**Details of Non-conformance 1: Supplier Evaluation Not done Properly**

**Cause Analysis (Root Cause)**

**Details of Correction Action**

*We are not calling for tender for the supply of books as the necessity of calling for tenders or quotations in respect of purchase of books and journals was dispensed by the Ministry of Finance, Govt. Of India vide its O.M. No. F.23(7).EII (A)/83 dated 7.02.84.*

We have a list of eligible vendors prepared by testing over the years their ability to successfully supply the books we have ordered. The following criteria are applied in selecting the vendors. (i) Past Experience in supplying books to our L&IC or experience with other Speech & Hearing Institutions, (ii) correctness of invoices and books received, (iii) responsiveness to inquiries.(iv) ability to supply books ordered in time.

**Details of Preventive Action**

Formulation of a book acquisition policy incorporating provisions for assessing the performance of book suppliers.

**Details of Non-conformance 2: Data Back Up**

**Cause Analysis (Root Cause)**

**Details of Correction Action**

The procedures followed in the data backup have been updated in the process manual

**Details of Preventive Action**

A data backup register has been prepared and the details of back up taken will be recorded in the Register by the concerned staff .

**Details of Non-conformance 2: Customer Feedback**

**Cause Analysis (Root Cause)**

**Details of Correction Action**

Feedback from customers are receiving through web portal, suggestion box at the entrance and by informal conversation with library users.

**Details of Preventive Action**

A comprehensive customer feedback form has been designed and feedback will be taken based on that.