competence and skills required to conduct the inspection in accordance with the table given below:

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| Sl. No. | Type of Unit | Height | Floor Area (m ²) | Composition of Inspection Team |
|---------|----------------------------------|----------------|------------------------------------------------|-----------------------------------------------------------|
| 1 | Hospital Unit per Building Block | Less than 15 m | Not more than 500 m ² on each floor | (a) One Fire Safety Inspector (b) One Fire Technician |
| 2 | Hospital Unit per Building Block | Less than 15 m | More than 500 m ² on each floor | (a) One Fire Safety Inspector (b) Two Fire Technicians |
| 3 | Hospital Unit per Building Block | More than 15 m | Not more than 500 m ² on each floor | (a) One Fire Safety Inspector (b) One Fire Technician |
| 4 | Hospital Unit per Building Block | More than 15 m | More than 500 m ² on each floor | (a) One Fire Safety Inspector (b) Two Fire Technicians |

4.2.2 The BV SPL may additionally depute a technical expert in any domain, if needed but the inspection report shall be signed by a qualified fire safety inspector as prescribed under this Scheme.

4.3 Inspection Plan

4.3.1 The BV SPL shall ensure that the Stage 2 Inspection is conducted during working days in which the INSTITUTIONAL BUILDING operation is at its peak.

4.3.2 Stage 2 inspection shall not be planned in case any of the section of INSTITUTIONAL BUILDING is non-operational.

4.3.3 The inspectors, if more than one, may conduct part parallel inspection being focused on specific processes.

5. Inspection Process

5.1 The Stage 1 of Inspection (off site) is comprehensively performed to accomplish the following:

- (a) Identification of fire and life safety arrangements in the INSTITUTIONAL BUILDING, its documentation, with respect to statutory obligations;
- (b) Evaluate the location of INSTITUTIONAL BUILDING and site-specific conditions and to undertake discussions with the client's personnel to determine the preparedness for the stage 2 inspection;
- (c) Review the INSTITUTIONAL BUILDING status and understanding regarding fire safety requirements/arrangements and its continued compliance;

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- (d) Review the allocation of resources for stage 2 inspection and agree with the client on the details of the stage 2 inspections;
- (e) Provide a focus for planning the stage 2 audit by gaining a sufficient understanding of the client's management system and site operations in the context of possible significant aspects; and
- (f) Evaluate if the internal arrangements and management on fire safety in INSTITUTIONAL BUILDING as planned and performed,

5.2 The document review shall be carried out off site and judge the adequacy of the system to meet requirements concerning Fire and Life Safety Criterion to prepare a formal document review report.

5.3 Stage 2 Inspections at Institutional Building

5.3.1 **Objective:** To verify the availability and operability of Fire and Life Safety measures adopted by INSTITUTIONAL BUILDING.

5.3.2 During the Opening Meeting, the team Leader shall:

- (a) Share the inspection plan with the **Authorized Person (AP) of the INSTITUTIONAL BUILDING.**
- (b) During the opening meeting AP shall give a presentation on installed Fire Safety measures, Risks identified and their control measures.

5.4 Safety during Inspection

5.4.1 The Inspection involves risks of injury and tINSTITUTIONAL BUILDINGS, need to protect against them using personal protective gears listed under Clause 5.4.2.

5.4.2 Each member of the inspection team shall have following personal protective equipment which is carried along to the site for conduct of inspection:

- (a) helmet;
- (b) fire fighter's boot;
- (c) goggles;
- (d) coverall;
- (e) hand gloves; and
- (f) ear protectors.

5.5 Use of the Check List

5.5.1 The Inspection shall be conducted with the help of the Check List prepared in accordance with the Criteria document taking into account local applicable regulations.

5.5.2 The Team Leader shall fill in the entire Check Lists along with remarks giving objective evidence of compliance/ non-compliance in the Hospital Unit itself.

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5.5.3 The check list shall contain all requirements relating to Fire and Life Safety/Fire including prevention criteria if any, in accordance with the applicable regulations.

5.5.4 The applicant or a person authorized by him in this behalf may check the credentials of the Inspection Team members and the Team Leader shall co-operate in matter.

5.6 Report Findings and Non conformities

Objective: To establish criteria for determining the relevance of evidences considered as NCs to reduce variation among Inspectors and BVSPLs.

5.6.1 Description

| Description of Non Conformity | Time for closure and Action by BVSPL |
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| Non- compliance with a regulatory requirement which indicates failure of the INSTITUTIONAL BUILDING's capability to fulfil fire safety and preventive measures requirement. | (a) 15 days or as deemed reasonable to BVSPL. (b) INSTITUTIONAL BUILDING is requested to comply with the NC. (c) Report with the findings shall be issued based on the actions taken by INSTITUTIONAL BUILDING on NCs. (d) Onsite verification of compliance of NC. (e) Application shall be closed if no CAs are taken or CAs are not satisfactory after two iterations. |
| Non-conformity regarding a requirement which threatens fire safety of its occupants | (a) One month. (b) INSTITUTIONAL BUILDING is requested to comply with the NC. (c) Any certificate shall be issued only after satisfactory verification of its closure onsite. (d) Application may be closed if no CAs is taken or CAs is not satisfactory after two iterations. |
| Non-compliance with a requirement which does not compromise with the criteria requirement and is not a threat to safety of the occupants | (a) Within 3 months. (b) Evidences of closure shall be provided to the BVSPL. (c) Verification can be done offsite. (d) Certificate to be issued only after all NCs are resolved and verified. |

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5.6.2 Any non-compliance observed during inspection, for which corrective actions (CAs) are taken on-site during inspection and not raised as non-conformity, shall however be reported in the report findings.

5.6.3 The Non Conformities shall be:

- (a) Prepared by the Team leader before the Closing Meeting
- (b) Discussed with the INSTITUTIONAL BUILDING.
- (c) Countersigned by the Team leader and the INSTITUTIONAL BUILDING's representative.
- (d) Sent to the BVSP.

5.7 Inspection Report

5.7.1 Any inspection report/certificate shall include all of the following:

- (a) identification of the issuing body;
- (b) unique identification and date of issue;
- (c) date(s) of inspection;
- (d) signature or other indication of approval, by authorized persons;
- (e) the inspection results, except where detailed in accordance with 5.6.
- (f) a statement of conformity where applicable or required by the client when no non conformities are observed or non-conformities are addressed and verified by the BVSP;

5.7.2 ***BVSP shall issue an inspection certificate that does not include the inspection results only when the BVSP can also produce an inspection report containing the inspection results, and when both the inspection certificate and inspection report are traceable to each other.***

5.7.3 All information listed in 5.7.1 shall be reported correctly, accurately, and clearly.

6. Complaints and Appeals

6.1. Complaints to the BVSP (relating to Fire Safety measures)

6.1.1 The BVSP shall have a documented process to receive, evaluate and make decisions on the complaints received from any stake holder related to Fire safety measures only in an INSTITUTIONAL BUILDING inspected by it and subject to requirements for confidentiality.

6.1.2 The complaint-handling process shall include at least the following elements and methods:

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- a) An outline of the process for receiving, validating, and investigating the complaint and for deciding as to what actions are to be taken in response to it;
- b) Tracking and recording complaints including actions undertaken in response to them; and
- c) Ensuring that any appropriate correction and corrective action is taken.

6.1.3 The BVSPL shall make a description of the complaint-handling process publicly available.

6.1.4 Upon receipt of a complaint, the BVSPL shall confirm whether the complaint relates to inspection activities that it is responsible for and, if so, shall deal with it. If the complaint relates to an inspected client, then examination of the complaint shall consider the effectiveness of the system.

6.1.5 Any complaint about a INSTITUTIONAL BUILDING shall also be referred by the BVSPL to the INSTITUTIONAL BUILDING in question within 7 days from the date of receipt of the complaint, unless it requires confidentiality to be maintained.

6.1.6 The BVSPL receiving the complaint shall be responsible for gathering and verifying all necessary information to validate the complaint.

6.1.7 Whenever possible, the BVSPL shall acknowledge receipt of the complaint and shall keep the complainant apprised from time to time with the progress and finally, the outcome.

6.1.8 The decision to be communicated to the complainant shall be made by, or reviewed and approved by, individual(s) not previously involved in the subject of the complaint.

6.1.9 Whenever possible, the BVSPL shall give formal notice of the closure of the complaint handling process to the complainant.

6.1.10 The BVSPL shall determine, together with the client and the complainant, whether and if so, to what extent, the subject of the complaint and its resolution is made public.

6.1.11 The BVSPL shall determine if any action or modification is needed in relation to inspection report/certificate it may have issued to the INSTITUTIONAL BUILDING against who complaint is received

6.2 Appeals

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| Prepared by | Checked by | Approved by | Issue by |
| Quality Manager | Technical Manager | Managing Director | IB – Head |

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|  | Brajvidhya Services Pvt. Ltd. | Doc. No.: | BVSPL-IB-P-17 |
| | Procedure for Conduct of Inspection | Issue No.: | 01/30-12-2024 |
| | | Revision No.: | 01/01-06-2025 |
| | | Date: | 25-06-2024 |
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6.2.1 BVSPL shall have a documented process to receive, evaluate and make decisions on appeals made by its client INSTITUTIONAL BUILDING regarding outcome of its inspections.

6.2.2 BVSPL shall be responsible for all decisions at all levels of handling appeals.

6.2.3 The process shall not result in any discriminatory actions.

7. Change of Location/ Name/ Structure

7.1 Any change in the structure and or electrical/ mechanical/ medical equipment fittings including change in key personnel of Fire Safety shall require afresh Fire Safety Inspection and the earlier Inspection report / Certificate shall be deemed invalid with immediate effect.

7.2 Any change in ownership/ status of the INSTITUTIONAL BUILDING shall be informed to BVSPL immediately if it requires any change in inspection report/certificate.

7.2 The INSTITUTIONAL BUILDING shall be responsible for the fire safety of the premises and if there is change in location or changes in structure or electrical load and additional fire safety measures are taken, fresh inspection shall be required.

8. Fee

8.1 The fee charged to the INSTITUTIONAL BUILDING for the Inspection shall not show any discrimination between units based on geographical location, size of the hospital unit etc.

8.2 The BVSPLs fee structure shall be publicly accessible and also to be provided on request.

8.3 BVSPL shall communicate and obtain consent to its fee structure from the prospective client prior to inspection.

8.4 As and when the fee undergoes a change, the same shall be communicated to all clients with whom BVSPL has an ongoing contract under this scheme of inspection for their acceptance.

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| Prepared by | Checked by | Approved by | Issue by |
| Quality Manager | Technical Manager | Managing Director | IB – Head |