



# Citizen's / Client's Charter for

## STQC Directorate

Department of Electronics & Information Technology (DeitY)  
(2013-2014)

Address	Electronics Niketan 6 CGO Complex Lodi Road New Delhi 1-110003
Website	<a href="http://www.stqc.gov.in">http://www.stqc.gov.in</a>
Date of Issue	
Next Review	One Year after issue

# **Vision & Mission**

## **Vision**

Be a Quality Assurance service organisation to enhance processes and competitiveness of IT and electronics industry enabling them to deliver products and services of global standards.

## **Mission**

To support industry & trade and protect consumer interest in electronics and IT sector by providing customer centric, accredited quality assurance services as per international standard for global acceptance.

## Main Services / Transactions

Sl. No.	Services /Transactions	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document required	Fees		
								Category	Mode	Amount
1	Providing Test & Calibration services to industry and Govt. organizations	50	Respective lab/ Centre Director/ Customer Service Head <i>Pls. refer the Responsibility Centre and Subordinate organizations Table</i>	<i>Pls. refer the Responsibility Centre and Subordinate organizations Table</i>	<i>Pls. refer the Responsibility Centre and Subordinate organizations Table</i>	Refer table on Service Standards Sl.no 1	Details of Test and Calibration Specifications; Operation manual and the Equipment as applicable	Test and Calibration Charges/	DD/ ECS	As per approved STQC Test & calibration Charges
2	Providing Quality assessment for IT Applications / Solutions for industry and Govt organizations(on project basis)	15	Respective IT Centre Head/ Customer Service Head <i>(Pls. refer the Responsibility Centre and Subordinate organizations Table)</i>	<i>Pls. refer the Responsibility Centre and Subordinate organizations Table</i>	<i>Pls. refer the Responsibility Centre and Subordinate organizations Table</i>	Refer table on Service Standards Sl.no 2	All the project related documents as per the service being requested from IT centre	KBA Service Charges	DD/ ECS	As per approved STQC Charges
3	Providing certification and Assessment services to industry Govt. organizations	15	Head (IT Services ) and Head (QMS and Product Safety Certification)	<i>Pls. refer the Responsibility Centre and Subordinate organizations Table</i>	<i>Pls. refer the Responsibility Centre and Subordinate organizations Table</i>	Refer table on Service Standards Sl.no 3	Organization manual, other policies/ Procedures as applicable	KBA Service Charges	DD/ ECS	As per approved STQC Charges
4	Provide training services in the area of Quality, Reliability, Laboratory Management, IT and e-Governance, Test Engineering & Skill Development	15	Respective CETE Head/ IIQM Head/ Customer Service Head <i>(Pls. refer the Responsibility Centre and Subordinate organizations Table)</i>	<i>Pls. refer the Responsibility Centre and Subordinate organizations Table</i>	<i>Pls. refer the Responsibility Centre and Subordinate organizations Table</i>	Refer table on Service Standards Sl.no 4	Nomination /Registration, Proof of eligibility as applicable, requisite fee /authorization for fee	KBA Service Charges	DD/ ECS	As per approved STQC Charges
5	Prompt Grievance Redress	5	Public Grievances Officer STQC Dte	<i>Pls. refer the Responsibility Centre &amp; Subordinate organizations Table for Grievance redress</i>	<i>Pls. refer the Responsibility Centre &amp; Subordinate organizations Table for Grievance</i>	Refer table on Service Standards Sl.no 5	Grievance complaint / supporting documents	-	-	-

## Services Standards

Sl. No.	Services /Transactions	Weight %	Success Indicators	Service Standard	Unit	Process	Data Source
1	Providing Test & Calibration services to industry and Govt. organizations	50	<i>Completion of jobs within committed time frame (Probable date of Completion)</i>	82	%	<p>Laboratories provide probable date of completion for jobs received based upon duration of the test and effort estimation. The key process steps in offering test and calibration services are :</p> <ul style="list-style-type: none"> <li>- Initial Interaction with customer</li> <li>- Receiving and accepting the job at Customer Service Cell (CSC) at each lab along with applicable fee and assigning PDC</li> <li>- Initiating the SRF and assigning Job Number</li> <li>- Sending the job card and samples to the concerned section of lab for executing the job</li> <li>- Execution of testing /calibration</li> <li>- Listing of test / calibration outcomes as report</li> <li>- QA of test / calibration reports</li> <li>- Release of test / calibration reports by authorised signatory</li> <li>- Obtaining the feed back from the customer</li> </ul>	<i>Concerned laboratory</i>
2	Providing Quality assessment for IT Applications / Solutions for industry and Govt organizations(on project basis)	15	<i>Completion of projects within committed time frame (Probable date of Completion)</i>	90	%	<p>IT Centers spread across the country provide software testing services for eGov solutions to Ministries and State Governments. The key process steps in offering these services (project oriented approach) are :</p> <ul style="list-style-type: none"> <li>- Initial Interaction with customer</li> <li>- Receiving and accepting the job at Customer Service Cell (CSC) at each lab along with applicable fee and assigning PDC</li> <li>- Initiating the SRF and assigning Job Number</li> <li>- Executing of job and listing of testing / assessment /Quality assurance outcomes as report</li> <li>- QA of testing / assessment / Review reports</li> <li>- Release of reports by authorised signatory</li> <li>- Obtaining the feed back from the customer</li> </ul>	<i>Concerned IT centre</i>

3	Providing certification and Assessment services to industry Govt. organizations	15	Completion of System and /or product certification (new, surveillance and Recertification) within committed time frame through Assessments, reviews, visits.	95	%	<p>STQC provides the system and Product certification through assessment as per applicable standards standard.</p> <p>The process steps for system Certification are :</p> <ul style="list-style-type: none"> <li>- Preliminary visit / assessment to check the readiness of the organization</li> <li>- Initial assessment and issue of Certification</li> <li>- Issue of certificate to qualified and recommended organizations</li> <li>- Regular surveillance assessments</li> <li>- Recertification assessment and re-certification</li> <li>- Issue of withdrawal and suspension certification for non-recommended cases/ withdrawn cases</li> <li>- Obtaining the feedback from customers</li> <li>- Maintaining the accreditations of the accredited schemes</li> <li>- Review of certification schemes</li> </ul> <p>The process steps for Product Certification are :</p> <ul style="list-style-type: none"> <li>- Receiving /Picking up of samples of product to be certified form the manufacturers</li> <li>- Conduct of testing for the picked up samples in the STQC and or its authorized laboratories and issue of test reports.</li> <li>- Issue of certificate to qualified and recommended products</li> <li>- Regular surveillance assessments</li> <li>- Recertification assessment and re-certification</li> <li>- Issue of withdrawal and suspension certification for non-recommended cases/ withdrawn cases</li> <li>- Obtaining the feedback from customers</li> <li>- Maintaining the accreditations of the accredited schemes</li> </ul>	STQC certification Services STQC HQ and Regional Certification offices

						- Review of certification schemes	
4	Provide training services in the area of Quality, Reliability, Laboratory Management, IT and e-Governance, Test Engineering & Skill Development	15	<i>No. of courses conducted as scheduled.</i>  <i>Issue of Certificate of participation within One week of conduct of program</i>  <i>Issue of Certificate of Achievement within three weeks of conduct of program/ Exam</i>	95	%	To enhance knowledge on quality principles and management, practices of industry professionals through internationally accredited training programs on Quality & Reliability, IT & e-Gov, Test engineering and skill development domains.  The process key process steps in dissimulation of training services are : - Scheduling of training courses / programs - Registration of nominations - Preparation for conduct of a course /program on scheduled dates - Conduct of examination ( if applicable) - Issue of certificates to participants - Review and updating of course syllabus and contents time to time - Maintaining the accreditations of the accredited courses - Design and development of New programs time to time	<i>STQC training Centres within STQC laboratories</i>
5	Prompt Grievance Redress	5	Average time taken to acknowledge the grievance received at STQC	<i>Within 5 Working Days</i>	<i>Days</i>	<i>STQC aims to enhance and maintain the transparent, efficient and customer satisfactory services to its customers and through redresses of grievances in time bound manner.</i>	<i>STQC HQ &amp; Concerned laboratory</i>
			Average time taken to send communication for additional information (response Time)	<i>Within 15 Working Days</i>	<i>Days</i>	<i>The key process steps for grievances redress are:</i> - <i>Acknowledgement of grievances received</i> - <i>Review the grievances</i> - <i>Seeking additional information form stakeholders</i> - <i>Taking appropriate action to settle the problem/grievances</i> - <i>Communication to the grievance client</i>	
			Average time taken for grievance settlement /resolution	<i>Within 45 working Days</i>	<i>Days</i>		
			Number of grievances received Vs settled during calendar year	99	%		

## Responsibility Centres and Subordinate Organizations

Sl. No	Responsibility Centres and subordinate Organizations	Landline numbers	e-mail	Address
1	STQC HQ New Delhi	011 - 24363089	<a href="mailto:dgstqc@stqc.nic.in">dgstqc@stqc.nic.in</a>	Electronics Niketan 6 CGO Complex, Lodi Road New Delhi - 110003
2	Electronics Regional test Laboratory (North)	011-26386219	<a href="mailto:ertlnorth@stqc.nic.in">ertlnorth@stqc.nic.in</a> , <a href="mailto:mpsharma@stqc.nic.in">mpsharma@stqc.nic.in</a>	ERTL(North) S- Block, Okhla Industrial Area, Phase - II, New Delhi - 110020
3	Electronics Regional test Laboratory (East)	033 - 23672366	<a href="mailto:ertleast@stqc.nic.in">ertleast@stqc.nic.in</a> , <a href="mailto:mitali@stqc.nic.in">mitali@stqc.nic.in</a>	DN Block, Sector V, Salt Lake City Kolkata - 700 091
4	Electronics Regional test Laboratory (West)	022- 28236849	<a href="mailto:ertlwest@stqc.nic.in">ertlwest@stqc.nic.in</a> , <a href="mailto:psinghal@stqc.nic.in">psinghal@stqc.nic.in</a>	Plot No.F7&8, MIDC Area, Opp. SEEPZ, Andheri (East), Mumbai-400093
5	Electronics Regional test Laboratory (South)	0471 - 2559943	<a href="mailto:ertlsouth@stqc.nic.in">ertlsouth@stqc.nic.in</a> , <a href="mailto:sbeena@stqc.nic.in">sbeena@stqc.nic.in</a>	Akkulam, Sreekariyam Road, Sreekariyam, Thiruvananthapuram – 695 017
6	Electronics Test & Development Centre, Bagnalore	080 - 23723651	<a href="mailto:etdcbq@stqc.nic.in">etdcbq@stqc.nic.in</a> , <a href="mailto:hema@stqc.nic.in">hema@stqc.nic.in</a>	Peenya Industrial Estate, 100 Feet Road , Bengaluru – 560 058
7	Electronics Test & Development Centre , Chennai	044 - 24543792	<a href="mailto:etdccn@stqc.nic.in">etdccn@stqc.nic.in</a> , <a href="mailto:bravikumar@stqc.nic.in">bravikumar@stqc.nic.in</a>	VSI Estate, Thiruvanniyur, Chennai - 600 041
8	Electronics Test & Development Centre, Pune	020 - 25530074	<a href="mailto:etdcpu@stqc.nic.in">etdcpu@stqc.nic.in</a> , <a href="mailto:gpal@stqc.nic.in">gpal@stqc.nic.in</a>	Agriculture College Campus, Shivajinagar, Pune - 411 005
9	Electronics Test & Development Centre, Hyderabad	040 - 27121223, 040- 27181101	<a href="mailto:etdchy@stqc.nic.in">etdchy@stqc.nic.in</a> , <a href="mailto:mvp@stqc.nic.in">mvp@stqc.nic.in</a>	Kamalanagar, ECIL PO, Hyderabad – 500762
10	Electronics Test & Development Centre, Goa	0832 - 2458679/81/82/83	<a href="mailto:etdcgo@stqc.nic.in">etdcgo@stqc.nic.in</a> , <a href="mailto:kmurari@stqc.nic.in">kmurari@stqc.nic.in</a>	30 GMC-NIO Road, Near All India Radio Transmitters, Bambolim, P.O. Goa University, Goa – 403206

11	Electronics Test & Development Centre, Jaipur	0141 - 2751397	<a href="mailto:etdcjp@stqc.nic.in">etdcjp@stqc.nic.in</a> , <a href="mailto:meenakshi@stqc.nic.in">meenakshi@stqc.nic.in</a>	Malviya Industrial Area Jaipur – 302 017
12	Electronics Test & Development Centre, Mohali	0172 – 2236707	<a href="mailto:etdcmh@stqc.nic.in">etdcmh@stqc.nic.in</a> , <a href="mailto:rsahi@stqc.nic.in">rsahi@stqc.nic.in</a>	B – 108, Phase – VIII, Mohali – 160 051
13	Electronics Test & Development Centre, Solan	01792 – 230376, 0172 – 2236707	<a href="mailto:etdcsl@stqc.nic.in">etdcsl@stqc.nic.in</a> , <a href="mailto:rsahi@stqc.nic.in">rsahi@stqc.nic.in</a>	Chambaghat, Solan – 173 213
14	Electronics Test & Development Centre, Guwahati	0361 – 2224839	<a href="mailto:etdcgw@stqc.nic.in">etdcgw@stqc.nic.in</a> , <a href="mailto:brmedhi@stqc.nic.in">brmedhi@stqc.nic.in</a>	1 <sup>st</sup> & 2 <sup>nd</sup> Floor, Central Block, HOUSEFED Complex, Beltola-Basistha Road, Dispur, Guwahati: 781006
15	Electronics Test & Development Centre, Agartala	0381 – 2359140, 0381-2350366	<a href="mailto:etdcag@stqc.nic.in">etdcag@stqc.nic.in</a> , <a href="mailto:brmedhi@stqc.nic.in">brmedhi@stqc.nic.in</a>	Indira Nagar, P.O. Kunjarban Agartala – 799 006
16	Centre for Reliability, Chennai	044 – 24543792	<a href="mailto:cfr@stqc.nic.in">cfr@stqc.nic.in</a> , <a href="mailto:bravikumar@stqc.nic.in">bravikumar@stqc.nic.in</a>	VSI Estate, Thiruvanmiyur, Chennai – 600 041

## Grievance Redress

Sl. No.	Name of the Public grievance Officer	Helpline numbers	e-mail	Address
1	Sk Arvind Kumar Sr Director and Public Grievances Officer	011-24301387	<a href="mailto:akumar@deity.gov.in">akumar@deity.gov.in</a>	STQC Dte, Electronics Niketan 6 CGO Complex, Lodi Road, New Delhi -110003



## **List of Stakeholders and Clients**

Sl. No.	Stakeholders / Clients
1	<i>Government Organizations</i>
2	<i>Public Organizations</i>
3	<i>Private Industries</i>
4	<i>Public Industries</i>
5	<i>Institutions</i>
6	<i>Individuals</i>
7	<i>Ministries /Departments of Govt of India</i>
8	<i>Industry Associations</i>
9	<i>Consumer Forums /Bodies Associations</i>
10	<i>Any Other interested Bodies /parties</i>

## Indicative Expectations from Service Recipients

Sl. No.	Indicative Expectations from service recipients
1	<p><i>For Testing &amp; calibration:</i></p> <ul style="list-style-type: none"> <li>- Knowledge of Required Test Specification</li> <li>- Physical submission of Test sample(s)/ DUT(s) as appropriate at the designated test centre</li> <li>- Submission of Supporting documents such as Test specs, operating manuals, Test Jigs/ fixtures as necessary</li> <li>- Submission of Applicable Test Charges</li> </ul>
2	<p><i>For Providing Quality assessment for IT Applications / Solutions for industry and Govt organizations :</i></p> <ul style="list-style-type: none"> <li>- Submission of Supporting documents such as Test specs, manuals, and documentation as necessary</li> <li>- Source code / Application, its access and requisite environment for executing the testing /assessment</li> <li>- Agreement / acceptance for executing the testing /assessment</li> <li>- Submission of Applicable Service Fees/ Charges</li> </ul>
3	<p><i>For Training:</i></p> <ul style="list-style-type: none"> <li>- Fulfillment of Training Pre-requisites as stated in the brochure</li> <li>- Registration prior to the course / Programme</li> <li>- Submission of Applicable Fee</li> </ul>
4	<p><i>For Certification: Completeness of application at the time of application.</i></p> <ul style="list-style-type: none"> <li>- Readiness/ Compliance to the relevant Certification Standards.</li> <li>- Application along with requisite documents /samples as applicable</li> <li>- Submission of Applicable Test Charges</li> </ul>
5	<p><i>For Grievances Redress :</i></p> <p><i>Only genuine and relevant grievances to be made</i></p>

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