



# MANAGEMENT SYSTEM CONSULTANCY

Service Provided: Legal, Safety, Fire, Environment, Social, Energy Audit and ISO, Automotive, NABL, NABH, CSR, Food, Medical Certification services

Govt.Reg.No.200252020048281, MSME Reg.No.UDYAM-WB-14-0014572, GST No. 19FIIPM3803A1ZH

## ORGANIZATION INFORMATION:

NAME OF ORGANIZATION	NABAGRAM AMAR CHAND KUNDU COLLEGE		
ADDRESS	P.O. - Nabagram District. - Murshidabad PIN- 742184 West Bengal.		
DATE OF AUDIT	22. 06. 2023	TANDARD/Audit Criteria	ISO 21001:2018, ISO 9001:2015, ISO 27001:2013, Accreditation and legal as applicable.
TYPE OF AUDIT	Academic and administrative audit		
EFFECTIVE NO. OF PERSONNEL	31		

## CONTACT INFORMATION

CLIENT NAME	Dr. Soumitra Kar		
PH. NO	9907464847	EMAIL ADDRESS	<a href="mailto:nackcollege@yahoo.com">nackcollege@yahoo.com</a>

## SCOPE OF CERTIFICATION:

LANGUAGE	STANDARD	SITE NAME	SCOPE OF CERTIFICATION
English	ISO 21001:2018, ISO 9001:2015, ISO 27001:2013	NABAGRAM AMAR CHAND KUNDU COLLEGE	“Teaching, Learning and Evaluation processes relating to awarding of B.A. degree course in both form Honours & General considering Environment-friendly and Energy efficiency manner in College Green Campus”

UMA Apartment, Rishi Arobindo Road, Madhyamgram, Kolkata-700130

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<b>EXCLUSION FROM STANDARD AND NON-APPLICABLE REQUIREMENTS</b>	<b>None</b>
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## AUDITOR INFORMATION:

NAME	Position	MOBILE NO	EMAIL ID
Amalesh Kumar Mandal	External Management System Auditor	7595069903	managementsystemconsultancy@gmail.com
Abhijit Bhattacharyya	IQAC Coordinator, Nabagram Amar Chand Kundu College	9836571017	abhijitmeets@gmail.com
Dr. Rajesh Das	Principal, Nur Mohammad Smriti Mahavidyalaya	8617059572	rajeshhitsas2022@gmail.com
Abul Basar	G.B Member, Nabagram Amar Chand Kundu College	9434737192	abulbasarhm@gmail.com

## Declaration on liability exclusion:

This audit is based on the sampling process of available information (the methods used - communication, surveillance activities, documented review of information) and in accordance with the audit plan with the application of the relevant audit criteria. Recommendations concerning certification are subject to independent review. This includes issuing, maintaining, extending, suspending, renewing, or refusing to issue a certificate.

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## AUDIT SCOPE:

### Audit Objectives

1. To confirm that the management system conforms with all the requirements of the audit standard(s);
2. To confirm that the organization has effectively implemented its planned arrangements;
3. To confirm that the management system is capable of achieving the organization's policies and objectives and evaluate the ability of the management system to ensure the client organization meets applicable statutory, regulatory and **Contractual requirements**;
4. If applicable to identify areas for potential improvement of the management system.
5. To confirm that the certified management system(s) conforms with the requirements of the standard, including, but not limited to:
  - a) Internal audits and management review,
  - b) A review of actions taken on nonconformities identified during the previous audit,
  - c) Treatment of complaints,
  - d) Effectiveness of the management system about achieving the certified client's objectives,
  - e) Progress of planned activities aimed at continual improvement,
  - f) Continuing operational control,
  - g) Review of any changes, and
  - h) Use of marks and/or any other reference to certification.

## Details of applicable regulatory, statutory and contractual requirements and compliance status.

### Details of applicable regulatory and statutory requirements: -

NABAGRAM AMAR CHAND KUNDU COLLEGE is a Government-Aided General Degree College established in 2009. The college is permanently affiliated with the University of Kalyani.

## AUDIT PROCESS

### AUDITOR NOTES / SIGNIFICANT AUDIT TRAILS:

CLAUSE	APPLIED	COMPLIANCE	AUDITORS NOTE
4. Context of the organization			
4.1 Understanding the organization and its context	Yes	OK	Identification of external & internal issues specific to ISO 21001:2018 Standard in Chapter 4 Section 4.1 of Educational Organization Management System Manual Doc. No. NACKC/QMS/XXX/QMM/001 Issue No. 01 Rev. 00 dated 02.04.2023. It is at the Organization level. Verified and found satisfactory.
4.2 Understanding the needs & expectations of interested parties	Yes	OK	Understanding the needs and expectations of interested parties defined & verified through Chapter No. 04 Section No. 4.2 Of Educational Organization Management System Manual Doc. No. NACKC/QMS/XXX/QMM/001 Issue No. 01 Rev. 00 dated 02.04.2023. Interested parties like DEI Society, Learners, Employers – for passed out students, Parents, Staff Members, Alumni & Society etc. Their needs & expectations were defined separately which have been verified and found satisfactory.
4.3 Determining the scope of the management system for educational organizations	Yes	OK	Scope is found documented and approved, mentioned in their Management system manual. Scope as per their delivery of courses.
4.4 Management System for educational organization (EOMS)	Yes	OK	The management system's processes are found defined and documented in the Management System Manual, Revision 00. Found ok.
			Auditee: DR. SOUMITRA KAR
5.1 Leadership & commitment	Yes	OK	DR. SOUMITRA KAR has demonstrated leadership in maintaining the management system by taking initiative during the implementation of the Management system as per ISO 21001 through 9001 requirements.

5.2 Policy	Yes	OK	The policy is found defined and documented in Manual, NACKC/QMS/XXX/QMM/001 revision 00. (Section 5.2) The communication of the policy is verified With the personnel working under the organization. The policy is communicated within the organization through display. Found ok.
5.3 Organizational Roles, responsibilities and authorities	Yes	OK	Level-wise roles, responsibilities and authorities found established.
Cl. 6 Planning			Auditee: DR. SOUMITRA KAR
6.1 Actions to address risks and opportunities	Yes	OK	Risks & opportunities for ISO 21001:2018 Standard have been verified-----Procedure has been made as Doc. No. NACKC/QMS/PRD/002 Issue No. 01 Rev. No. 00 dated 01/07/2021. It is at the process level. Risk assessment criteria in Severity and Likelihood multiplication are taken as risk levels. For each department, as an annexure, risks & Opportunities have been defined. Verified all and found satisfactory.
6.2 Educational organization objectives and planning to achieve them	Yes	OK	The educational organization's objectives are found defined in terms of key performance Objectives. -The Key performance or significant aspects are found determined in terms and Objectives are defined by the Principal (Reference document # NACKC /QMS/FRM/001, Revision 00). Targets : 1. On-time course delivery 2. Zero failure/delay in Quality delivery 3. Work Space cleanness and Statutory compliance
6.3 Planning changes	Yes	OK	Found compliant.
Cl.7 Support			Auditee: DR. SOUMITRA KAR
7.1 Resources 7.1.1 General 7.1.2 Human resources 7.1.3 Facilities	Yes	OK	Learning resources like books, e-learning materials, journals, YouTube links, and Google Classrooms were evident in the central library and departmental library. Needy students have been provided with books as per their requirements. E-links for learning resources have been shared by the central library with all faculties and learners. For Co-curricular activities including Lab and computer, free-of-cost books have been provided to students. Found satisfactory.

7.1.4 Environment for the operation of educational processes	Yes	OK	Respective Green projects are taken to maintain proper workspace. Adequate resources are available for classroom activities delivery.
7.1.5 Monitoring and Measuring Resources	Yes	OK	List of infrastructure maintained for proper monitoring.
7.1.6 Organizational knowledge	Yes	OK	Organizational knowledge has been addressed by having departmental manuals consisting of all processes for all functionaries, knowledge-sharing sessions through internal seminars, lessons learned through success and failures with the HOD of respective departments, etc. Verified and found satisfactory.
7.2 Competence 7.2.1 General 7.2.2 Additional requirements for special needs education	Yes	OK	Seminars attended for knowledge gain, on demand and special training also organized for skill development.  Exam: Green Audit requirements.
7.3 Awareness	Yes	OK	Awareness is given through proper display and celebration.
7.4 Communication 7.4.1 General 7.4.2 Communication purpose 7.4.3 Communication arrangements	Yes	OK	The requirement is defined in the Reference document # NACKC/QMS/XXX/QMM/001 revision 00 (Section 7.4) Internal communication is done via – Meeting, Notice, circular, mail External communication is done via – Notice, Circular, Result, Notification found ok
7.5 Documented information	Yes	OK	The organization's overall process requirements, information related to documented information is found maintained in respective registers, and soft copy also maintained for official correspondence.
Cl.8 Operation			Auditee: DR. SOUMITRA KAR
8.1 Operational planning and control 8.1.1 General 8.1.2 Specific Operational Planning and control of educational products and services 8.1.3 Additional requirements for special needs education	Yes	OK	All official activities are carried out as per accreditation requirements.  Course delivery is maintained as per the standard/syllabus prescribed by accreditation requirements.

<p>8.2 Requirements for the educational products and services</p> <p>8.2.1 Determining the requirements for the educational products and services</p> <p>8.2.2 Communicating the Requirements for the educational products and services</p> <p>8.2.3 Changes to requirements for the educational products and services</p>	<p>Yes</p>	<p>OK</p>	<p>Verified Teacher feedback for a teacher named Tanmoy Dutta, Assistant Professor, Department of Political Science, NABAGRAM AMAR CHAND KUNDU COLLEGE, Found satisfied.</p> <p>Verified in detail Admission process dated 12.08.2022 Receipt no - 26503 for student – Radharani Mandal, for program –B.A. first year Bengali Honours, found ok.</p> <p>The university has a set process of admission, standardized by the Department of Higher Education, Govt of West Bengal. The student seeking admission has to qualify the criteria laid down by college as per accreditation requirements set by the University of Kalyani.</p> <p>Verified in detail Admission process dated 12.08.2022 Receipt no- 26503 for student – Radharani Mandal, for program –B.A. first-year Bengali Honours</p> <p>Receipt no.26500 for Student – Raki Mondal, for Program- B. A. General, found ok.</p> <p>Receipt no- - 26515 for student – Reksona Khatun, for program – BA(H) History, found ok.</p>
<p>8.3 Design and development of the educational products and services</p> <p>8.3.1 General</p> <p>8.3.2 Design and development planning</p> <p>8.3.3 Design and Development Inputs</p> <p>8.3.4 Design and development controls</p> <p>8.3.5 Design and Development Outputs</p> <p>8.3.6 Design and Development Changes</p>	<p>Yes</p>	<p>OK</p>	<p>The institution’s syllabus is designed and developed by the University of Kalyani for various educational programs. Verified BA syllabus of the University of Kalyani. The course is set for B. A. Found ok. Verified Design of syllabus for English Honours, University of Kalyani, dated: 01.01.2022 of B. A. course, found ok.</p> <p>These Courses are available on the internet in open source. Records are found maintained by the institution. Found ok.</p>
<p>8.4 Control of externally provided processes, products and services</p> <p>8.4.1 General</p> <p>8.4.2 Type and extent of control</p>	<p>Yes</p>	<p>OK</p>	<p>Verified Invoice number – RUP2223/23 dated 26.11.2022 to supplier –M/S Rupantar, Product – Online Application System, Website Renewal Charges, server and service charges for student management software.</p> <p>The type and extent of control found are documented in the purchase order.</p>

8.4.3 Information for external providers			
8.5 Delivery of educational products and services 8.5.1 Control of delivery of the educational products and services 8.5.2 Identification and traceability 8.5.3 Property belonging to interested parties 8.5.4 Preservation 8.5.5 Protection and Transparency of learners' data 8.5.6 Control of changes in the educational products and services	Yes	OK	Verified Annual calendar for Academics, Administrative and Institutional Events for July 2022 to June 2023 for B. An Honours and Programme Course from 1 <sup>st</sup> Sem to 6 <sup>th</sup> semester. Verified Meeting of IQAC on 06/09/2022 Teachers council meeting on 10/08/2022 , found ok All student's records are stored in soft as well as hard Format Verified Exam evaluation record of Dr. Akhtar Hossain B. A. ( Education Department)academic year-2021-2022 Institute- NABAGRAM AMAR CHAND KUNDU COLLEGE found ok. The feedback taken from the student is also verified against "Students Feedback on Curriculum
8.6 Release of the educational products and services	Yes	OK	The requirement is defined in Reference document # NACKC/QMS/XXX/QMM/001 revision 00 Refer section 8.6 for details
8.7 Control of the educational nonconforming outputs	Yes	OK	The requirement is defined in Reference document # NACKC/QMS/XXX/QMM/001 revision 00 Refer section 8.7 for details
Cl.9 Performance Evaluation			Auditee: DR. SOUMITRA KAR
9.1.1 General 9.1.2 Satisfaction of learners, other beneficiaries and staff 9.1.3 Other monitoring and measuring needs 9.1.4 Methods for monitoring, measurement, analysis and	Yes	OK	Evidences are covered in clause no. 8.2 and 8.5. The organization has established the process for monitoring, analysis and Evaluation. For satisfaction of learner & staff refer Evidence from cl. No. 8.2 and 8.5 Found ok.



evaluation 9.1.5 Analysis and Evaluation			
9.2 Internal audit	Yes	OK	Evident that the organization has a process of Conducting internal audit and management reviews at planned intervals (Once in a year). Evident that the internal audit and management review records are maintained for the year 2022-2023, in the month May 2023, and documented as The Annual Quality Assurance Report (AQAR) of the IQAC (For Universities) Part A and Part B. The output of the management review is documented. Records found ok.
9.3 Management review 9.3.1 General 9.3.2 Management review inputs 9.3.3 Management Review Outputs	Yes	OK	Refer evidence from clause no.: 9.2. Inputs are found covered as per the requirements of clause no. 9.3.The output of the review meeting is found documented below: Future plans of the University – 1) Starting ADD-ON Courses in the form of modules for every Department. 2) To encourage faculties to apply for training Etc.
Cl.10 Improvement			Auditee: DR. SOUMITRA KAR
10.1 Non-conformity and corrective action	Yes	OK	The requirement is defined in Reference document # NACKC/QMS/XXX/QMM/001 revision 00 (section 10.0). There was no non-conformity recorded since the implementation of the management system. The organization has established a "NC register" for documenting incidents or events which are not comply to the requirements of management system.
10.2 Continual improvement	Yes	OK	The requirement is defined in Reference document # NACKC/QMS/XXX/QMM/001 revision 00 (Section 10.0). As an improvement activity organization has conducted the activities for the promotion of universal values and ethics as below: - A session on "NAAC assessment submission" was conducted during the workshop on "Green Audit and certification". The evidence of this is found addressed in the management review record.
10.3 Opportunities for improvement	Yes	OK	The requirement is defined in Reference document # NACKC/QMS/XXX/QMM/001 revision 00 (Section10.0).

## SUMMARY OF AUDIT FINDINGS

No of nonconformity observed	Major	Minor
	NIL	NIL

### DETAILS OF CHANGES OBSERVED, IF ANY

Change in Name:	<input type="checkbox"/> YES / <input checked="" type="checkbox"/> NO	
Change in Manpower	<input type="checkbox"/> YES / <input checked="" type="checkbox"/> NO	
Change in Scope	<input type="checkbox"/> YES / <input checked="" type="checkbox"/> NO	
Change in Address:	<input checked="" type="checkbox"/> YES / <input checked="" type="checkbox"/> NO.	

<b>2ND STAGE</b>	
Recommended for Certification in total compliance with the applied scope of certification	<input checked="" type="checkbox"/>
Recommended for Certification with a reduction to the applied scope of certification	<input type="checkbox"/>
Recommended for Certification with extension to the applied scope of certification	<input type="checkbox"/>
Additional Full Audit Onsite	<input type="checkbox"/>
Additional Limited Onsite Audit	<input type="checkbox"/>
Additional Limited Audit Off-Site	<input type="checkbox"/>
<b>SURVEILLANCE AUDIT</b>	<input type="checkbox"/>
Granted continued certification in total compliance with the present scope of certification	<input type="checkbox"/>
Granted Continued Certification with a reduction to the present scope of certification	<input type="checkbox"/>
Granted Continued Certification with an extension to the present scope of certification	<input type="checkbox"/>
Additional Full Audit Onsite	<input type="checkbox"/>
Additional Limited Onsite Audit	<input type="checkbox"/>
Additional Limited Audit Off-Site	<input type="checkbox"/>
<b>RECERTIFICATION AUDIT</b>	<input type="checkbox"/>
Recommended for certification in total compliance with the applied scope of certification	<input type="checkbox"/>
Recommended for certification with a reduction to the applied scope of certification	<input type="checkbox"/>
Recommended for certification with extension to applied scope of certification	<input type="checkbox"/>
Additional Full Audit Onsite	<input type="checkbox"/>
Additional Limited Audit On-Site	<input type="checkbox"/>
Additional limited offsite audit	<input type="checkbox"/>

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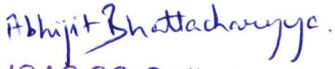

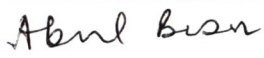


## CONCLUSION ON APPROPRIATENESS OF CERTIFICATION SCOPE:

The Client has✓/ has not implemented and maintained effective QMS for the Certification scope as

- Educational Services in.

**“Teaching, Learning and Evaluation processes relating to awarding of B.A. learning considering Environment friendly and Energy efficiency manner in College Green Campus”.**

Academic and Administrative Audit team of NABAGRAM AMAR CHAND KUNDU COLLEGE:

SL. NO.	NAME	DESIGNATION	SIGNATURE
1	Abhijit Bhattacharyya	IQAC Coordinator, Nabagram Amar Chand Kundu College	 IQAC CO-Ordinator Nabagram, Amar Chand Kundu College Nabagram, Murshidabad, Pin-742184
2	Dr. Rajesh Das	Principal, Nur Mohammad Smriti Mahavidyalaya	 Principal Nur Mohammad Smriti Maha-Vidyalaya Duck Banglow, Dhuliyani, Msd
3	Abul Basar	G.B Member ,Nabagram Amar Chand Kundu College	
4	A K Mandal	External Management System Auditor	 

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