

JINDAL ALUMINIUM LIMITED			
ROLLING AND EXTRUSION DIVISION			
PROCEDURE FOR MARKETING - DOMESTIC			
DOC. NO. JAL/R&E/MAR(D)/PR/19		TITLE PAGE	
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DISTRIBUTION LIST*

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03	MARKETING DOMESTIC - Back Office

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AMENDMENT RECORD

AMENDMENT			DISCARD		INSERT	
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	POSITION	SIGNATURE	DATE
Prepared by	AM-ISO CELL		
Verified by	QMS COORDINATOR		
Approved by	DGM (Mktg)		

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1.0 PURPOSE

The purpose of this document is to lay down the Marketing (Domestic) procedure to be followed for the following Rolled products only:

- Aluminium Plain Sheet
- Aluminium Chequered sheets.
- Aluminium Roofing sheets
- Aluminium PP Cap
- Aluminium Slug
- Aluminium Circle

1.1 OBJECTIVES

- To induct every year minimum of 40 numbers of new customers
- To reach stage by stage good customer satisfaction index.

2.0 SCOPE (Cl: 8.2 of IS/ISO-9001:2015 – Requirements for products and services)

This procedure covers Rolling products only. However the procedure for Marketing of Extrusion products are handled by Bangalore Factory.

3.0 INTERFACES

- a) Packing and Shipping
- b) Rolling
- c) Rolling QA
- d) Accounts
- e) Marketing (Exports)

4.0 DEPARTMENT FUNCTIONAL CHART

The Functional Chart is shown in Annexure No. JAL/R&E/MAR(D)/ANX/02.

4.1 ROLES, RESPONSIBILITIES & AUTHORITIES (Cl: 5.3 of IS/ISO-9001:2015)

4.1.1 GENERAL MANAGER (MARKETING) :

The General Manager (Mktg), who is stationed in Mumbai Office reports to Executive Director and is responsible for functioning of the Marketing department having the following responsibilities:

Overall responsible both for Domestic as well as Export Marketing of all rolled products..

- a) To ensure that Contract Review is carried out at enquiry level, quotation submission level (if required) as well as at order acceptance level.
- b) To ensure that requirement of the customers are fully met to their expectation.
- c) To ensure that customer complaints are attended giving immediate response.
- d) To ensure that any amendment received from customers against their orders are properly communicated to the concerned department and at the same time, assuring the customer that his revised requirements will be met with.
- e) To carry out lost order analysis when order is not received.
- f) Responsible to achieve targets, coordination with branch offices, plant, etc.

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4.1.2 DEPUTY GENERAL MANAGER/ ASST. GENERAL MANAGER (MARKETING):

Reporting to GM (Mktg) and are responsible for marketing of all Rolled products.

4.1.3 SR. MANAGER/MANAGER (MARKETING):

Reporting to DGM/AGM (Mktg) and will assist him in marketing of Rolled products.

4.1.4 DY. MANAGER /ASST MANAGER(MKTG):

Reporting to DGM/AGM/Sr. Manager (Mktg) and are responsible for marketing of various Rolled products entrusted to them.

4.1.5 MARKETING ASSISTANT(S):

They will assist the DGM/AGM/Sr. Manager/Manager/ Dy and Asst Managers and assist them in marketing of various Rolled products entrusted to them.

5.0 REFERENCES:

- a) Rolling Procedure No: JAL/R&E/ROL/PR/07
- b) Rolling Quality Assurance Procedure No: JAL/R&E/QA/PR/10

6.0 ABBREVIATIONS

- a) A.O. - Acceptance of Order
- b) N.M.R. - Not in Manufacturing Range
- c) P.I. - Proforma Invoice
- d) IT - Information Technology
- e) ERP - Enterprise Resource Planning

7.0 INPUTS

- a) Catalogues.
- b) Enquiries from the customer
- c) Samples from customers.
- d) Customer order.
- e) Amendments if any after receipt of order.

8.0 OUTPUTS

- a) Quotations
- b) Acceptance of order.
- c) Amendments of AO in case of amendments.

9.0 PROCESS – MARKETING:

The flow chart of Marketing (overall activity) is as per Annexure No.JAL/R&E/MAR(D)/ANX/01.

9.1 Marketing – promotional activities / business development

The Marketing of the product is done as mentioned below:

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- 9.1.1 Releasing advertisement periodically in the national dailies / news paper / journals / directories of reputed end user association.
- 9.1.2 Branding of Jindal Profile: Jindal profile is printed only on Aluminium sheets.
- 9.1.3 Extensive customer contact / visits: The marketing personnel of Rolling visit existing Rolling customers as well as new prospective customers to meet the requirement of Rolled products.
- 9.1.4 Distribution of JAL R&E catalogues
- 9.1.5 The Website namely www.jindalaluminium.com, gives exhaustive information on the product range, range of alloys, equipment features & end user applications developed for various segments of the industry.

9.2 Handling of Enquiries (Cl: 8.2.2 of IS/ISO-9001:2015)

The Flow chart for handling the enquiries is as detailed in JAL/R&E/MAR(D)/ANX/01

Description of the Process

- 9.2.1 Enquiries from various customers viz., Actual Users, Secondary users (Manufacturers and traders) for different products either from our catalogue or for new product come to Marketing..
- 9.2.2 Wherever enquiries for repeat orders are received, these will be handled directly by Marketing and suitable offers shall be made. In case of urgent deliveries, the despatch / Rolling Department will be consulted and their concurrence recorded for making offers.
- 9.2.3 Whenever enquiries are not complete, further clarifications will be sought through Format No.JAL/R&E/MAR/F/01 for Rolled products or through mail / personal visits by either sides or it may be derived from the experience based on previous supplies and / or from the application / end use of the product ordered, in consultation with technical department.

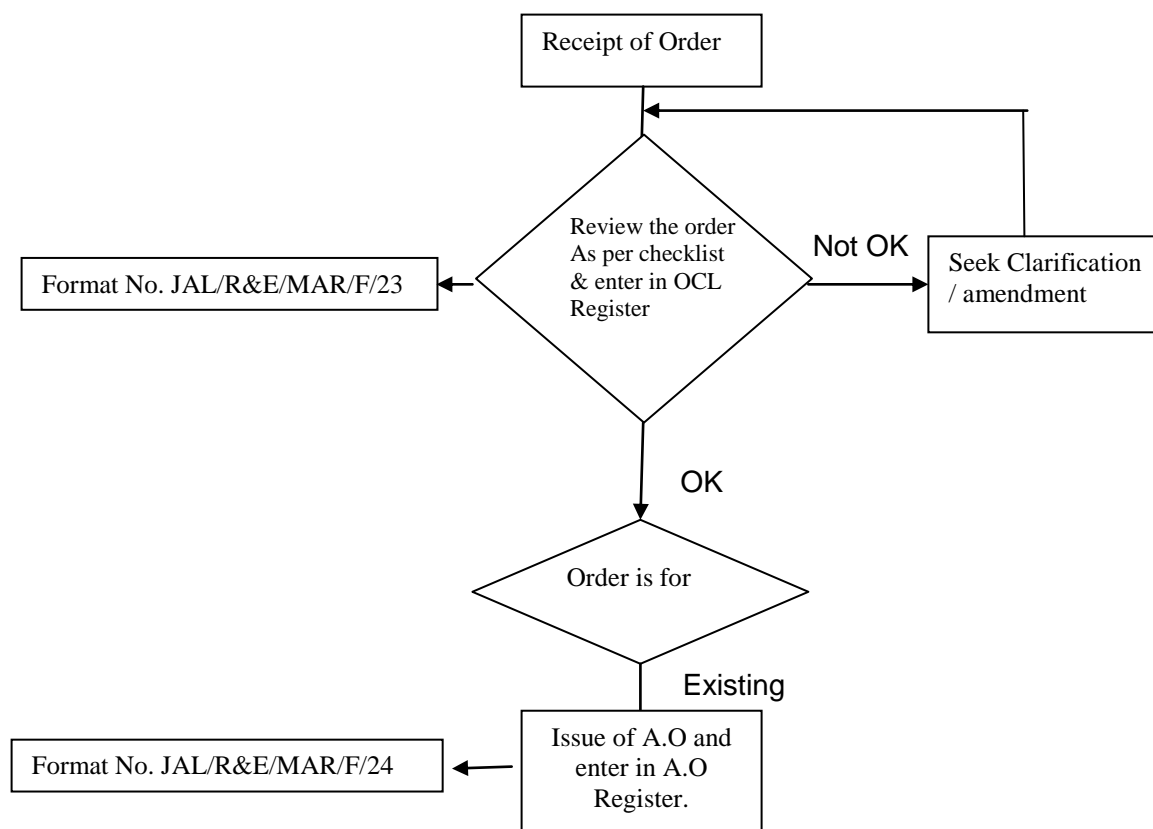
However, all commercial terms & conditions are mentioned in the Acceptance of Order (Refer Format No.JAL/R&E/MAR/F/05).

- 9.2.4 When enquiries are received for products, which are not in our manufacturing range, without referring to Pricing Committee, regret letter is sent as per Format No. JAL/R&E/MAR/F/01.

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9.3 Receipt of Orders & Acceptance (Cl: 8.2.3 of IS/ISO-9001:2015)

The Flow chart for Order processing:



Description of the process:

9.3.1 When order is clear in all respects as per Format No. JAL/R&E/MAR/F/03 and also as per order checklist or otherwise, fully clarified through Format No. JAL/R&E/MAR/F/04, Acceptance of Order (AO) shall be issued as per Format No. JAL/R&E/MAR/F/05 to Customers and circulated to Quality Assurance (Rolling), Rolling, Despatch & Accounts departments. Copies will be retained by Quality Assurance & Despatch only. Entries are carried out in OCL register as per format No. JAL/R&E/MAR/F/23 and A.O. register in format No. JAL/R&E/MAR/F/24.

9.3.2 Accounts Department will check and sign the AO copies. They do not retain any copy.

9.3.3 Any deviation in commercial terms can be accepted after approval of Pricing Committee members.

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9.3.4 Whenever an Amendment is received from customer to whom Acceptance of Order (AO) is already issued, Marketing department raises an AO amendment form JAL/R&E/MAR/F/17. If the amendment is related to price, the amendment form is sent to Packing & Shipping. If the amendment is related to technical details like width, quantity, alloy, temper, mode of packing, etc, the amendment form is sent to IT department, who will make the changes in the EPF in ERP and then send the form to Packing & Shipping. All the concerned departments like QA, Rolling, Packing & Shipping, etc, will get the amendment information when they refer to the EPF in the ERP.

9.3.5 A copy of Format No. JAL/R&E/MAR/F/17 (Amendment to Acceptance of Order) will be retained by Packing & Shipping & Quality Assurance (if required) and return the Original duly signed.

9.3.6 Amendment can be accepted for Quality, Width, Mode of Packing & Pricing and amendment will not be accepted for Product Specification, Dimensional Tolerance, when the material is already in process.

9.4 Customer's Complaints

9.4.1 When a customer registers a Quality complaint, Marketing Executive/ Manager records it in the Customer Complaint Register (Format No.JAL/R&E/MAR/F/21). The same is also recorded in format No.JAL/R&E/NCA/F/01, which is circulated to the Technical personnel to find out the root cause of the complaint. After obtaining their comments reply will be sent to the customer by Marketing Department or visited by QA to resolve the issue. In case material is to be called back from customer for rework/rejection, the approval is taken from ED. This process will be completed as early as possible for achieving customer satisfaction. In case there is no feedback from the customer within 30 days, complaint will be treated as closed. Further, only relevant complaints, which require corrective action, will be recorded by QA department in the format No.JAL/R&E/NCA/F/01, specifying corrective and remedial actions.

9.4.2 Complaint regarding difference in quantity / weight and interchange of consignment etc. are not recorded in Format No. JAL/R&E/NCA/F/01 and such complaints are reported to Despatch Department for verification & corrective action. A letter indicating the action taken is sent to the customer.

9.4.3 When a customer complaint is received regarding any transit damage, the same will be looked into and the customer will be advised suitably if any change is required in the mode of packing. The customer is also advised to take up the matter with the transport and necessary assistance shall be rendered.

9.4.4 Whenever required, Quality Assurance Manager visits the customer and inspects the material at customer's premises and, if it cannot be rectified there, material is called back at our Works for rectification / replacement.

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9.4.5 Some customers place orders without assessing the actual requirement and come up with complaints regarding non-suitability of material. In such cases, the corrective action lies at the customer's end e.g., change of alloy & temper etc. or some Improvement or change in their process, then the customer will be suitably guided with every possible care.

9.4.6 The complaints requiring further investigation / corrective action shall be discussed and reviewed in Rolling dept as well as Quality Assurance dept Meeting, which is held every month.

9.4.7 Retention Period of contract review records and other records mentioned in the above procedure will be as shown in Annexure No. JAL/R&E/MAR(D)/ANX/03.

9.5 Customer Communication

- a) The marketing department communicates with the customer regarding the product information through the catalogues and website.
- b) The enquiries are followed up with the customer and all communication related to the customer is maintained in the respective files.
- c) The process of order handling and amendments to the order is also communicated to the customer.
- d) The action taken for the customer complaint is also communicated to the customer.

9.6 Customer Satisfaction Index

The Questionnaire is sent once in six months to obtain their feedback related to quality, delivery and service in the format JAL/R&E/MAR/F/18. The customer has to rate the parameters in scale 1 to 10, where: 1 - 2 = Unsatisfactory; 3 - 4 = Satisfactory; 5 - 6 = Good; 7 - 8 = Very Good; 9 - 10 = Excellent.

On receipt of their feedback, they are circulated to the concerned for improvement. They are also analyzed for the details and customer satisfaction level is arrived at and monitored. Apart from the above customer appreciation, vendor quality rating is received from the customer. They are also circulated for monitoring and continual improvement.

The organization also monitors the information relating to customer perception as to whether the organization has met customer requirements by the receipt of the appreciation letter from selected customer. The NIL complaints from the customer also ensure the customer satisfaction. The customer satisfaction levels are discussed in the management review meeting.

9.7 Customer Focus

The customer needs and expectations are obtained during the interaction with the customer, customer suggestions for improvement and customer complaints and the same will be discussed in the departmental meeting.

The details of the needs & expectations, thus obtained are reviewed for implementing the same to achieve better customer satisfaction.

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These needs are converted into requirements and provided to the customer and verified for improvement in customer satisfaction index by conducting customer satisfaction survey.

9.8 Property belonging to customers (CI No. 8.5.3 of ISO 9001:2015)

The' property belonging to customers received by the Marketing department are: Sample sheets/foils. The following procedures are to be followed:

- i. In case of orders received based on sample, the samples are sent to Lab for checking and the same is retained in the Lab till the order is cleared. On clearance, the sample is returned if customer wants it back or scrapped.
- ii. In case samples are received on returnable basis, the same is returned after quotation is made.
- iii. If order is not received after 2 months, the samples are scrapped.

10.0 PROCESS MONITORING

- 10.1 Quotation work sheet is verified with respect to enquiry before sending the work sheet for Pricing Committee.
- 10.2 Order checklist is updated and verified with respect to customer order and in case of any deficiency, it is informed to customer and necessary clarification is obtained.
- 10.4 Pending AO's are reviewed frequently and monitored for any delay in execution.
- 10.5 Customer complaints are analyzed statistically every year through QA and suitable corrective action is taken to eliminate customer complaints.

11.0 NON CONFORMITY & CORRECTIVE ACTION

- 11.1 Marketing department will fill the details of complaints received in format number JAL/R&E/NCA/F/01 and send it to QA department for further analysis and action.
- 11.2 Any deviation in tolerance or property of product is found after production, the same is intimated to marketing to communicate to the customer for functional acceptance. After the party gives clearance in writing, the material is despatched. The non-conformities are analysed for causes and suitable action is taken to eliminate the non-conformities in the future. The actions taken are verified for effectiveness during the subsequent despatch. The details are recorded in the format No. JAL/R&E/NCA/F/01 by QA department.

12.0 RISKS AND OPPORTUNITIES

Risk & opportunity is defined in a separate procedure. JAL has established, implemented & maintained this procedure for managing risk & opportunities.

13.0 ANALYSIS AND EVALUATION

- 13.1 Following data's are analyzed statistically to monitor the improvement in the process.
 - a) Total Despatch (Month Wise) - Annual
 - b) Customer satisfaction index - Annual

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14.0 CONTINUAL IMPROVEMENT

The quality objectives are monitored for improvement during the department meeting and the current level of the objectives is noted down and target level is fixed for the next period and action plan is developed to attain the target level and monitored for improvement. The details are recorded in the format JAL/R&E/QMSC/F/01.

The effectiveness of corrective and preventive action taken for the non-conformities is also monitored for improvement

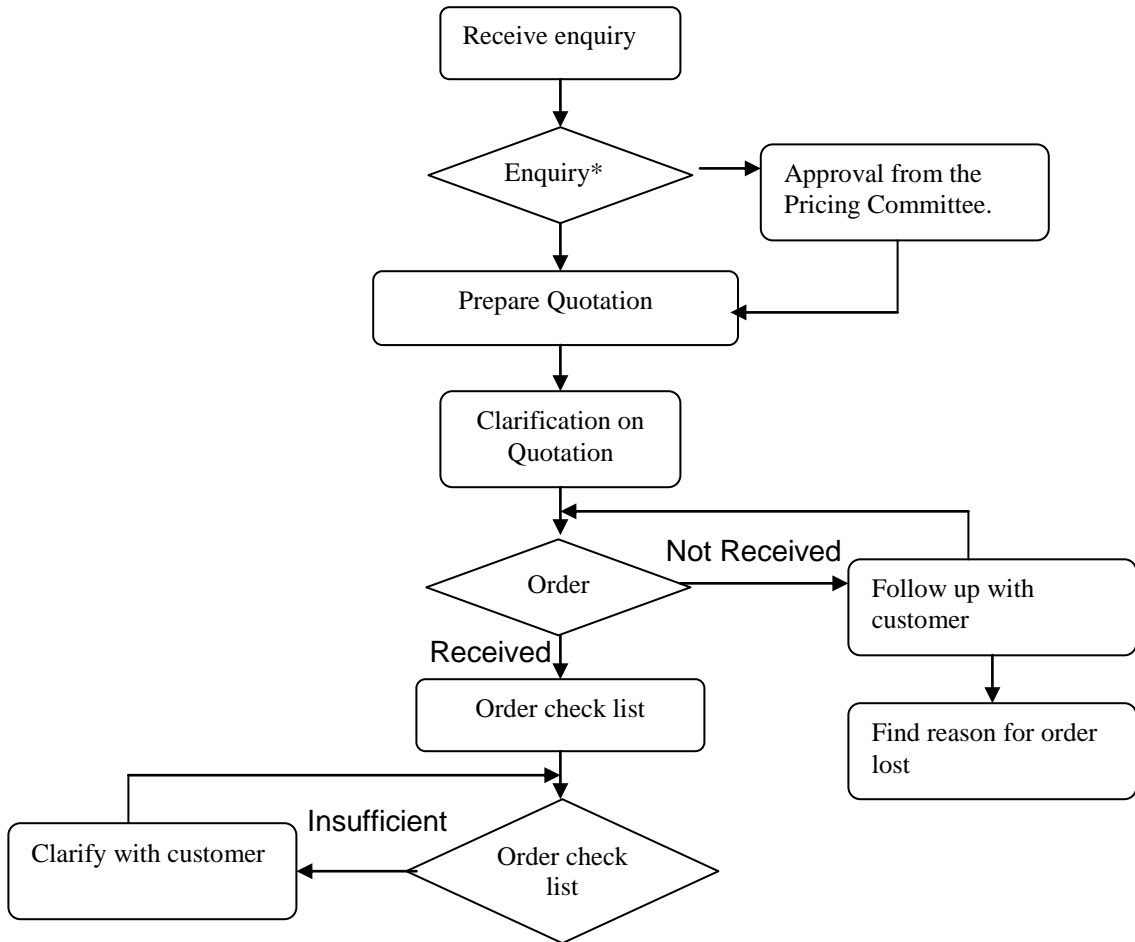
15.0 ORGANIZATIONAL KNOWLEDGE, COMPETENCE, AWARENESS AND COMMUNICATION:

Training is defined as separate procedure. The purpose of this procedure is to define the requirements for positions in the company affecting quality for hiring. Training procedure is applied for new employees & existing employees and evaluating the effectiveness of training provided.

List of training records is shown in the Annexure No JAL/MAR(D)/ANX/03 & responsible by HOD. Competency chart is identified for all position as per Annexure No JAL/MAR(D)/ANX/04.

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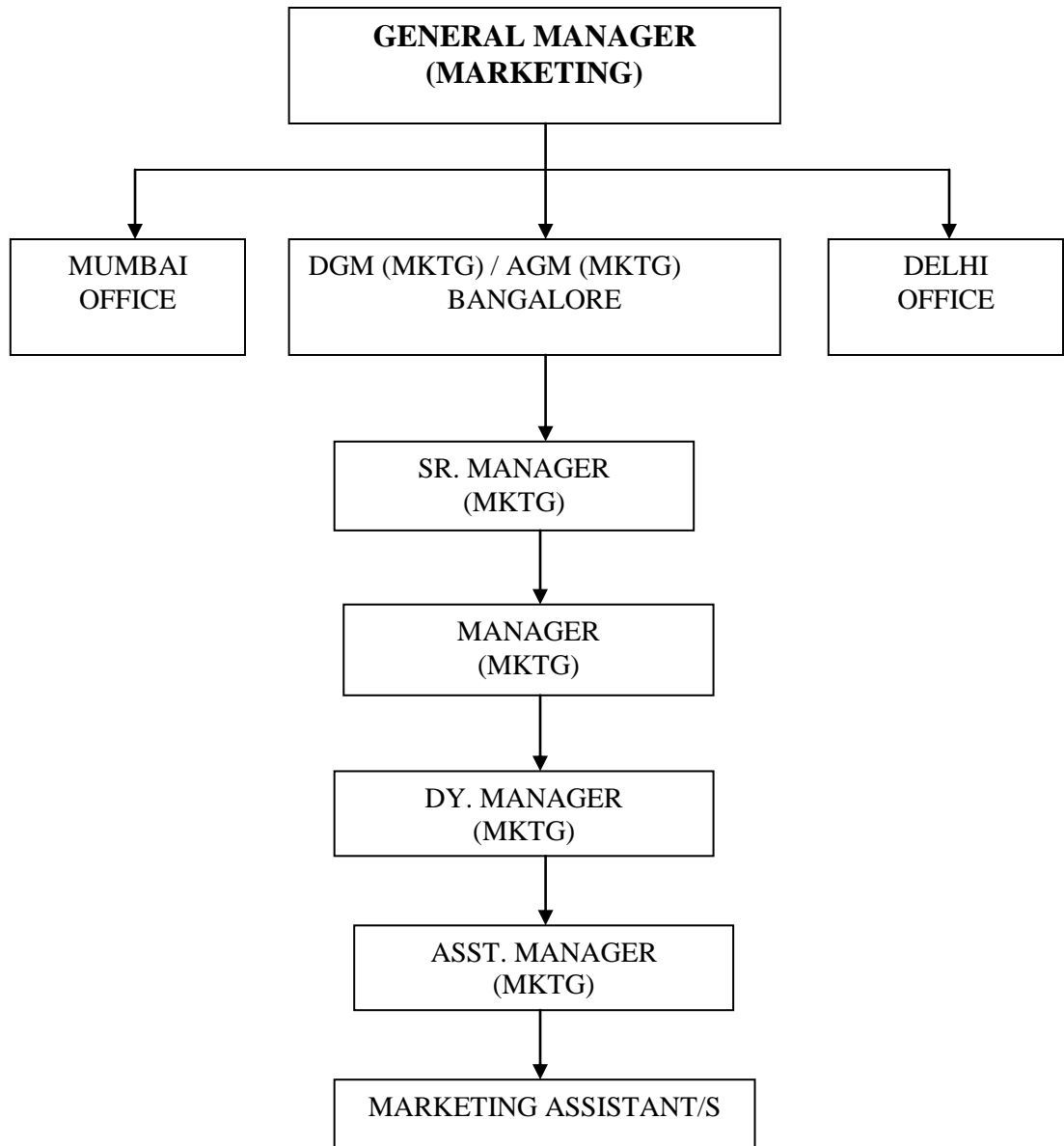
FLOW CHART – MARKETING
(Overall activity)



* Note: If the product asked for is not in the manufacturing range, send regret letter

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FUNCTIONAL CHART - MARKETING (DOMESTIC)



Note : EXECUTIVE DIRECTOR IS OVERALL RESPONSIBLE FOR THE FUNCTIONING OF THE MARKETING DEPARTMENT.

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LIST OF RECORDS

Sl. No	DESCRIPTION OF THE FORMAT	FORMAT NO.	RETENTION PERIOD
1.	Letter seeking clarification / Not in our Manufacturing Range (FO)	JAL/R&E/MAR/F/01	One Year
2.	Indigenous Quotation(FO/BO)	JAL/R&E/MAR/F/02	One Year
3.	Order Checklist(BO)	JAL/R&E/MAR/F/03	One Year
4.	Letter Seeking Clarification Against Order(FO)	JAL/R&E/MAR/F/04	One Year
5.	Acceptance of Order(BO)	JAL/R&E/MAR/F/05	One Year
6.	Order Release Report(BO)	JAL/R&E/MAR/F/06	Two Months
7.	Material Readiness Intimation(BO)	JAL/R&E/MAR/F/08	Till the date of supply
8.	Quotation Work Sheet(BO)	JAL/R&E/MAR/F/14	One Year
9.	AO Amendment Form(FO/BO)	JAL/R&E/MAR/F/17	One Year
10.	Customer satisfaction feedback questionnaire(FO)	JAL/R&E/MAR/F/18	Two years
11.	Proforma Invoice(BO)	JAL/R&E/MAR/F/19A	One Year
12.	Dispatch Instructions(BO)	JAL/R&E/MAR/F/20	One Year
13.	Customer Complaint Register(FO)	JAL/R&E/MAR/F/21	One Year
14.	OCL Register details(BO)	JAL/R&E/MAR/F/23	One Year
15.	AO Register(BO)	JAL/R&E/MAR/F/24	One Year
16.	Quality Objectives monitoring record(FO)	JAL/R&E/QMSC/F/01	3 years
17.	Nonconformity and Corrective Action(FO/QA)	JAL/R&E/NCA/F/01	Until corrective action is implemented

TRAINING RECORDS

Sl. No	RECORD NAME	RECORD NUMBER	RESPONSIBLE PERSON	RETENTION PERIOD
01	Employee details	JAL/R&E/TRG/F/01	HOD	Till end of service
02	Training needs identified	JAL/R&E/TRG/F/02		1 Year
03	Record of Training Imparted	JAL/R&E/TRG/F/03		1 year
04	Review of Training effectiveness	JAL/R&E/TRG/F/04		1 year

Note: The computer generated documents (soft copy) will not be having the signature of the generating department. However, if a hard copy is taken out, it has to have signature of the concerned person.

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COMPETENCE CHART

Name of department: MARKETING DOMESTIC

IS/ISO 9001:2015 clause number 7.2

Sl.No.	Position	Required qualification*	Experience required
1	General Manager	BE/BTech in Mech, MBA in Marketing	18 Years
2	Dy. General Manager	BE/BTech in Mech, MBA in Marketing	15 Years
3	Asst. Gen. Manager	BE/BTech in Mech, MBA in Marketing	12 Years
4	Senior Manager	BE/BTech in Mech, MBA in Marketing	10 Years
5	Marketing Manager	BE/BTech in Mech, MBA in Marketing	08 Years
6	Dy. Manager Marketing	Any Graduate	06 Years
7	Asst. Manager Marketing	Any Graduate	04 Years
8	Marketing Assts.	Any Graduate	02 Years
9	Management trainee	Any Graduate	00 year

Note: Relaxation in qualification can be given in case the candidate is having sufficient experience in relevant field.

Prepared by:

Approved by:

HOD

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
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LETTER SEEKING CLARIFICATION / NOT IN OUR MANUFACTURING RANGE

(FORMAT NO.JAL/R&E/MAR/F/01)

Ref :
Date :

M/s.

Dear Sir,

Sub: Your Enquiry No.

We are in receipt of your above referred enquiry & thank you for the same.

We request you to furnish the following information:

- 1)
- 2)
- 3)
- 4)

On receipt of your confirmation on the above points, we shall submit our most competitive offer.

(OR)

We express our inability to submit quotation for the item required by you as the same do not fall in our current manufacturing range.

Reason for NMR:


Regards,

Authorized Signatory
JINDAL ALUMINIUM LIMITED – R&E
BANGALORE

NOTE: At the time of writing to the Customer, the Para not applicable to be deleted.

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INDIGENOUS QUOTATION
Format No: JAL/R&E/MAR/F/02

QUOTATION							
JINDAL ALUMINIUM LTD. ROLLING & EXTRUSION DIVISION: <i>The address to be inserted at time of Printing</i>							
	CUSTOMER CODE			Format No. JAL/R&E/MAR/F/02			
	ENQUIRY No. DATE						
	QUOTATION No. DATE						
ATTN :							
We thank you for your above enquiry and are pleased to submit our most competitive offer on the terms and conditions given below and overleaf.							
Sl. No.	Description	Alloy & Temper	Width	Length Price	Quantity	MOQ	Packing type
<p>1. PLEASE MENTION YOUR GST NO. IN YOUR ORDER Our GST NO: 29AAACJ4324MIZD Our CST No.10050395 w.e.f. 1-4-73. Our TIN No.29620058356 PAN No.: AAACJ4324M</p> <p>2. Please specify the desired mode of Packing.</p> <p>3. GST:18%</p> <p>4. Insurance: Can be arranged at your cost/current rate is 0.025% extra</p> <p>5. Transportation: To pay basis</p> <p>6. Delivery Schedule: Subject to force majeure</p> <p>7. Payment Terms: 30% Advance & balance before despatch.</p> <p>8. Payment are to be made by demand draft drawn on Jindal aluminium ltd & payable at Bangalore</p> <p>9. 2% cash discount is allowed in case of 100% payment made before dispatch.</p> <p>10. Overdue interest @ 15% per annum incase of delayed payments.</p> <p>11. PRICE VARIATION CLAUSE: The above prices are based on the rate & other levies on Aluminum Metal. Any increase in the price of Aluminum Metal and other inputs/levies will be to buyer's account. However, rates & other Govt. levies like GST etc. ruling on the date of dispatch only will be applicable irrespective of Delivery period agreed</p> <p>12. Special Instruction: we have quoted only basic price, all other factors like freight, taxes are extra. Lead time 15-20 days after receipt of techno- commercial clear order.</p> <p>13. Tolerance in Qty.: We have option to supply $\pm 20\%$ against order upto 500 kg & $\pm 10\%$ above 500 kg for each item</p> <p>14. Validity: This quotation is valid for 30 days from the date mentioned above and thereafter, the validity will be subject to our confirmation in writing.</p> <p>15. Please refer to our terms & condition printed as below</p>							
Your faithfully,							
For Jindal Aluminum Ltd, (Rolling & Extrusion Division)							
Authorized Signatory							

TERMS AND CONDITIONS

1. **PRICE:** Unless stated to the contrary, all our prices are Exworks, Bangalore and do not include Excise Duty, KVAT, CST, Freight, insurance, Octroi or any other Government/ Statutory / Municipal Levy, which will be charged extra at actual as applicable at time of effecting delivery regardless of the delivery period given in your Purchase Order.

2. **INTEREST CHARGES:** Interest at applicable rate as mentioned overleaf shall be charged extra if the concerned documents are not retired / made available payment is not received within 5 days or as agreed from the date of despatch of material / proforma invoice whichever is earlier, without prejudice to our other rights including the right to forfeit the advance, claims damages / losses and to dispose of the undelivered goods after waiting for 30 days, at indenters cost.

3. **PRICE VARIATION CLAUSE:** The prices as mentioned in the acceptance of order are based on the current rate and other levies on Aluminium Metal. In case of any change in the price of Aluminium Metal and other inputs / levies/ fluctuations/ variations, the prices of our products will be charged accordingly. **Rates ruling as on the date of despatch** shall only be applicable, irrespective of delivery period agreed / specified.

4. The delivery period shall be as mentioned above from the date of techno commercial clear order.

5. **GST:** The Current rate of GST is already mentioned overleaf which is subject to change depending upon future govt notification. Any such revision will be buyers account

Transit damage	To be endorsed on the transporters copy of the LR and should be intimated to us within 7 working days. We will organize Insurance survey (if the material is insured) within 7 days and based on the decision of the surveyor the resolution/disposal plan can be arrived at)
Physical short receipt of cartons, pallets, etc	To be endorsed on the transporters copy of the LR and should be intimated to us within 7 working days.
Short receipt on weighment	To be intimated to us within 7 days of receipt of material. Our representative will visit for a joint weighment within 7 days and post mutually acceptable decisions, the material can be issued for consumption also the short receipt should be mentioned on the LR copy. However, as per industry norms weight difference within the range of 0.5% will not be entertained and JAL weighment shall be considered as final.
Corrosion / wet condition	To be endorsed on the transporter copy of the L/R and should be intimated to us within 7 days of receipt of the material. The matter will be investigated by our personnel and resolution/disposal plan arrived at through joint discussions. No claim shall be entertained if complaint is lodged beyond 15 days from the date of delivery in lieu of wet condition/ corrosion. Also the buyer should ensure that the material is stored in good environment (cool and dry place free from moisture, open window, dust etc.)
Technical defects	Since we supply regular items of consumption, we expect technical complaints to be reported to us within 30 days from the date of receipt of material Such complaints ideally must be accompanied by samples to facilitate analysis at our end prior to visit. In any case, we shall visit and investigate within 7 days of receipt of the complaint and resolution/disposal plan arrived at through joint discussions. We may require your assistance, if required, with respect to machine trials as proper understanding and permanent resolution is the essence.

- All complaints must be reported with relevant supply details
- All joint investigation of complaints must be documented through minutes of the meeting
- We do not accept any liquidated damages
- **WEIGHT:** Weight recorded at our factory scale shall be final.
- **SPECIFICATION:** Unless otherwise agreed upon in writing, material will be supplied as per the standard specification. Any omission in the description of the material required shall not entitle the buyer to repudiate the agreement of sale or to claim damages.
- **TRANSIT INSURANCE:** Our responsibility ceases as soon as the material is handed over to the Transporter. No claim for loss, damage in transit or short delivery will be entertained by us. To cover all such risks, the insurance of the material in transit is to be arranged by the buyer and the same to be claimed from transporter or insurance company. Alternatively, transit insurance can be arranged by us on your behalf, at extra cost, at actual on specific request.
- **TRANSPORTATION:** We reserve the right to dispatch the material through any reputed bank approved road transporter or by rail.
- **CHANGE OF ORDER:** Any alteration / cancellation pertaining to the purchase order should be intimated at least 10 days in advance prior to the expected date of delivery. However, no changes in the order will be accepted if goods are already produced.
- **INDEMNITY:** The buyer shall indemnify the Company against all damages / loss / penalties / costs / charges / levies/ expenses / claims / compensation etc in any manner.
- **DEMURRAGE:** All demurrage charges incurred by reason for non-clearance of materials in time after the arrival of the same at destination or for any reasons shall be borne by the Buyer.
- **WARRANTY:** No Warranty expressed / implied / is given as the life of wear of goods supplied / or that they will be suitable for any particular purpose or for other use under any specified conditions notwithstanding that such purpose or conditions may be known to the company.
- **GENERAL:** Any order placed on us against this quotation implies that you have read and accepted the above terms and conditions. At the time of placement of order, the buyer is requested to furnish full details such as Alloy & Temper, complete specification and enduses for suitable selection of raw material and process.
- Force majeure clause is applicable
- The customer has to verify all quality parameters, while the material is in supplied form. If there are any rejections due to quality reasons / manufacturing defect in the material, the same shall be accepted, if it is in the supplied form only. JAL shall not be responsible for any rejections, if the material is in slit or printed form.
- We do not accept any debit towards rejections without our prior confirmation.
- Under no circumstances shall we accept any rejected material sent to us without our prior confirmation and / or through an expensive mode of transport not approved by us.
- All other issues will be governed by our general terms and conditions of sale . Our standard terms and conditions of sale is available on our website, [www. Jindalaluminium.com](http://www.Jindalaluminium.com).
- **JURISDICTION:** All contract between the buyer and the company are entered and executed in Bangalore and thereof are subject to the exclusive jurisdiction of courts in Bangalore.

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.04.2018

ORDER CHECKLIST

Format No: JAL/R&E/MAR/F/03

Print Date/Time:

Cust. Name :

OCL NO. :

Cust. Code :

Date :

P.O.No. :

P.O. Date :

Amnd. No.:

Amnd. Date :

Schedule No.:

Schedule Date:

1. Category :

Sl No.	Description	Alloy/ temper	Width	No of Pcs	Qty. (kgs)	Price/ kg	Dly. Dt.	Mill

2. Payment Terms:

3. a) Advance req.

c) Cr./Dr. bal. Available

b) Adv. Received

d) Total Cr.

e) Add. Adv.

4. Whether agreed for current rate of O.D. Interest:

5. Bankers Address :

6. CST/KST No. available

7. CST/KVAT

8. Form C/37 received :

9. Road Permit Recd :

(For UP/BIHAR/HAR/WB)

10. Mode of Desp.:

Document through :

11. Despatch Address:

11. a) Despatch Destination:

12. Transporter's Name (If specified by party):

13. Whether Pre-despatch inspection required:

14. Whether T.C. req.

15. Insurance by :

16. Packing Slip :

17. Excise duty exempted:

18. Deficiency in order & details

19. Party's Amnd/Confirmations

of letter written

20. Any other important remarks to be mentioned in A.O.

21. Delivery Status:

Prepared by:

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.04.2018

LETTER SEEKING CLARIFICATION AGAINST ORDER

Format No. JAL/R&E/MAR/F/04

Ref:
Date:

M/s.

Kind attn:

Dear Sirs,

Sub: your P.O.No.....dated.....

We are in receipt of your Purchase Order & thank you for the same.

We draw your kind attention to the point/s mentioned below:

- 1)
- 2)
- 3)
- 4)
- 5)

Regards,

.....
DGM/AGM/Manager-Marketing
JINDAL ALUMINIUM LIMITED
(Rolling & Extrusion Division)
BANGALORE - 560073

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.04.2018

JINDAL ALUMINIUM LTD ROLLING & EXTRUSION DIVISION: The address to be inserted at time of Printing							
CUSTOMER		CODE		A.O.NO. :			
				A.O.Date :			
ECC NO: AFDPM6421REM001 TIN NO: 30561105536 CIN NO				Your P.O. No. : Dt. : PAN NO: AFDPM6421R GST NO: 30AFDPM6421R1ZD Amendment Schedule No. & Date:			
We thank you for your above referred purchase order and issue our acceptance of the same subject to terms and conditions already given in our quotation & those given below and overleaf. This order is subject to force majeure clause.							
Sl. No.	PRODUCT NO	Description	Alloy & Temper	Width (mm)	Qty. Kg	Basic Price per kg (Ex-works) Rs.	Dely Sch.
Tolerance in Qty.: We have option to supply $\pm 10\%$ against each item. If the order Qty. is between 250 and 500 kg. for individual items, the qty. tolerance will be $\pm 20\%$ GST rate prevalent at the time of supply as per below INTER - STATE – IGST@18 % INTRA - STATE – SGST@ 9% & CGST@ 9%				Total Qty. : kgs. Sales Tax : CST / TIN No. : Dt. :			
Packing } Charges } @ Rs. Extra }				Adv. Amt. Recd. Rs..... Towards order (Non-interest bearing)			
Destination / Delivery address							
				Mode of Despatch			
Payment Terms : Cash Discount : % on basic price for 100% payment before dispatch by pay order allowed. For delayed payment interest @ 15% p.a. will be charged.							
Documents Through							
Special Instructions							

Note: Please sign and return the duplicate copy of this A.O. in token of your acceptance of the terms and conditions mentioned here and printed overleaf, within 7 days from the date hereof or else it will be presumed that all the terms and conditions given in this A.O. are acceptable to the buyer.

For Jindal Aluminium Ltd.,
(Rolling & Extrusion Division)

TERMS AND CONDITIONS

1. **PRICE:** Unless stated to the contrary, all our prices are Exworks, Bangalore and do not include Excise Duty, KVAT, CST, Freight, insurance, Octroi or any other Government/ Statutory / Municipal Levy, which will be charged extra at actual as applicable at time of effecting delivery regardless of the delivery period given in your Purchase Order.
2. **INTEREST CHARGES:** Interest at applicable rate as mentioned overleaf shall be charged extra if the concerned documents are not retired / made available payment is not received within 5 days or as agreed from the date of despatch of material / proforma invoice whichever is earlier, without prejudice to our other rights including the right to forfeit the advance, claims damages / losses and to dispose of the undelivered goods after waiting for 30 days, at indenters cost.
3. **PRICE VARIATION CLAUSE:** The prices as mentioned in the acceptance of order are based on the current rate and other levies on Aluminium Metal. In case of any change in the price of Aluminium Metal and other inputs / levies/ fluctuations/ variations, the prices of our products will be charged accordingly. **Rates ruling as on the date of despatch** shall only be applicable, irrespective of delivery period agreed / specified.
4. The delivery period shall be as mentioned above from the date of techno commercial clear order.
5. Please note we are charging concessional Central sales tax against your assurance of issuing FORM C on time. We expect such C Forms to be liquidated on a regular basis. Failure to do so shall attract debit notes for the residual tax amount along with interest charges as applicable
6. **EXCISE DUTY:** The Current rate of Excise Duty is already mentioned overleaf which is subject to change depending upon the final assessment by the Excise Authorities./ Any such revision will be to buyer's account.

Transit damage	To be endorsed on the transporters copy of the LR and should be intimated to us within 7 working days. We will organize Insurance survey (if the material is insured) within 7 days and based on the decision of the surveyor the resolution/disposal plan can be arrived at)
Physical short receipt of cartons, pallets, etc	To be endorsed on the transporters copy of the LR and should be intimated to us within 7 working days.
Short receipt on weight	To be intimated to us within 7 days of receipt of material. Our representative will visit for a joint weighment within 7 days and post mutually acceptable decisions, the material can be issued for consumption also the short receipt should be mentioned on the LR copy. However, as per industry norms weight difference within the range of 0.5% will not be entertained and JAL weighment shall be considered as final.
Corrosion / wet condition	To be endorsed on the transporter copy of the L/R and should be intimated to us within 7 days of receipt of the material. The matter will be investigated by our personnel and resolution/disposal plan arrived at through joint discussions. No claim shall be entertained if complaint is lodged beyond 15 days from the date of delivery in lieu of wet condition/ corrosion. Also the buyer should ensure that the material is stored in good environment (cool and dry place free from moisture, open window, dust etc.)
Technical defects	Since we supply regular items of consumption, we expect technical complaints to be reported to us within 30 days from the date of receipt of material Such complaints ideally must be accompanied by samples to facilitate analysis at our end prior to visit. In any case, we shall visit and investigate within 7 days of receipt of the complaint and resolution/disposal plan arrived at through joint discussions. We may require your assistance, if required, with respect to machine trials as proper understanding and permanent resolution is the essence.
<ul style="list-style-type: none"> • All complaints must be reported with relevant supply details • All joint investigation of complaints must be documented through minutes of the meeting • We do not accept any liquidated damages • WEIGHT: Weight recorded at our factory scale shall be final. • SPECIFICATION: Unless otherwise agreed upon in writing, material will be supplied as per the standard specification. Any omission in the description of the material required shall not entitle the buyer to repudiate the agreement of sale or to claim damages. • TRANSIT INSURANCE: Our responsibility ceases as soon as the material is handed over to the Transporter. No claim for loss, damage in transit or short delivery will be entertained by us. To cover all such risks, the insurance of the material in transit is to be arranged by the buyer and the same to be claimed from transporter or insurance company. Alternatively, transit insurance can be arranged by us on your behalf, at extra cost, at actual on specific request. • TRANSPORTATION: We reserve the right to dispatch the material through any reputed bank approved road transporter or by rail. • CHANGE OF ORDER: Any alteration / cancellation pertaining to the purchase order should be intimated at least 10 days in advance prior to the expected date of delivery. However, no changes in the order will be accepted if goods are already produced. • INDEMNITY: The buyer shall indemnify the Company against all damages / loss / penalties / costs / charges / levies/ expenses / claims / compensation etc in any manner. • DEMURRAGE: All demurrage charges incurred by reason for non-clearance of materials in time after the arrival of the same at destination or for any reasons shall be borne by the Buyer. • WARRANTY: No Warranty expressed / implied / is given as the life of wear of goods supplied / or that they will be suitable for any particular purpose or for other use under any specified conditions not withstanding that such purpose or conditions may be known to the company. • GENERAL: Any order placed on us against this quotation implies that you have read and accepted the above terms and conditions. At the time of placement of order, the buyer is requested to furnish full details such a Alloy & Temper, complete specification and endues for suitable selection of raw material and process. • Force majeure clause is applicable • The customer has to verify all quality parameters, while the material is in supplied form. If there are any rejections due to quality reasons / manufacturing defect in the material, the same shall be accepted, if it is in the supplied form only. JAL shall not be responsible for any rejections, if the material is in slit or printed form. • We do not accept any debit towards rejections without our prior confirmation. • Under no circumstances shall we accept any rejected material sent to us without our prior confirmation and / or through an expensive mode of transport not approved by us. • All other issues will be governed by our general terms and conditions of sale . Our standard terms and conditions of sale is available on our website, www. Jindalaluminium.com. • JURISDICTION: All contract between the buyer and the company are entered and executed in Bangalore and thereof are subject to the exclusive jurisdiction of courts in Bangalore. 	

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.04.2018

ORDER RELEASE REPORT

FROM.....TO.....
Format No: JAL/R&E/MAR/F/06

JINDAL ALUMINIUM LTD.
ROLLING & EXTRUSION DIVISION

RUN DATE:
Page__of __

Sl. No	PL No AO No Item Code	PL Date AO Date Thickness	Customer Code Customer Name Item Description	Width Length Dia	City Name	Quantity		Alloy Temper
						AO	Recd	

Continued...

State Country	Design		Surface	Core	Coating	Laminating	Dia	
	Top cover	Bottom cover					Inner	Outer

Note: This ORR to be available in system

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.04.2018

MATERIAL READINESS INTIMATION

(Format No. JAL/R&E/MAR/F/08)

Msg. dt.

M/s.

.....

JAL/R&E/MAR/F/08

KA:

.....

Sub: Your P.O.No. dt.

A.O.No. dt.

We are pleased to inform you that actual Qty. of kgs against your above referred purchase order is ready. Kindly send us payment of Rs..... as per our PI No.within 5 days from the date of this intimation.

Please remit the payment through RTGS/NEFT mode (IBKL0000377).

Bank A/C No. 03776551000010301, IDBI BANK LTD., BANGALORE - 560 027.

Against this readiness, we need the payment through RTGS/NEFT only to despatch the material. Or else you may release the payment through DD payable at Bangalore only if you do not have the facility of RTGS OR NEFT. Whoever depositing the cheque in our IDBI account can continue the same.

In case you release the payment through cheque to our Bangalore/Mumbai office against this material readiness intimation, then the material will be despatched strictly on clearance of cheque only. This is for your information.

We are sure, you will remit this amount within five days since we would like to avoid charging OD interest @ 15% for the delayed period beyond five days.

Regards,

.....
Authorized Signatory

JINDAL ALUMINIUM LTD.,

Rolling & Extrusion Division

Ph.No. 27735051/27735052

jindal@jindalaluminium.com

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.04.2018

QUOTATION WORK SHEET (QWS)

Format No. JAL/R&E/MAR/F/14

Date:
Page No.

	Name of the Customer & Place:																			
Approved by:												Sh. BDG	MKTG							

OUR OFFER:

Sl. No	Product	Product Description	Width	Required Quantity	Alloy & Temper	Coil Unit Weight	ID/OD	Type of core	Min qnty to be lifted	Net Price
1										
2										
3										
4										

PRICING BREAK UP:

NET PRICE PER KG

BREAK UP	ITEM NO	ITEM NO.2	ITEM NO.3	ITEM NO.4
RM COST				
CH COST				
ROLLING COST				
ALLOY DIFF				
SLITTING CHARGES				
ANNEALING CHARGES				
MKT. COST				
OTHER COST				
OTHERS : CD FACTOR @ 2% OR ACTUAL				
O.D INT/GOVT FACTOR				
MARGIN				
NETT PRICE				

Remarks:

Prepared by:

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.04.2018

JINDAL ALUMINIUM LTD
Rolling & Extrusion Dn
BANGALORE

RUN DATE:
PAGE NO.

A.O. AMENDMENT FORM
Format No. JAL/R&E/MAR/F/17

CUSTOMER :

AO NUMBER :

AO DATE :

AMENDMENT NO.

AMENDMENT DATE:

	AS PER ORIGINAL	AS PER AMENDMENT
PRODUCT NO.		
ALLOY TEMPER		
WIDTH		
QUANTITY		
PRICE		
PACKING		
REMARKS		

CC: Rolling / QA / Accounts/ Packing & Shipping /IT

PREPARED BY:

AUTHORIZED SIGNATORY:

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.04.2018

CUSTOMER SATISFACTION FEEDBACK QUESTIONNAIRE

Format No.JAL/R&E/MAR/F/18

Customer Satisfaction Survey
(Confidential)

CUSTOMER'S NAME	
PLACE	

Please Note:

Rating is in 10 points scale. Please tick in the appropriate box as per the below rating:

1 - 2	Unsatisfactory
3 - 4	Satisfactory
5 - 6	Good
7 - 8	Very Good
9 - 10	Excellent

1. Chemical Composition and Mechanical properties:

Jindal Aluminium Ltd (R&E)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Competitor

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

2. Surface Finish:

Jindal Aluminium Ltd (R&E)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Competitor

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

3. Dimension and tolerance:

Jindal Aluminium Ltd (R&E)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Competitor

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

4. Adherence to delivery schedules:

Jindal Aluminium Ltd (R&E)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Competitor

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

5. Response to enquiries / queries relating to our product & services:

Jindal Aluminium Ltd (R&E)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Competitor

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

6. Quality of Packing:

Jindal Aluminium Ltd (R&E)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Competitor

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

7. Response to your complaints & grievances:

Jindal Aluminium Ltd (R&E)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Competitor

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

8. Overall Rating:

Jindal Aluminium Ltd (R&E)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Competitor

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Suggestions / Recommendations, if any for improvement:

**Signature:
Office seal:**

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.04.2018

PROFORMA INVOICE
(Format No. JAL/R&E/MAR/F/19A)

The address to be inserted at time of Printing

To: No.
Date:
Your Enq.No/
Order No:
Date:

Sl.No	Product No	SPECIFICATION	A&T	Quantity Kgs	Basic Rate Per Kg	Packing Rate Per Kg	Total Value

Less: Cash Discount @ %

Total Basic Amount

Total Packing Amount

Add: Excise Duty @ %

Add: Insurance

Add: Transportation Charges

Less: Credit Balance

Add/Less for rounding off

E & OE

In Words:

Prepared & Checked by:

for Jindal Aluminium Limited (R&E)

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.04.2018

DESPATCH INSTRUCTIONS

(Format No.JAL/R&E/MAR/F/20)

Date:

From: Marketing (Domestic)

To: Packing & Shipping

You are requested to despatch the below mentioned materials, as per the following details:

- 1) Customer:
- 2) A.O. No & Date:
- 3) Payment details:
- 4) Special instructions:

a) Shipment: PART FULL

b) Transporter: BY JAL BY CUSTOMER

c)

d)

e)

f)

Approved by (If required)

In Charge - Order Processing

Retention Period: One Year

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.04.2018

CUSTOMER COMPLAINT REGISTER
Format No. JAL/R&E/MAR/F/21

Sl. No	Complaint No.	Customer Name	Inv. No & Date	Product No.	Speci- fication	Supplied Quantity	Quantity Rejected	Nature of Complaint	Date of Complaint	Reply sent on	Corrective Action

Prepared by:
Marketing Assistant

Checked by:
DGM/AGM/Marketing Manager

Retention Period: One year

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.04.2018

OCL REGISTER DETAILS
BETWEEN.....-.....
Format No: JAL/R&E/MAR/F/23

Sl. No	OCL No	Date	PO No	Date	Customer Name	City	Product No.	Qty	Region
Grand Total									

Prepared by:
Marketing Assistant

Checked by:
DGM/AGM/Marketing Manager

Retention Period: One year

JINDAL ALUMINIUM LTD	
Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.04.2018

AO REGISTER
FOR THE PERIOD FROM.....TO.....
Format No: JAL/R&E/MAR/F/24

AO No.	AO Date	Customer Name	PO No.	PO Date	Product	Qty	Alloy	Basic Price	Width	Region
Grand Total										

Prepared by:
Marketing Assistant

Checked by:
DGM/AGM/Marketing Manager

Retention Period: One year

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.07.2017

NONCONFORMITY AND CORRECTIVE ACTIONS
As per clause number 10.2 of IS/ISO 9001 : 2015)
(JAL/R&E/NCA/F/01)

NC & CA No.	DATE:	DEPARTMENT:
NON-CONFORMITY RELATED TO:		
i. PRODUCT <input type="checkbox"/> iv MAINTENANCE <input type="checkbox"/> ii. PROCESS <input type="checkbox"/> v OTHERS <input type="checkbox"/> iii. RECORDS <input type="checkbox"/>		
DESCRIBE OF NON- CONFORMITY:		
ROOT CAUSE OF NON-CONFORMITY:		
CORRECTIONS:		
CORRECTIVE ACTION	RESPONSIBILITY	DATE OF COMPLETION
Checked by:		Verified and Approved by:
		(Department Head)

Retention period: Until Nonconformity is closed and corrective action is implemented.
CC: QMS COORDINATOR

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.07.2017

QUALITY OBJECTIVES MONITORING RECORD
Format No. JAL/R&E/QMSC/F/01

- 1.0 Department
- 2.0 Quality Objectives:
- 3.0 Reference Document:
- 4.0 Responsibility:

Sl.No.	Target	Actual	Target period	Action Plan	Remarks

Retention period: 3 years

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.07.2017

EMPLOYEE DETAILS

Format No. JAL/R&E/TRG/F/01

Div Code :	Dept. Code :	Staff Code :
Name :		Designation:
Sex :	D.O.B :	D.O.J. :

Educational Qualifications	Year	Current knowledge (Professional Training)	Year
Previous Experience			
Nature of Job		Duration	
Promotions		Year :	
Training & Additional knowledge			
Programme	Duration	Conducted By	Remarks

DEPT. HEAD

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.07.2017

TRAINING NEEDS IDENTIFIED
Format No. JAL/R&E/TRG/F/02

DEPARTMENT:

PERIOD:

Sl. No.	Name	Designation	Topic	Type of training	Source		Tentative Schedule
					Internal	external	

Prepared By

Approved By

Retention Period: One Year

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.07.2017

RECORD OF TRAINING IMPARTED
Format No: JAL/R&E/TRG/F/03

DEPARTMENT:

PERIOD:

Sl No	Name	Designation	Topic	Date of Training	Type of training	Signature of Trainee	Training given by	
							Name	Sign

Retention Period: One Year

JINDAL ALUMINIUM LTD Rolling & Extrusion division	
Rev No: 00	Rev Date: 01.07.2017

REVIEW OF EFFECTIVENESS OF TRAINING

Format No: JAL/R&E/TRG/F/04

DEPARTMENT:

SI No	Name	Topic	Effectiveness Criteria	Excellent	Good	Average	Poor	Date of Review	Sign of HOD
1			Job performance						
			Knowledge & Communication skill						
			Attitude						
2			Job performance						
			Knowledge & Communication skill						
			Attitude						
3			Job performance						
			Knowledge & Communication skill						
			Attitude						
4			Job performance						
			Knowledge & Communication skill						
			Attitude						
5			Job performance						
			Knowledge & Communication skill						
			Attitude						
6			Job performance						
			Knowledge & Communication skill						
			Attitude						
7			Job performance						
			Knowledge & Communication skill						
			Attitude						

Prepared By

Approved By

Note: Effectiveness of Training will be reviewed by concerned HOD after 2 months of training.

Retention Period: One Year