

Mahindra LIFESPACES		happinest <small>A Mahindra Lifespaces Initiative</small>		Mahindra WORLD CITY	
QUALITY ASSURANCE VIOLATION CLAUSES					
S.No	Description	1st Instance	2nd Instance	3rd Instance	Remarks
1	Violation to approved work sequence	NCR	Repetitive NCR+Penalty	SWN	20k for each violation+ Hold Amount- 1.5 times of estimated repair cost
2	Work commencement without MLDL/ PMC approval (work method Statement, ITP, Checklist and mock-up Approval)	Obs	NCR	SWN	Work to start only after MLDL/ PMC approval
3	Work commencement without stage clearance	NCR	Repititive NCR+Penalty	SWN	10k for each violation+ Hold amount against estimated repair cost
4	Work Commencement without Quality Induction to Engineer, Supervisor, Workmen who is new to site	Obs	NCR	NCR+ Penalty	10K for each violation
5	Work commencement (For RCC) without structural consultant approval	NCR	Repititive NCR+Penalty	SWN	10K for each violation
6	Work commencement (For Civil, Finishes & MEP) without Architect and mock-up approval	NCR	Repititive NCR+Penalty	SWN	10K for each violation
7	Work commencement without approved GFC drawings / approved sketches / approved shop drawings	NCR	Repititive NCR+Penalty	SWN	10k for each violation
8	Work Commencement without Conducting Training for Engineers, Supervisors and Workmen while starting New activity	Obs	NCR	Penalty	10k for each violation
9	Work Commencement without Quality Tool Box Talk for every trade	obs	NCR	Repititive NCR+Penalty	5k for each violation
10	Use of unapproved / Substandard materials (Without approved test Reports)	Obs	NCR	SWN	-
11	Contractual Documents : Work commencement without BOQ / LOI / Contractual documents etc	NCR	SWN	-	-
12	QC Documents : Incomplete / non updated documents (Like Concrete cube register / Concrete pour register / Incoming material register / Material rejection register / Concrete pour cards / Pour log sheet / Curing time sheet / Lab testing formats / Work process checklist / Incoming material checklist / Drawing register / WMS / MAS / ITP's etc.)	Obs	NCR	Repititive NCR+Penalty	20k for each violation
13	Structure defects like Honey comb / offsets / deviation in plum / deviation in alignment / Waviness / undulations / Exposed steel on surface/ Corrosion in tensile members/ Any foreign material embeded in casted concrete etc.	NCR	Repetitive NCR	Hold amount +Penalty	Hold Amount- 1.5 times of estimated repair cost for each violation Penalty- 20k for each violation
14	Defects in Finishes and MEP workmanship like Deviation in plum / deviation in alignment / Waviness / Use of Untreated steel etc.	NCR	Repetitive NCR	Hold amount +Penalty	Hold Amount- 1.5 times of estimated repair cost for each violation Penalty- 20k for each violation
15	Materials : Improper / substandard material stacking / presevation / handling	Obs	NCR	Hold amount +Penalty	10k for each violation+ 1.5 times Hold amount against estimated repair cost
16	Incoming material unloading without checking / intimation to MLDL/ PMC	Obs	NCR	Repititive NCR+ Hold Amount	Unloaded material not to be used unless tested and approved by MLDL/ PMC, Hold amount- 1.5 times of estimated repair cost for each violation
17	Non closure of FOR (Field Observations) within the stipulated time	1st reminder for closure	2nd reminder for closure	Penalty+ Hold amount	10k for each violation+ Hold amount minimum 1.5 times of estimated repair cost for each violation
18	Non closure of NCR within the stipulated time, Non-implementation of Correction/Corrective Action approved by MLDL/ PMC QA	1st reminder for closure	2nd reminder for closure	Penalty+ Hold amount	20k for each violation+ Hold amount minimum 1.5 times of estimated repair cost for each violation
19	Concrete quality (Cube failure / variation in cube strength / yield / standard deviation / Curing / skippence of testing / slab cracks / unfinished slab surface etc)	NCR	Repetitive NCR	Hold amount +Penalty	Hold Amount- 1.5 times of estimated repair cost for each violation Penalty- 20k for each violation
20	Deployment of non qualified / inexperienced / unskilled staff / labour where Skilled workmen is required e.g. Use of Helper as Mason/Fitter/Carpenter	Obs	NCR	Penalty	5k for each violation
21	Use of non-calibrated equipment/apparatus/instrument	obs	NCR	Repititive NCR	Penalty for Repititive NC
22	Use of non specific construction tools	Obs	NCR	Repititive NCR	Penalty for Repititive NC
23	Deviation of Process and Product requirements mentioned in PQP/Quality Assurance Plan/ITP/Formats/Checklist	NCR	Repititive NCR+ Hold amount	Penalty	Hold Amount- 1.5 times of estimated repair cost for each violation Penalty- 10k for each violation
24	Non-compliance to activity checklists (inspections not being done as per approved checklists)	Obs	NCR	Repititive NC+ Penalty	5k for each violation
25	Contractor's QAQC Engineer's absence in Planned & Communicated Quality Walk/Quality Meetings	Written Instruction	Penalty	Penalty	5k for each violation
26	No Internal NC system implementation at site	Written Instruction	NCR	Repititive NC	Penalty for Repititive NC
27	Repititive NC (NC with same root cause)	10k Penalty	20k Penalty	40k Penalty	NC repiting with same root cause
28	Manipulation of official records and reports	NCR	Repititive NC	20k Penalty	-
29	Non follownace of site instructions of MLDL/ PMC Staff in terms of quality management systems	Written Instruction	Penalty	Penalty	20k for each violation

Notes	
1	All penalty is applicable and will be imposed to Contractor/Agency, this Penalty matrix is not for the Individuals/Workers
2	Any field oservation/ NCR/ Stop Work Notice/ Penalty will be imposed by MLDL/ PMC staff to the Contractor based on 1st/2nd/3rd instances as per Categorization done in above Penalty matrix.
3	Penalty amount mentioned is for each violation
4	Contractor has to perform applicable correction / Corrective Action at his own cost in addition to Imposed penalty
5	Contractor on repeated Process violation shall be blacklisted from MLDL in future Prequalifications
6	Hold amount in RA Bill during Quality certification until closure of NCR with appropriate and approved corrections and corrective actions

Abbreviations
NCR - Non Conformance
SWN - Stop Work Notice
Obs - Field Observation
K - Thousand (rs.)