

# INSPECTION REQUESTS

## BSB 0104-03

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Date: **01/30/2023**

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Date: **01/30/2023**

BOILER SAFETY BUREAU

STANDARD OPERATING PROCEDURE MANUAL

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### 1.0 PURPOSE

To provide instruction to Boiler Safety Bureau (BSB or Bureau) support staff on the proper method for processing an inspection request.

### 2.0 SCOPE

This procedure is applicable to processing Boiler Safety Bureau inspection requests received via website or hardcopy.

### 3.0 PERSONNEL RESPONSIBILITIES

- 3.1 The Bureau Chief – BSB has the overall responsibility for implementation of this procedure.
- 3.2 The Assistant Bureau Chief has day-to-day responsibility for ensuring Boiler Safety Bureau support staff work in accordance with this procedure.
- 3.3 BSB support staff are responsible for cognizance, understanding and strict adherence to this procedure when processing BSB inspection requests.

### 4.0 SAFETY and HEALTH ISSUES

Not applicable.

### 5.0 PROCEDURE

Inspection requests are received by Bureau support staff by web form submission from the BSB website, by telephone, by electronic media, by facsimile, by mail, or may be requested on-site. The following instructions focus on submissions arriving via the web form.

- 5.1 The owner/user/contractor (“Submitter”) submits a web form requesting an inspection:
  - 5.1.1 The Submitter navigates to the BSB web page at:  
<http://www.nclabor.com/boiler/boiler.htm>
  - 5.1.2 The Submitter chooses “Boiler Forms”, “***Boiler/Pressure Vessel Inspection Request***”, “***inspection\_request\_form.pdf***” link.
  - 5.1.3 The Submitter completes ***and submits the form according to the “Instruction Page” of the “Boiler/Pressure Vessel Inspection Request”***.

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- 5.2 The web form request arrives at the [boiler.safety@labor.nc.gov](mailto:boiler.safety@labor.nc.gov) account, which is accessed via Outlook at the workstation for each Administrative Specialist (AS).
- 5.3 Each AS checks for **inspection requests** no less than three times a day: morning, after lunch, and before close of business.
- 5.3.1 For every incoming request, the AS forwards the email to the AS assigned to the county where the object resides.
- 5.3.2 The receiving AS reviews the incoming request for missing information. The AS sends notification to the requestor that the request was received and will be forwarded to the appropriate inspector for the location. Required fields include:
- a) User's name and physical address (the address where the object is physically located).
  - b) User contact name and phone number.
  - c) Manufacturer and year of manufacture of the object.
  - d) Specific location of the object in the plant.
- 5.4 In case of missing required information, the AS contacts the submitter for corrections.
- 5.5 ***The AS will review the inspection request form for the type of requested inspections: USED, RENTAL, IN-STATE RELOCATION, RECURRING, VIOLATION FOLLOW-UP, and NEW.***
- 5.6 ***A USED, RENTAL, or IN-STATE RELOCATION inspection request will be emailed to the Assistant Bureau Chief and copy the Bureau Chief on the email for approval of the USED or RENTAL installation. Once approval for the installation is given by email, the assigned AS will process per 5.9 of this procedure.***
- 5.7 ***A VIOLATION FOLLOW-UP inspection request will be emailed to the assigned inspector for that location to schedule a follow-up inspection.***
- 5.8 ***A RECURRING inspection request will be emailed to the assigned inspector for that location to schedule an inspection.***
- 5.9 ***For a NEW inspection request, and an approved USED or RENTAL requests, the assigned AS queries the Bureau's inspection database with the NB# to determine if the object already exists in the database. If the object has already been assigned an NC registration number, the AS***

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verifies the current location and makes any necessary corrections to the database.

### 5.9.1 If YES:

- a) The AS performs data quality assurance on the location demographics:
  1. Compresses multiple locations as appropriate;
  2. Reconciles submitted demographics with data in ***the BSB inspection database***.
- b) The AS adds a NEW object to the ***inspection database*** at the appropriate location with the following steps, which assume that the AS has found the appropriate location query on the BPV > Work Planning page in ***the inspection database***:
  1. Choose the Edit hyperlink next to the location's name on the BPV > Work Planning page.
  2. On the left-side menu of the resulting View/Edit Location Details page, choose Add an Object.
  3. On the Add Object screen, enter the word "NEW" in all capital letters without the quotation marks and choose Submit.
  4. Next, choose either I want to add a Pressure Vessel or I want to add a Boiler.
  5. NOTE: for Pressure Vessels, required fields in ***the inspection database*** are set to default values when unknown. These values are as follows:
    - i. NB Number: set to UNKNOWN
    - ii. Manufacturer: set to UNKNOWN
    - iii. Year Built: set to 1800
    - iv. Type: set to 220 – Other (PV)
    - v. Use: set to 25 – Other
    - vi. Size: set to 0
    - vii. MAWP: set to 0
  6. For Boilers, required fields are set as follows when unknown:
    - i. NB Number: set to UNKNOWN

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- ii. Manufacturer: set to UNKNOWN
- iii. Year Built: set to 1800
- iv. Type: set to 120 – Other (BLR)
- v. Use: set to 25 – Other
- vi. Fuel: set to 099 – Other
- vii. Method of Firing: set to 1 – Auto
- viii. Size: set to 0
- ix. MAWP: set to 0

### 5.9.2 If NO:

- a) The AS creates a new location in *the inspection database*:
    - 1. From the Location/Add Location screen, enter the Zip Code of the new location and choose Next.
    - 2. Enter the location address on the Location Add Wizard screen and choose Next.
    - 3. Select I want to use the standardized location value(s) and choose Next.
    - 4. If a duplicate is found, resolve the discrepancy by research and use the appropriate existing location whenever possible instead of adding a new location to the database. Select Next.
  - b) The AS adds a NEW object to the new location in JO:
    - 1. See Step 5.9.1b above.
- 5.10 The AS saves a copy of the PDF request on the S:\ drive in the assigned state inspector's directory.
- 5.11 Optionally, the AS emails the assigned state inspector with a copy of the PDF request.
- 5.12 Requests with immediate urgency for inspection, such as schools, hospitals, etc. should be noted in the email to the inspector.
- 5.13 The assigned state inspector finds NEW objects in *the inspection database* via a twice-weekly query.
- 5.14 Upon inspection, the assigned state inspector hangs a tag on the object with the next sequential NC Number. When submitting the inspection report into *the inspection database*, the inspector enters the NC Number

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into JO by overwriting “NEW” in the Jurisdictional Number field and replaces any other generic data such as UNKNOWN with valid data pertinent to the vessel inspected.

### 6.0 CUSTOMER SERVICE REQUIREMENTS

The purpose of following this procedure is to provide the customer, be it the public, employees of the Bureau, or other state agencies, with the most efficient service, information, training and assistance possible.

### 7.0 DATA and RECORD MANAGEMENT

***Records shall be maintained in accordance with the Functional Schedule for North Carolina Agencies as adopted by State Archives, a Division of the North Carolina Department of Natural and Cultural Resources.***