M-CIS

Meghalaya Centralised Inspection System

Operational Guidelines

ABOUT THE MANUAL

Audience

This manual is meant for officers and entrepreneurs who are all involved in the life cycle activities of Central Inspection of Establishments

Purpose

The purpose of this document is to provide an interface between user and Meghalaya Centralised Inspection System (M-CIS) Portal. It will help the user to understand major features, benefits and workflow of the system. It will also help the entrepreneurs to know the life cycle activities of Inspection process.

Contact Information

Contact Us

For any Query regarding the Meghalaya Centralised Inspection System, please contact

The Member Secretary,
Meghalaya State Pollution Control Board,
"ARDEN", Lumpyngngad,
Shillong – 793 014,
Meghalaya

memsecy.spcb-meg[at]gov[dot]in

(0364) 2521217, 2521764, 2522802, 2521514

The Labour Commissioner,
Office of the Labour Commissioner,
Lower Lachaumiere, Shillong - 793 001,
East Khasi Hills District,
Meghalaya

labour-meg[at]nic[dot]in

(0364) 2223445

The Controller of Legal Metrology,
Office of the Controller of Legal Metrology,
Lower Lachumiere, Shillong - 793 001,
East Khasi Hills District,
Meghalaya

clm-meg[at]gov[dot]in

(0364) 2222576

The Chief Inspector of Boilers and Factories,
Office of the Chief Inspector of Boilers and Factories,

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1. Introduction

1.1 M-CIS

The Meghalaya Centralised Inspection System (M-CIS) is an extension of the Invest Meghalaya Portal and it aims to address the common complaints about ambiguity, duplication and overlapping mandates between inspection authorities, and a general lack of cooperation and coordination. Currently, industrial establishments are receiving multiple visits from different bodies often checking on the same things, and, on some occasions, contradicting each other. M-CIS aims to achieve the objective of simplifying business regulations and bring in transparency and accountability in inspections.

1.2 Project Background

Invest Meghalaya

The Invest Meghalaya Portal (https://investmeghalaya.gov.in) aims to create an Online Platform for providing best Service towards the Prospective and Existing Business Community in the state. It is a One Stop Clearance System and it's a common platform developed for the Investor to obtain various Regulatory Clearances / No Objection Certificates, etc from different State Government Departments. It ensures facilitation to the investors, right from conceptualization of the project till commencement of operations.

1.3 About M-CIS

The M-CIS application is designed in order to facilitate Centralised Inspection on a Joint Basis. The inspection schedule will be generated month-wise and the inspectors will visit the establishments / units on the date of the scheduled inspection.

1.4 Inspection Procedure

Pre-Inspection

1. Quality Check shall be done on the documents submitted by the applicant in terms of completeness and correctness of the information furnished with respect to the type of industry.
2. The designated officials shall collect background information and previous compliance history (if available) of the applicant. This will enable the inspector to be familiar with the nature of operations of the industry / establishment and note down specific areas that may require more detailed investigation or verification during the inspection process.
3. The inspector shall obtain the following information about the industry from the Regional Office or the Head Office:

- Location of the industry / establishment
- Past clearances issued to the industry / establishment
- Previous inspection Reports
- Notice issued to the industry / establishment for non-compliance and track record of the industry / establishment with respect to carrying out orders from the Department
- Line of activity of the industry / establishment
- Details of the various process of industry / establishment viz., manufacturing sales etc

Inspection

1. Inspection shall be made during regular working hours of the establishment / industry except when special circumstances indicate otherwise.
2. At the beginning of the inspection, the inspector shall locate the occupier / representative of the occupier / person in charge of the establishment / industry and inform about the purpose of the proposed inspection.
3. The inspector shall inspect all the aspects as required based on the mandated Acts / Rules.
4. The Inspector should collect photographic evidence, if any non-compliance has been observed.
5. The inspector may seek information / clarifications or documentary evidence from the representative or occupier to ascertain the correctness of the application.
6. If any representative / occupier of the establishment / industry wilfully delays or obstructs the inspector in carrying out inspection, the same shall be recorded in the inspection report for taking further necessary action in the matter.
7. At the end of the inspection, the inspector may inform the representative of the establishment / industry about apparent non-compliance observed during inspection so that industry may initiate necessary corrective action wherever required.

Post Inspection

1. Inspection report should be submitted within 48 hours of completion of the inspection and a copy of the same should be issued to the establishment / industry.

2. All observation of the inspection along with photographic evidence of non-compliance should be included as part of the report.

3. Non-compliant areas should be listed along with the relevant section of the Act/Rule or G.O. which is violation of.
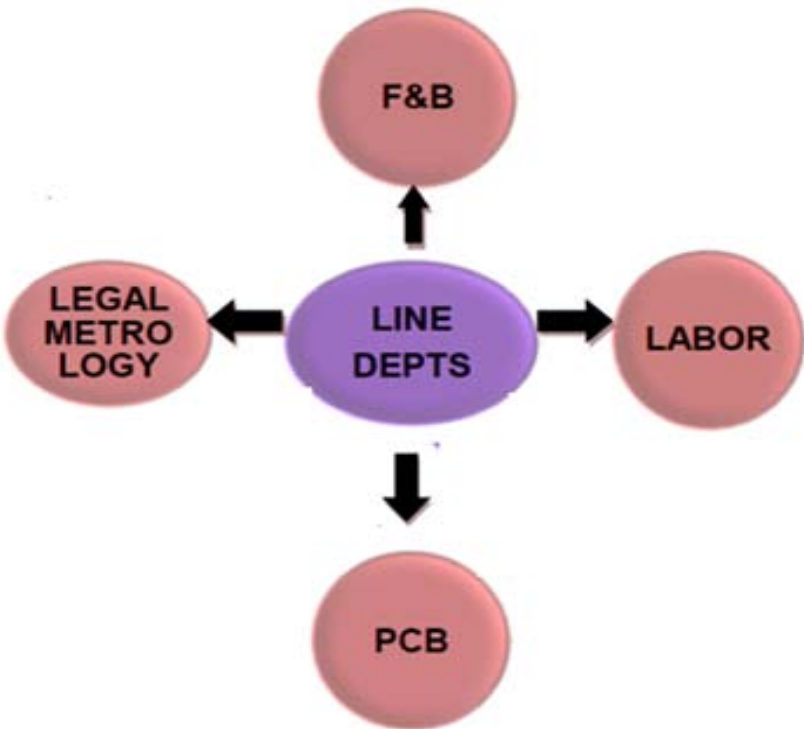
1.5 Stakeholders
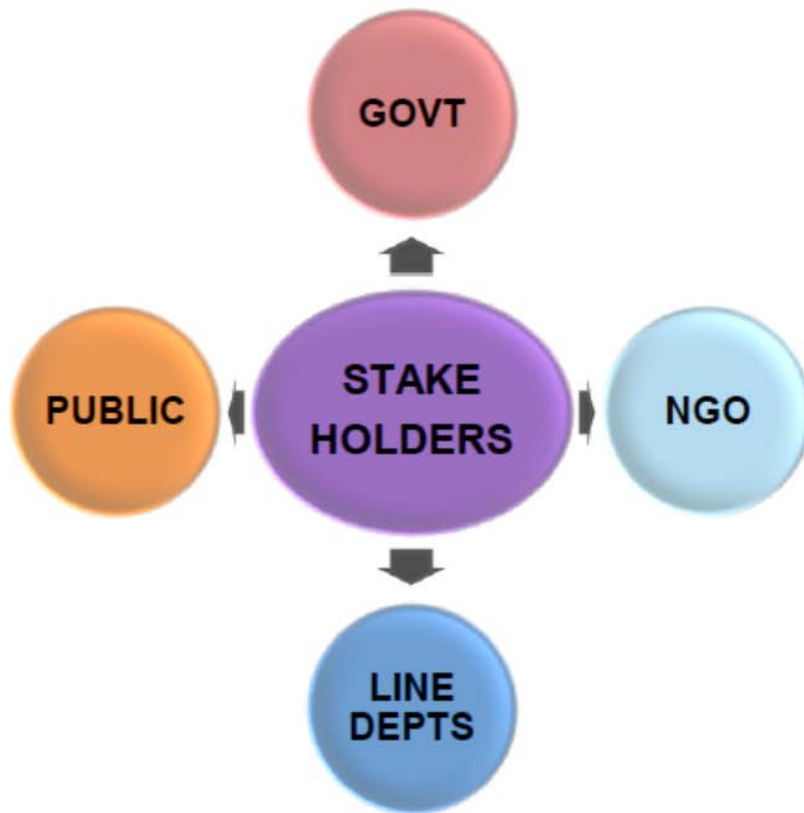
Users
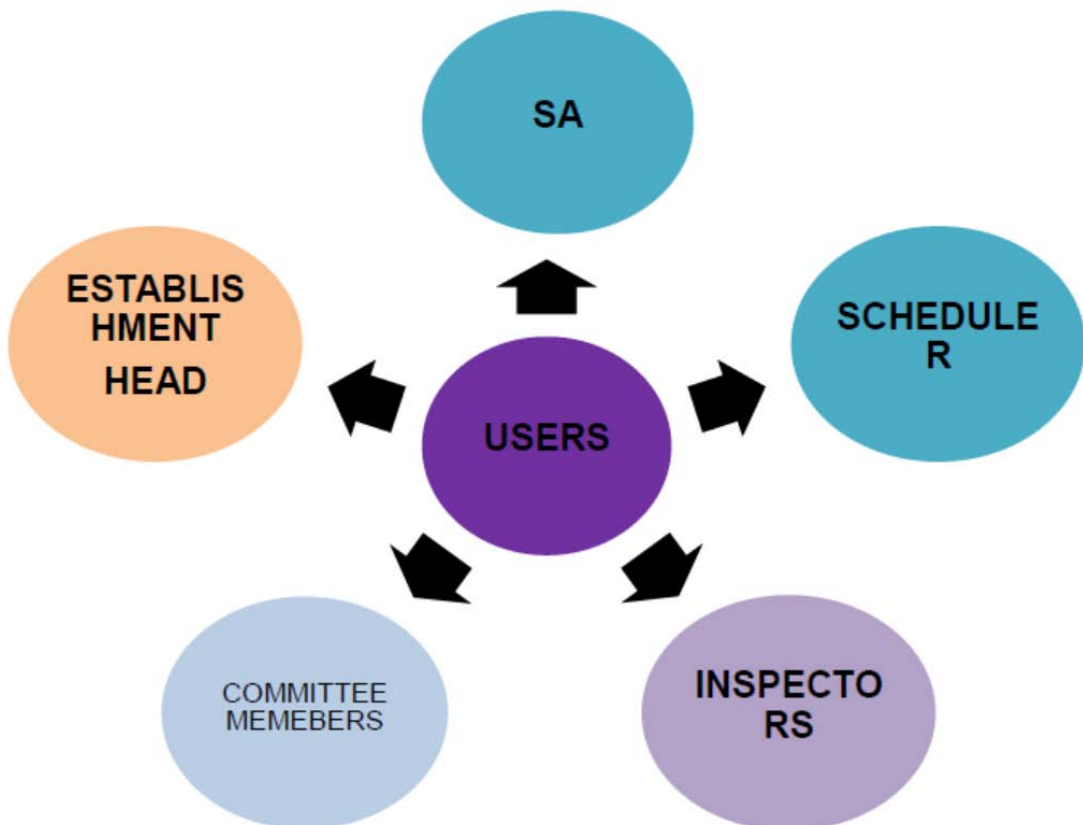
Line Departments

Functionalities

2. ROLE OF USERS

2.1 DEPARTMENT ADMINISTRATOR

Role of users

USERS	ROLES DEFINED
Department (Administrator)	• Categorizing the industry based on the risk factors. • Number of establishments to be scheduled for a particular month in the current year. • Number of inspectors be sent for inspection with respect to the establishment • User management • Assign dept wise inspectors for inspection • Approve the schedules scheduled for inspection • e-alert to the inspectors, units, HOD

Role of users

USERS	ROLES DEFINED
Department-Admin	Once the administrator has filled the configuration part, the schedule for the inspection will be generated automatically beginning the first week of every month. • The scheduler has the option of re-scheduling or postponing the inspection due to some reason. They will taken into account next time the scheduling takes place. • Generate and approve the inspection and non-compliance report once the inspection is conducted and completed then inspection cycle activities

2.2 ROLE OF INSPECTORS

Role of users

USERS	ROLES DEFINED
Inspectors	• Update the check list based on the inspection conducted and forward to central coordinator • Approver will approve the checklist.

2.3 Roles Defined For Users

USERS	ROLES DEFINED
• Scheduler/Department Admin	The Department administrator after logging into the application has to enter the following details before scheduling has to be started. 1. Categorising the industry based on the risk factors. 2. Number of establishments that are to be scheduled for a particular month in the current year. 3. Number of inspectors that should be sent for inspection with respect to the establishment. Once the administrator has updated these , the schedule for the inspection will be generated automatically beginning the first week of every month. 1. The scheduler has the option of re-scheduling or postponing the inspection due to some reason. They will taken into account next time the scheduling takes place. 2. After approving the schedule for the particular month the inspections notices will be sent to the inspectors and their respective departments along with the establishments. 3. The scheduler has to generate and approve the inspection and non-compliance report once the inspection entry is done by the inspectors.
• Inspectors	1. Entering the inspection details according to the license/Service selected. 2. Notifying any non-compliances found. 3. Approve the inspection report
• Establishment Head	1. They establishments will be notified when the inspection team is visiting their premises. 2. They also have the option of knowing the inspection team in advance of the inspection. 3. The establishments have the option of viewing the generated inspection and non-compliance report.

3.Workflow

Process flow

Scheduler → CISCO Portal: Scheduling the Inspections → Approved By CIA → Notification to Units, Inspection Team and HoD,etc., → Inspectors

Identifying Risk Based Units — Randomized Select inspectors — Assigning units to the inspectors

File the Complaints Based on NCR if any ← Units ← Generate CR and NCR

Inspectors Download /View the relevant documents

Conducting inspection and update the recommendation

Approved By Inspection Leader

HOD and Govt

Central Inspection System

4. How to operate

4.1 Role of Department Administrator

1.Login Page

After entering user credentials click on **sign in** for logging into the application.

Roles defined

Circles left to right: set risk category unit wise month wise | Assigning team strength | Month wise no.of units to be inspected risk based | Schedle the Inspection schedules | Approve/post pone/Reschedule | sent notice/elart to the units, inspectors

Home page

The items available in the dashboard are inspections scheduled, inspections conducted, inspections pending and the violation notices that are issued.

1	**Inspection scheduled**	Gives an account of the total number of inspections that have been scheduled.
2	**Inspection conducted**	Gives an account of the total number of inspections that have been conducted by the inspectors.
3	**Inspection pending**	Gives an account of the number of inspections that are yet to be conducted by the inspectors.
4	**Violation notices**	Gives an account of the total number of notices that have been issued to the units.

There is a calendar for displaying the total number of units schedule against a date.

Clicking that option gives you the detailed outlook of the units that scheduled on that date.
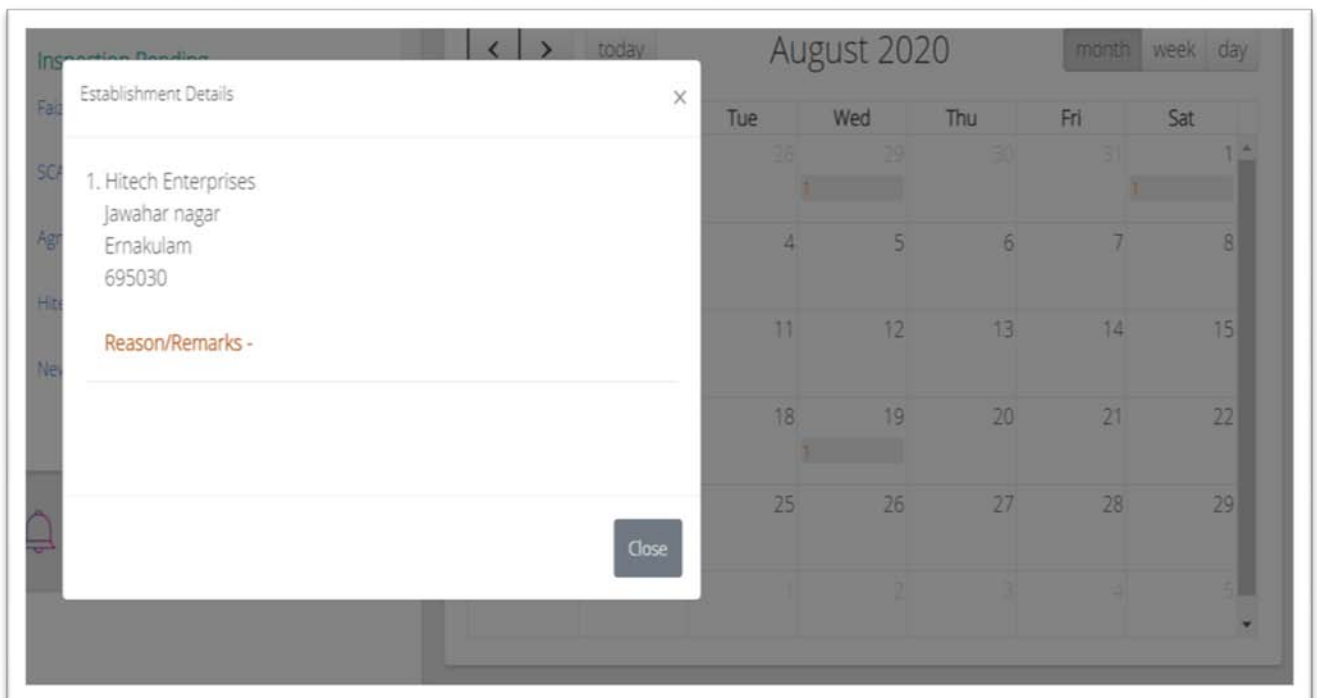
Preview and refine schedule

This is for refining the schedule generated by the department admin

This option will be available once the schedule has been generated. On clicking that you will be redirected to the page shown below.

Finalising the schedule(will be redirected here on clicking preview and refine schedule)

Only when all the establishment that are to be scheduled has the inspection approver option set, the schedule can be finalized.

Inspection Final Report
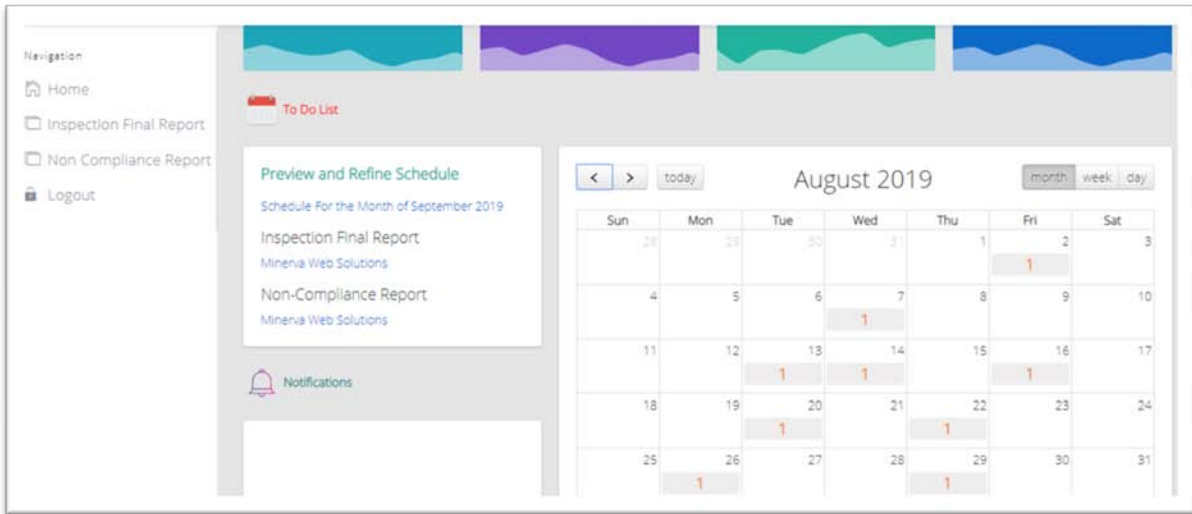
The department administrator has the option of generating final report from the dashboard itself once its been approved by the inspector.

Non-Compliance Report
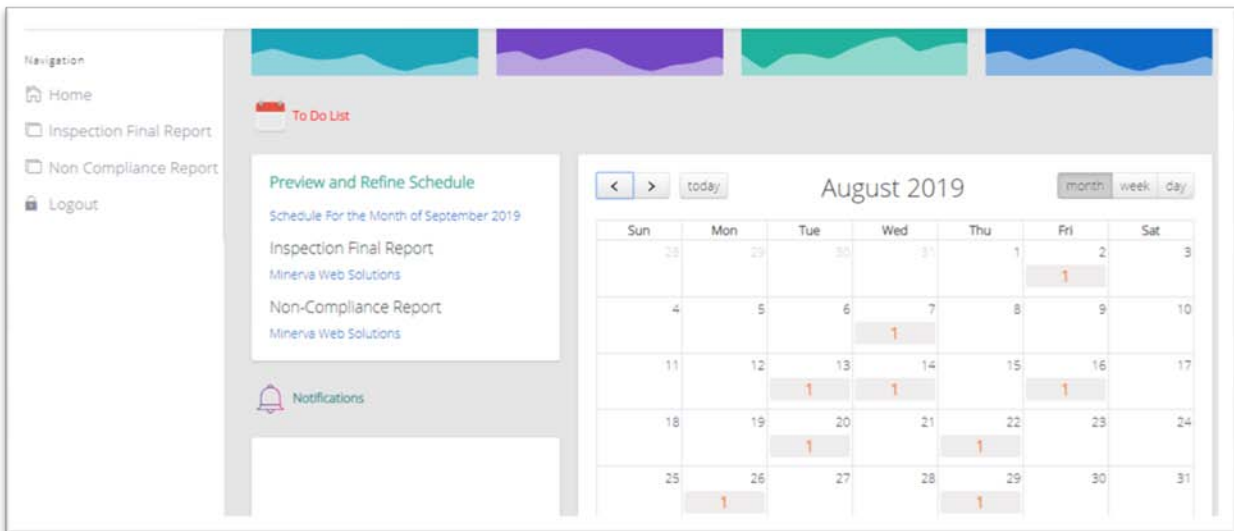
The department administrator has the option of generating non-compliance report from the dashboard itself once its been approved by the inspector.

MENUS

The menu available in the homepage are :
1. User Management
2. Units for inspection(month wise)
3. Team Assigning
4. Inspection final report
5. Non-compliance report
6. Logout

4.1.1 User Management

This option is for creating users, assigning roles to the concerned officer for login to the CISCO system.

4.1.2 Unit for inspection (Month wise)

The number of units to be scheduled for each month should be set. Only those number of units will be randomly selected for scheduling.

4.1.3 Industry Categorization

The Administrator has to set the type of sector, risk category , last inspected date and type of establishment as large, medium or small.

For saving the values please **click** the checkbox and click **save** button.

4.1.4 Team Assigning

On clicking the **Team Assigning** option, the interface will be displayed for capturing the following items against each unit

- **risk category**
- **service**
- **team size for conducting inspection**

For saving the entered details, select the action button against each record , then press **save** button

4.1.5 Inspection Final Report

Department Administrator can generate the inspection report once the inspection report is filled and approved by the Authorized officer after conducting the inspection scheduled.

4.1.6 Non-Compliance Report

Department Administrator can generate the non-compliance report once the inspection report is filled and approved by the Authorized Officer.
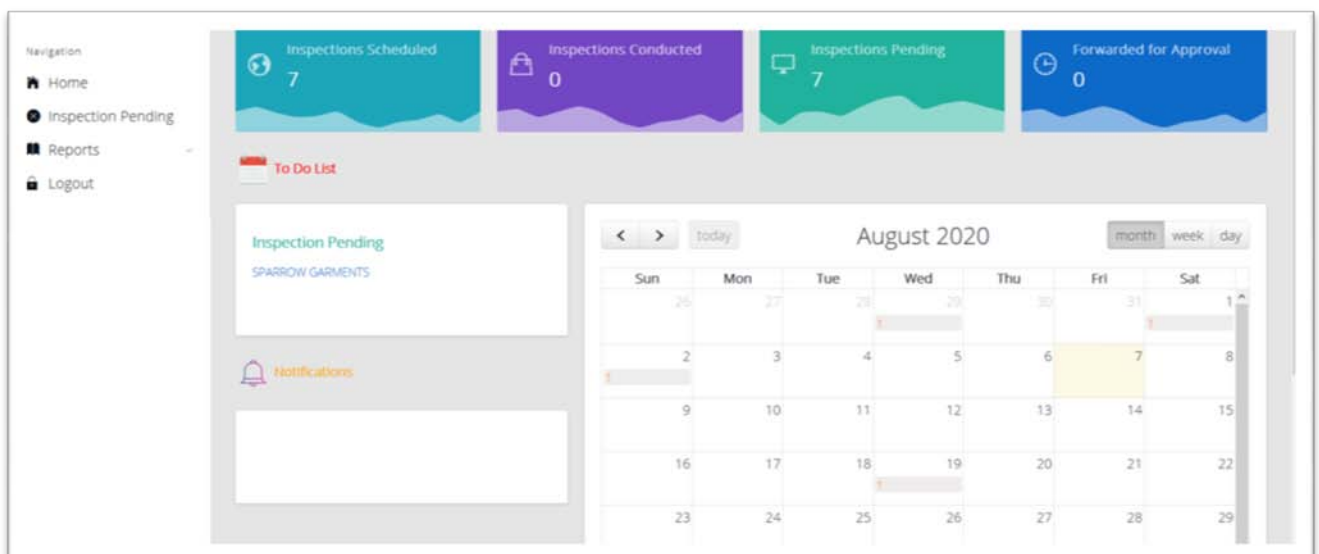
4.2 Role of Inspector
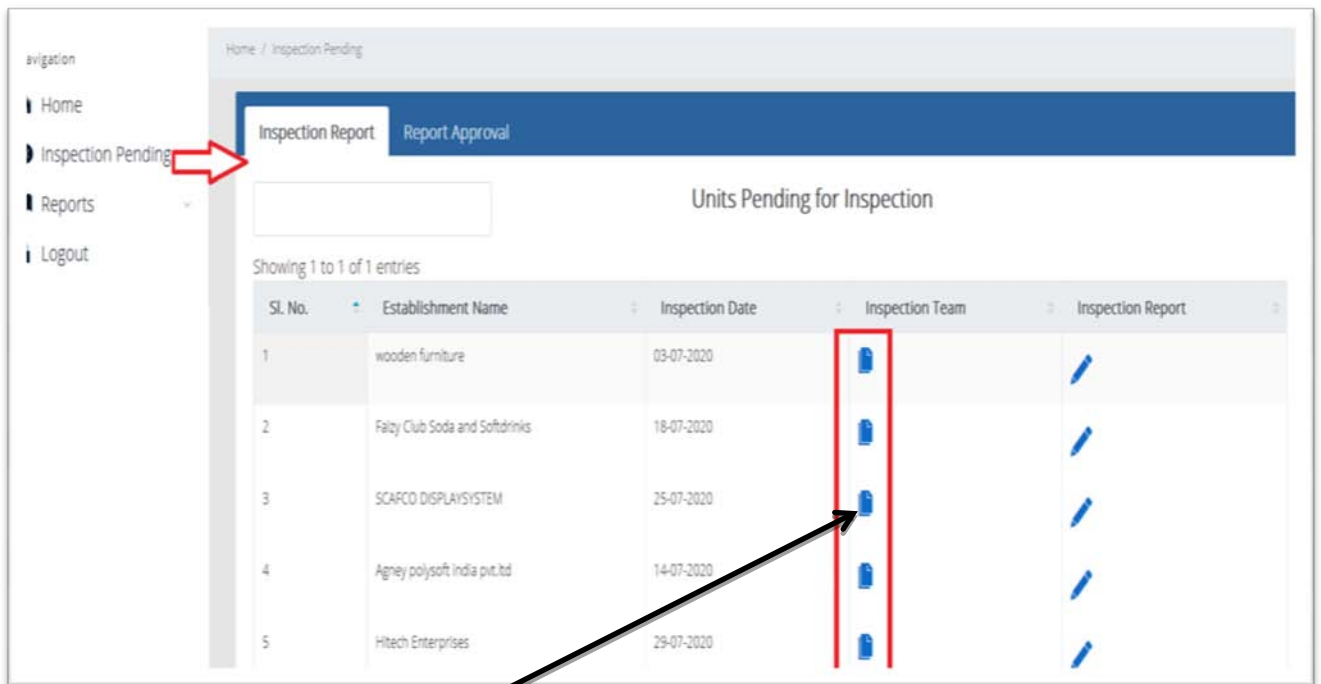
Inspector Homepage

The items available in the dashboard are inspections scheduled, inspections conducted, inspections pending and the violation notices that are issued.

1	**Inspection scheduled**	Gives an account of the total number of inspections that have been scheduled.
2	**Inspection conducted**	Gives an account of the total number of inspections that have been conducted by the inspectors.
3	**Inspection pending**	Gives an account of the number of inspections that are yet to be conducted by the inspectors.
4	**Violation notices**	Gives an account of the total number of notices that have been issued to the units.

4.2.1 Inspection Pending

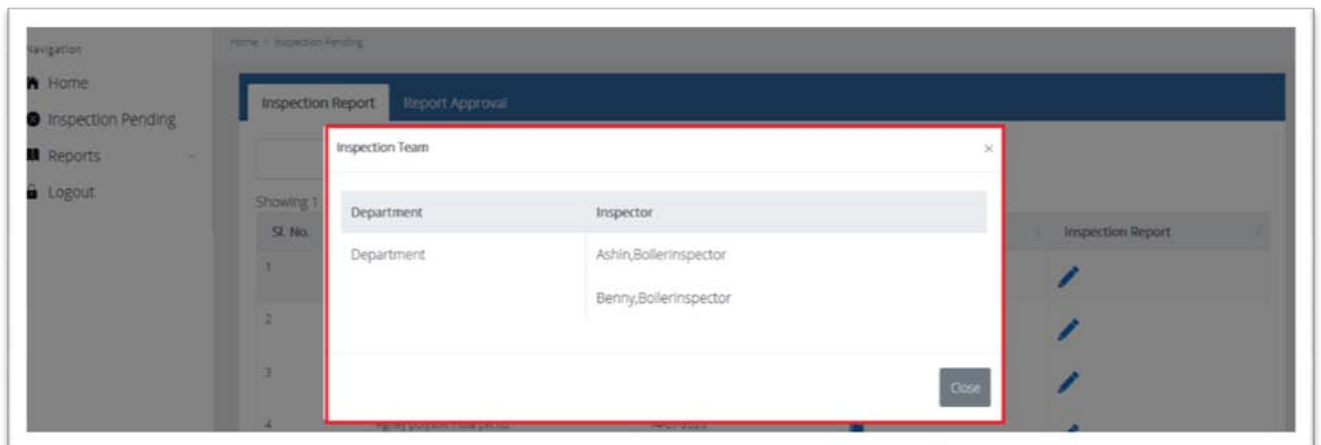System will display the Units/ Establishments pending for conducting inspections .

Team size will be displayed
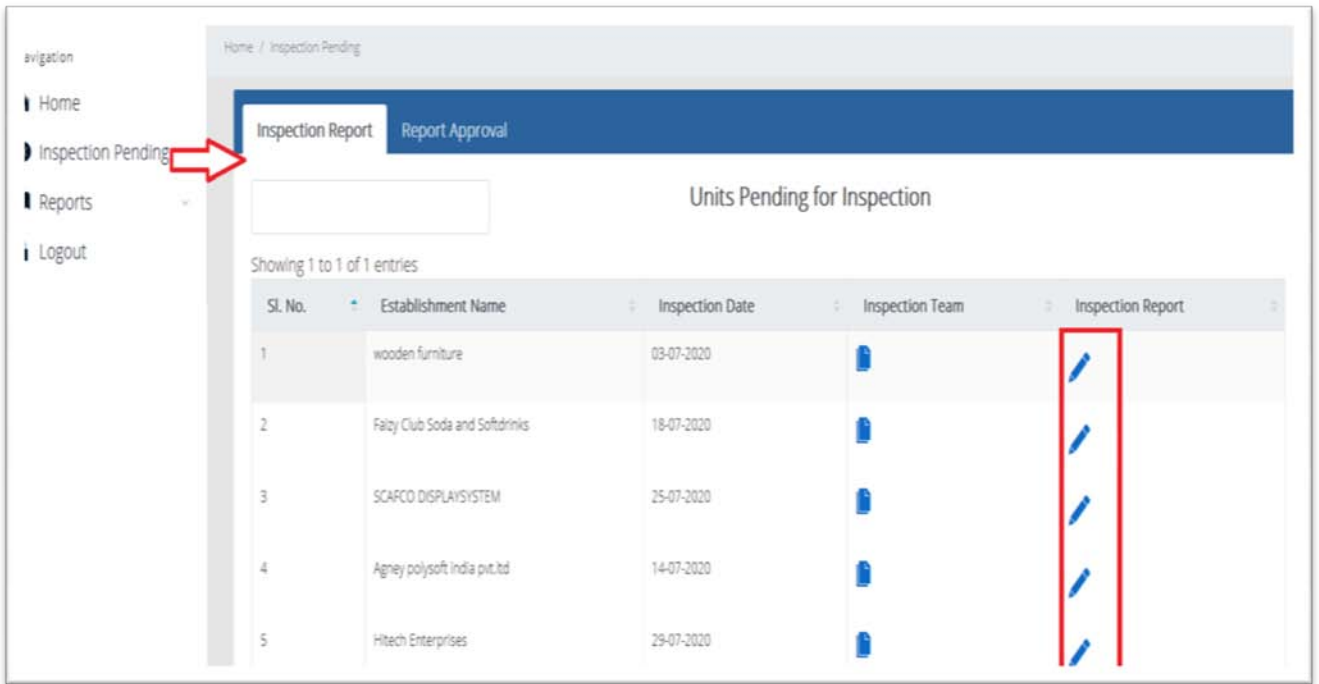
While clicking the Inspection report , service/ license for the selected establishment will be populated. User has to select the item for submitting the observation against the selected item.
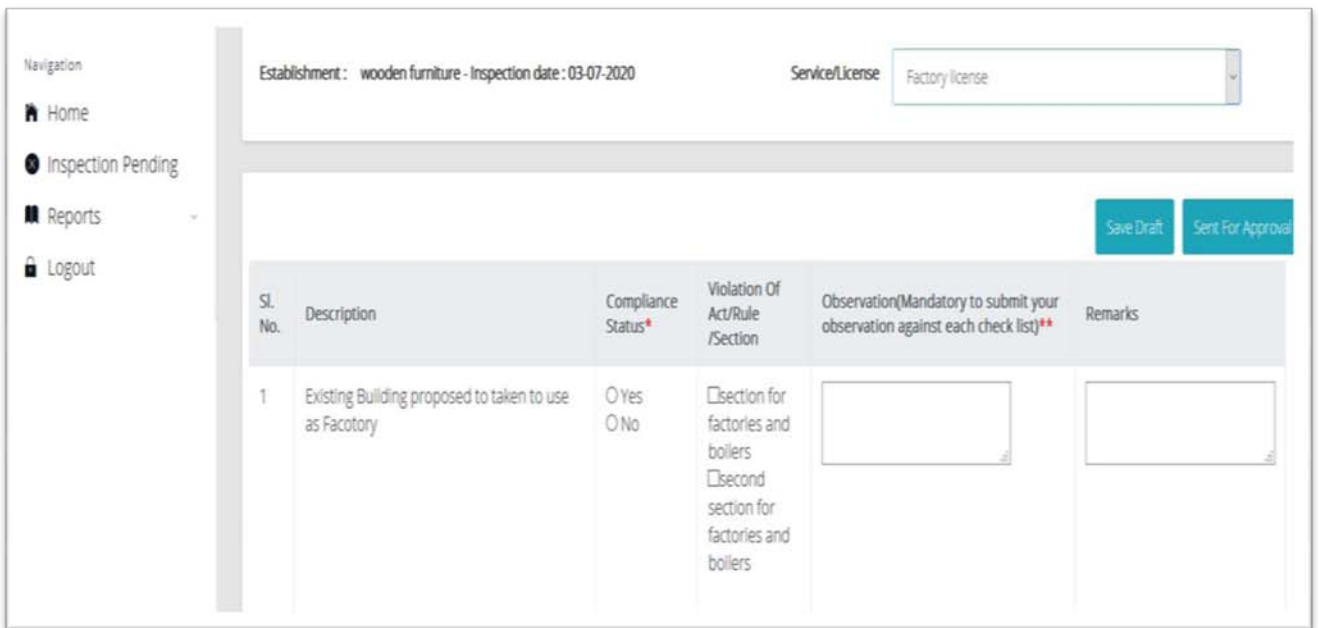
The user has to submit the observation details against each check list for a particular item selected, item. After submitting the details, he has to click the button **Send for approval.**
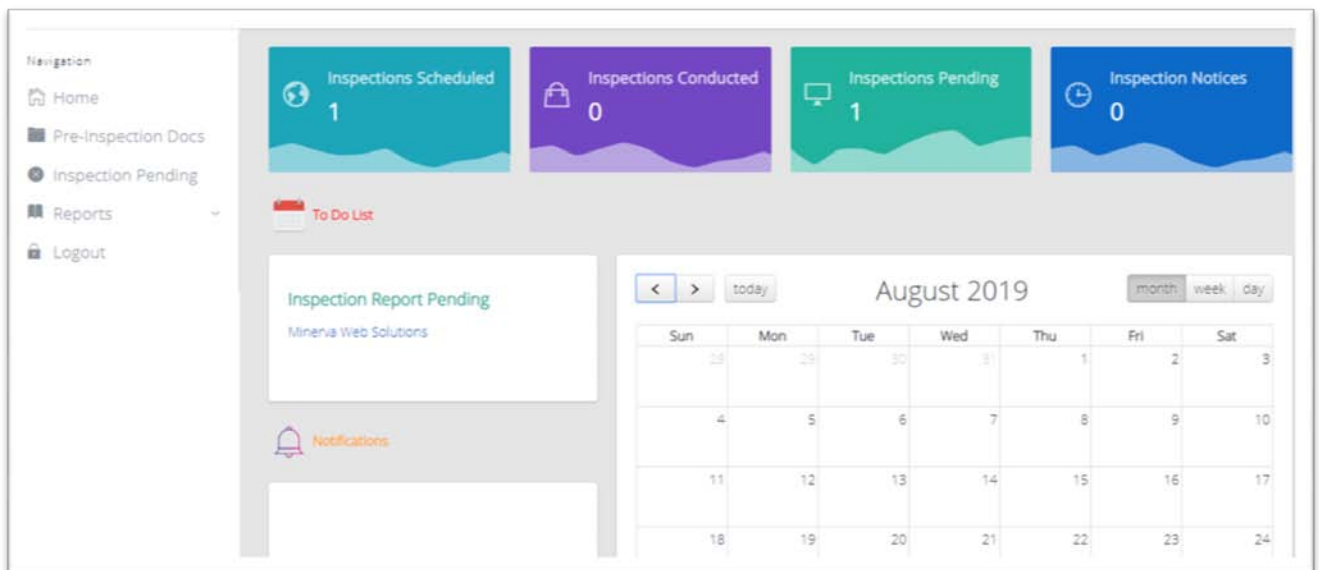
4.2.2 Reports

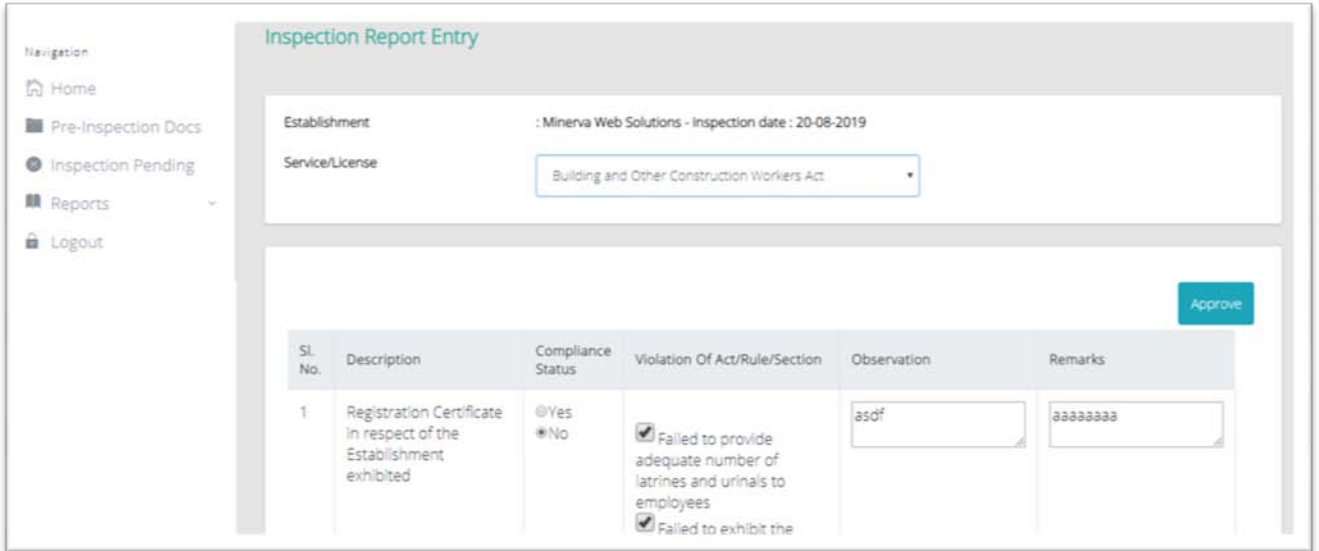# 4.3 Role of Inspection Approval Authority

The inspection approver on login will be able to view the list of pending reports on the menu as well as on the dashboard

4.3.1 Inspection pending for approval

The User can view the inspection reports before approving.

Once approved, no further updating can be done.

4.3.2 Reports