



## **ROLE & RESPONSIBILITIES OF GENERAL MANAGER AND SECTIONAL HEADS**

### **1. GENERAL MANAGER**

- A. Overall responsibility for management of Milk Plant operations including Quality Management System and HACCP requirements.
- B. Defining the Milk Plant's quality Policy and Quality Objectives.
- C. Presiding over the Management Review meetings.
- D. Defining and monitoring the responsibilities, authorities and inter-relationships of all personnel who manage, perform and verify activities affecting quality.
- E. Overview of General Administration and finance.
- F. Goal setting for Procurement, Marketing, Production and monitoring performance.
- G. Management of Men, Machine, Material, Methods and Resources for optimum utilization and to ensure their availability for satisfactory quality Management system.
- H. Giving feedback to the management bodies such as Board of Directors and Milkfed for implementing policies decided by such bodies.
- I. Interact and interface with both internal and external environment to facilitate implementation of growth plans apart from consolidation of on-going operations.



## **2. INCHARGE PRODUCTION.**

- A. Over all responsible for all the functions/sections of Production processes relating to milk and milk products.
- B. Responsible for Production planning, achieving quality parameters as well as meeting production targets and maintaining cordial relations with the work force.
- C. Planning, scheduling, monitoring and managing production processes to maintain consistent quality of product, productivity levels, quality standards and reduction of cost of production through productivity enhancement.
- D. Keeping track of management for information on plant output, labour turnover, production and quality problems.
- E. Controlling resources both men and material and reducing wastage and direct them for proper use.
- F. Ensuring timely corrective action on non-conformities appearing in the system and instituting preventive action to eliminate recurrence of non-conformities.
- G. Responsible for monitoring performance of all Deputy Manager (Prod) and other subordinate staff maintaining consistency in production output.
- H. Keep track of production levels in each department and inventory level of individual sections.
- I. Controlling, guiding and training workers for better performance.
- J. To implement pest and rodent control Programme inside plant premises in order to make premises pest and rodent free.
- K. To ensure all the eligible employees entitled for uniform should wear neat and clean prescribed uniform.
- L. To ensure that the milk and milk products satisfy the requirements of FSSAI acts, rules and regulations made under all stages of processing and production.
- M. To ensure maintenance, authentication and up gradation of all required records pertaining to production section.
- N. To ensure personnel hygiene of their employees and general housekeeping of production section.
- O. To ensure timely execution of all agreements for all contracts and compliance of all clauses of contracts related to production section.



- P. To ensure applications of FIFO in all stages of production.
- Q. To perform any other responsibility which may be given by the competent authority from time to time.

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### **3. INCHARGE MILK PROCUREMENT**

- A. Monitor and develop milk procurement sources, finalize agreements, implement Clean Milk Production programme and ensure quality supply as per requirements throughout the year.
- B. Ensuring technical inputs to Milk Procurement societies and commercial dairy farms.
- C. Monitoring operation of transport system to ensure timely milk delivery from MPCS/CD farms to chilling centres/ milk plant and chilling centre to milk plant.
- D. Maintaining/monitoring operation of MPCS/ CD farms/chilling centres.
- E. Collection and maintenance of data relating to Procurement of milk and supply to the Milk Plant and control management information system.
- F. Organizations of new MPCS/CDF and strengthening of existing MPCS/CDF.
- G. Controlling and guiding worker for better performance.
- H. To implement pest and rodent control Programme inside milk chilling centre premises in order to make premises pest and rodent free.
- I. To ensure all the eligible employees entitled for uniform should wear neat and clean prescribed uniform.
- J. To ensure that the raw milk satisfy the requirements of FSSAI acts, rules and regulations made under all stages of milk procurement.
- K. To ensure maintenance, authentication and up gradation of all required records pertaining to procurement sections.
- L. To ensure personnel hygiene of their employees and general housekeeping of procurement section and chilling centres.
- M. To ensure timely execution of all agreements for all contracts and compliance of all clauses of contracts related to procurement section.
- N. To ensure applications of FIFO in all stages of procurement.
- O. To ensure in that vehicles carrying raw milk cans should be covered with plastic sheets and all the cans in that vehicle should be covered with wet sackcloth throughout the year.
- P. To perform any other responsibility which may be given by the competent authority from time to time.



**4. INCHARGE ENGINEERING.**

- A. Responsible for identifying all machines requiring maintenance, preparing and execution of preventive maintenance schedule and executing maintenance throughout the plant.
- B. Monitoring, controlling, maintenance of machinery and equipment to ensure all time availability of serviceable machines and equipment for producing quality products.
- C. To Ensure proper supply of potable water and soft water wherever required in the plant.
- D. Ensuring the availability of appropriate quality approved spares and timely demand of relevant spare material for timely execution of maintenance and servicing.
- E. Coordinate with State Electricity Board for electricity supplies and maintaining proper supply of electricity in the plant from PSPCL as well as DG set.
- F. To monitor pollution Control activities in milk plant and all milk chilling Centres, ensuring conformity to statutory requirements and their implementations. Also responsible for necessary interactions with statutory authorities.
- G. To identify and organize periodic calibration and inspection of measuring and test equipment in the Plant coming under his preview.
- H. To implement pest and rodent control programme inside engineering section in order to make premises pest and rodent free.
- I. To ensure all the eligible employees entitled for uniform should wear neat and clean prescribed uniform.
- J. To ensure that the milk and milk products satisfy the requirements of FSSAI acts, rules and regulations made at under all stages of milk Procurement, milk processing and distribution. All necessary equipment and machinery should be provided to end users as per the requirements of FSSAI.
- K. To ensure maintenance, authentication and up gradation of all required records pertaining to engineering section.
- L. To ensure personnel hygiene of their employees and general housekeeping of engineering section.
- M. To ensure timely execution of all agreements for all contracts and compliance of all clauses of contracts related to engineering section.



- N. To ensure applications of FIFO in all stages of engineering section.
- O. To ensure timely up gradation of all machinery and equipment for effective utilization of energy conservation throughout milk plant and milk chilling centres.
- P. To perform any other responsibility which may be given by the competent authority from time to time.

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**5. INCHARGE PERSONNEL AND ADMINISTRATION**

- A. Taking part in decision-making in respect of policies regarding industrial relation.
- B. Responsible for development of appropriate Human Resources Development policies in line with the organizations objectives, values, vision and mission and also facilitation in implementation of the same.
- C. Interact, and interface with all the sections and activities to develop faultless inter personal, inter sectional co-ordination for harmonious and effective industrial relations in the Milk Plant.
- D. Identify the training needs to the employees with effective interactions with department/section heads and arrange the trainings, monitor and record the same.
- E. To liaison with Milkfed Head Office as well as external Government/other organization on matters relating to Personnel and Administration.
- F. Responsible for all statutory obligations under Factories Act 1948 and other statutory acts, rules and regulations applicable to milk plant and milk union for operation of Milk Plant.
- G. To implement pest and rodent control Programme inside administration section in order to make premises pest and rodent free.
- H. To ensure all the eligible employees entitled for uniform should wear neat and clean prescribed uniform.
- I. To ensure maintenance, authentication and up gradation of all required records pertaining to P & A department.
- J. To ensure personnel hygiene of their employees and general housekeeping of P & A department.
- K. To ensure timely execution of all agreements for all contracts compliance of all clauses of contracts related to P & A department.
- L. To ensure application of FIFO in all stages in P & A department.
- M. To perform any other responsibility which may be given by the competent authority from time to time.



## 6. INCHARGE QUALITY CONTROL

- A. To ensure that all the required inspection and testing are carried out in accordance with the laid down procedures and techniques.
- B. To ensure that quality control personnel take necessary samples that they require using the correct sampling procedures.
- C. To ensure that test methods are strictly adhered to and test reports are forwarded to the designated authority.
- D. To identify, organize calibration and inspection of measuring and test equipment of laboratory to maintain their accuracy and repeatability.
- E. To ensure good quality of milk is received from the various Co-operative Societies/CD farms/ Milk Chilling Centres & from other union plants.
- F. To ensure that the laboratory persons are appropriately qualified and trained.
- G. To identify, develop and apply Statistical Quality Control techniques for controlling the quality and food safety of Milk and Milk Products and helping concerned personnel in assessing and verifying their problems using these techniques.
- H. Responsible for monitoring performance of all subordinate staff maintaining consistency in work of quality control.
- I. Controlling, guiding and training worker for better performance.
- J. To implement pest and rodent control Programme inside plant premises in order to make premises pest and rodent free.
- K. To ensure all the eligible employees entitled for uniform should wear neat and clean prescribed uniform.
- L. To monitor and reporting regarding, the milk and milk products satisfy the requirements of FSSAI acts, rules and regulations made under all stages of procurements, processing, production and marketing.
- M. To aware all the stake holders regarding acts, rules and regulations of FSSAI.
- N. To ensure maintenance, authentication and up gradation of all required records pertaining to Quality Control section.
- O. To ensure personnel hygiene of their employees and general housekeeping of Quality Control section.





- P. To ensure timely execution of all agreements for all contracts and compliance of all clauses of contracts related to Quality Control section.
- Q. To ensure application of FIFO in all stages in the Quality Control Section.
- R. To perform any other responsibility which may be given by the competent authority from time to time.

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## **7. INCHARGE ACCOUNTS**

- A. Overall management of accounts, management and monitoring of finance for the organization.
- B. Interaction with banks and other financial institutions for day-to-day banking/cash operation.
- C. Financial audit and compliance of statutory deductions such as TDS, income Tax, EPF, ESI, VAT, Service tax etc.
- D. Providing finance and data maintenance.
- E. Proper costing of all products for efficient production planning and optimum utilization of resources.
- F. To arrange disbursement and receive payments from MPCs / CDF and other stake holders.
- G. To ensure compliance of audit observation internal as well as external.
- H. To ensure monthly physical verification of production section, quarterly physical verifications of stores and MCC and annual physical verification of engineering and MCCs.
- I. To ensure timely receipt of amount recoverable from employees and other parties.
- J. To ensure of Maintenance of vouchers/ balance sheet and other documents for business of union.
- K. Monitor all day to day transactions having financial implications.
- L. To ensure up-to-date maintenance of accounts records.
- M. To ensure all the eligible employees entitled for uniform should wear neat and clean prescribed uniform.
- N. To ensure maintenance, authentication and up gradation of all require records pertaining to accounts department.
- O. To ensure personnel hygiene of their employees and general housekeeping of accounts department.
- P. To ensure timely execution of all agreements for all contracts compliance of all clauses of contracts related to accounts department.
- Q. To ensure application of FIFO in all stages in accounts department.



- R. To perform any other responsibility which may be given by the competent authority from time to time.

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**8. INCHARGE MARKETING**

- A. Enhancement of the organization's image in the market.
- B. Assessment, evaluation and appointment of suppliers for supply of material/services.
- C. Redressal of customer complaints and getting feedback for further improvement.
- D. Ensuring that sufficient quantity of milk and milk products are available at the retail outlets.
- E. Recruiting retailer's agency holders and shopkeepers to sell milk and milk products as per the norms of Milk Plant/Milkfed/FSSAI.
- F. To ensure updated display of MRP of all milk and milk products at each agency and retail outlet.
- G. To ensure proper vehicle for proper route and monitoring transportation cost.
- H. Controlling and guiding worker for better performance.
- I. To implement pest and rodent control Programme for milk bars.
- J. To ensure all the eligible employees entitled for uniform should wear neat and clean prescribed uniform.
- K. To ensure that the milk and milk products satisfy the requirements of FSSAI acts, rules and regulations made under all stages of marketing section.
- L. To ensure maintenance, authentication and up gradation of all required records pertaining to marketing section.
- M. To ensure personnel hygiene of their employees and general housekeeping of marketing section.
- N. To ensure timely execution of all agreements for all contracts compliance of all clauses of contracts related to marketing section.
- O. To ensure application of FIFO in all stages of marketing.



## 9. INCHARGE STORE

- A. Codify all items of store including accessories and spares.
- B. Receive all material properly and keep records of all items.
- C. Issue all items with proper documentation and update all stocks and issue of material.
- D. Return all non-conforming material to suppliers.
- E. Coordinate with purchase, quality control and production for proper flow of material.
- F. Maintain proper inventory control and apprise the same to concerned section heads and in charge purchase, plan proper storage to prevent damage and deterioration, check receipts of right quality and quantity.
- G. Proper hygienic conditions to be maintained in the store particularly with regard to edible ingredient, packaging material, detergents, sanitizers, chemicals and instruments etc.
- H. To ensure all non-conforming material should be kept at specified place and marked as non-conforming material.
- I. Timely disposal of un serviceable material/ equipment.
- J. Controlling and guiding workers for better performance.
- K. To implement pest and rodent control Programme inside store in order to make store pest and rodent free.
- L. To ensure all the eligible employees for uniform should wear neat and clean prescribed uniform.
- M. To ensure that the packing material of milk and milk products satisfy the requirements of FSSAI acts, rules and regulations.
- N. To ensure maintenance, authentication and up gradation of all required records pertaining to store section.
- O. To ensure personnel hygiene of their employees and general housekeeping of store section.
- P. To ensure timely execution of all agreements for all contracts compliance of all clauses of contracts related to store section.



- Q. To ensure application of FIFO in all stages of store.
- R. To perform any other responsibility which may be given by the competent authority from time to time.

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## **10**    **INCHARGE PURCHASE**

- A. To organize purchase for facilitating milk and milk products in order to fulfil requirement of end users.
- B. To select and appoint subcontractors and review, evaluate their performance at regular intervals to maintain list of approved sub-contractors.
- C. Cooperate for timely release of payment of parties from account section.
- D. Controlling and guiding workers for better performance.
- E. To ensure all the eligible employees for uniform should wear neat and clean prescribed uniform.
- F. To ensure that the packing and other material used for milk and milk products satisfy the requirements of FSSAI acts, rules and regulations.
- G. To ensure maintenance, authentication and up gradation of all required records pertaining to purchase section.
- H. To ensure personnel hygiene of their employees and general housekeeping of purchase section.
- I. To ensure timely execution of all agreements for all contracts compliance of all clauses of contracts related to purchase section.
- J. To ensure application of FIFO in all stages of purchase.
- K. To ensure all the material be purchased as per purchase manual duly approved by RCS and time to time instruction given by milk Union/ Milkfed.
- L. To ensure purchase of required material as keeping in view of minimum and maximum level in order to maintain proper inventory control
- M. To perform any other responsibility which may be given by the competent authority from time to time.



## **11. INCHARGE SECURITY**

- A. To ensure overall security of plant, equipment and surroundings within the premises and within the plant.
- B. To ensure proper checking of all incoming and out-going material and maintaining proper record.
- C. To ensure over all cleanliness within the premises of milk plant.
- D. To ensure all incoming and outgoing material be allowed to go in or out after authentication of proper gate pass /challan/ bill and also ensure to maintain proper record for the same.
- E. No outsider should be allowed to enter in the plant premises without Permission.
- F. Controlling and guiding workers for better performance.
- G. To ensure all the eligible employees for uniform should wear neat and clean prescribed uniform.
- H. To ensure maintenance, authentication and up-gradation of all required records pertaining to security section.
- I. To ensure personnel hygiene of their employees and general housekeeping of security section.
- J. To ensure timely execution of all agreements for all contracts compliance of all clauses of contracts related to security section.
- K. To ensure application of FIFO in all stages of security section.
- L. To perform any other responsibility which may be given by the competent authority from time to time.