



Citizen's / Client's Charter for STQC Directorate

Department of Electronics & Information Technology (DeitY)

Address	Electronics Niketan 6 CGO Complex Lodi Road New Delhi - 110003
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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 Testing & Calibration services to industry and Govt. organizations	50	Respective lab/ Centre Director/ Customer Service Head .(Pls. refer Responsibility Centre and Subordinate organizations Table)	Pls. refer the Responsibility Centre and Subordinate organizations Table	Pls. refer the Responsibility Centre and Subordinate organizations Table	Refer table on Service Standards Sl.no 1	Details of Test & Calibration spec, Operation manual, Eqpt spec., SRQ form, design/ data sheets as applicable	Test and Calibration Charges/	DD/ ECS	As per approved STQC Test & calibration Charges
2	Providing I T & e-Gov services (i.e. Software quality assurance , Information security , IT Service Mgmt and e-Gov QA) for assessment of Applications ,solutions , products & systems for industry and Govt organizations	15	Respective IT Centre Head/ Customer Service Head (Pls. refer the Responsibility Centre and Subordinate organizations Table)	Pls. refer the Responsibility Centre and Subordinate organizations Table	Pls. refer the Responsibility Centre and Subordinate organizations Table	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 (IT & non-IT) to industry Govt. organizations	15	Head (IT Services) and Head (QMS and Product Safety Certification)	Pls. refer the Responsibility Centre and Subordinate organizations Table	Pls. refer the Responsibility Centre and Subordinate organizations Table	Refer table on Service Standards Sl.no 3	Dully filled-in application ,Organization manual/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.(Pls. refer the Responsibility Centre and Subordinate organizations Table)	Pls. refer the Responsibility Centre and Subordinate organizations Table	Pls. refer the Responsibility Centre and Subordinate organizations Table	Refer table on Service Standards Sl.no 4	Nomination /Registration, Proof of eligibility as applicable	KBA Service Charges	DD/ ECS	As per approved STQC Charges
5	Prompt Grievance Redressal	5	Public Grievances Officer STQC Dte	Refer Table - Responsibility Centre & Subordinate organizations Grievance redressal	Refer Table Responsibility Centre & Subordinate organizations Grievance redressal	Refer table on Service Standards Sl.no 5	Grievance complaint / supporting documents	-	-	-

Services Standards

Sl. No	Services /Transactions	Weight %	Sub Weight %	Success Indicators	Service Standard	Unit	Process	Data Source
1	Providing Testing & Calibration services to industry and Govt. organizations	50		<p><i>Completion of jobs and issue of reports</i></p> <p><u>Condition Applicable :</u></p> <p><i>Any delays attributable to the client required to carryout the testing and / or Calibration shall NOT be counted.</i></p> <p><i>e.g. failure of Equipment Under Test /Calibration, inadequate information, documentation, accessories required etc.</i></p>	<p><i>PDC* as agreed between the Client and the STQC at the time of acceptance of job by STQC or subsequent revision due to unavoidable circumstances</i></p> <p><i>*PDC(Probable Date of Completion, .which means completion of jobs and issue of respective test/ calibration report..</i></p>	<i>Date</i>	<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"> - Initial Interaction with customer - Receiving and accepting the job at Customer Service Cell (CSC) at each lab along with applicable fee and assigning PDC - Initiating the SRF and assigning Job Number - Sending the job card and samples to the concerned section of lab for executing the job - Execution of testing /calibration - Listing of test / calibration outcomes as report - QA of test / calibration reports - Release of test / calibration reports by authorised signatory - Obtaining the feed back from the customer 	<i>Concerned laboratory</i>
2	Providing IT & e-Gov services (i.e. Software quality assurance , Information security , IT Service Mgmt and e-Gov QA) for assessment of Applications ,solutions , products & systems for industry and Govt organizations(on project basis)	15		<p><i>Completion of projects tasks / jobs and issue of reports</i></p> <p><u>Condition Applicable :</u></p> <p><i>Any delays attributable to the client, required to carryout/complete the project shall NOT be counted</i></p>	<p><i>PDC* as agreed between the Client and the STQC at the time of acceptance of job by STQC or subsequent revision due to unavoidable circumstances</i></p>	<i>Date</i>	<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"> - Initial Interaction with customer - Receiving and accepting the job at Customer Service Cell (CSC) at each lab along with applicable fee and assigning PDC 	<i>Concerned IT centre</i>

					<i>*PDC(Probable Date of Completion,, which means completion of projects / jobs and issue of report..</i>		<ul style="list-style-type: none"> - Initiating the SRF and assigning Job Number - Executing of job and listing of testing / assessment /Quality assurance outcomes as report - QA of testing / assessment / Review reports - Release of reports by authorised signatory - Obtaining the feed back from the customer 	
3	Providing certification and Assessment services (IT & non-IT) to industry Govt. organizations	15	10 5	<p><i>Completion of System and /or product certification activity through Assessments, reviews, visits etc.& issue of certificate :</i></p> <p><i>All due surveillance assessments and Recertification Assessments</i></p> <p><i>Issue of certificate to the qualified clients after completion of assessment cycles and closure of NCs, payment receipt of CA etc.</i></p> <p><i>Condition Applicable : Any delays attributable to the client, required to carryout/complete assessment and related certification activities Shall</i></p>	<p><i>(Before Recertification due date)</i></p> <p><i>1/2</i></p>	<p><i>Date</i></p> <p><i>Month</i></p>	<p><i>STQC provides the system and Product certification through assessment as per applicable standards .</i></p> <p><i>The process steps for system Certification are :</i></p> <ul style="list-style-type: none"> - <i>Receipt of application, scrutiny and enrollment</i> - <i>Preliminary visit / assessment to check the readiness of the organization</i> - <i>Initial assessment and issue of Certification</i> - <i>Issue of certificate to qualified and recommended organizations</i> - <i>Regular surveillance assessments</i> - <i>Recertification assessment and re-certification</i> - <i>Issue of withdrawal and suspension certification for non-recommended cases/ withdrawn cases</i> - <i>Obtaining the feedback from customers</i> <p><i>The process steps for Product Certification are :</i></p> <ul style="list-style-type: none"> - <i>Receipt of application, scrutiny</i> 	<p><i>STQC certification Services STQC HQ and Regional Certification offices</i></p>

				<i>NOT be counted</i>			<ul style="list-style-type: none"> - <i>and enrollment</i> - <i>Receiving /Picking up of samples to be certified form the manufacturers</i> - <i>Factory inspection with sample sealing</i> - <i>Conduct of testing on picked up samples in STQC and or its authorized laboratories, issue of test reports.</i> - <i>Issue of certificate to qualified and recommended products</i> - <i>Regular surveillance assessments</i> - <i>Recertification assessment and re-certification and past performance analysis</i> - <i>Issue of withdrawal and suspension certification for non-recommended cases/ withdrawn cases</i> - <i>Obtaining the feedback from customers</i> 	
4	Provide Training services in the area of Quality, Reliability, Laboratory Management, IT and e-Governance, Test Engineering & Skill Development	15	7	<i>Issue of Certificate of participation w.e.f date of completion of program</i>	1	<i>Week</i>	To enhance knowledge as also to provide knowledge based skill oriented training on quality principles and management, practices of industry professionals through nationally accredited LA training programs and non accredited trainings on Quality & Reliability, IT & e-Gov, Test engineering and skill development domains through delivery of well designed training sessions.	<i>STQC training Centres within STQC laboratories</i>
			8	<i>Issue of Certificate of Achievement w.e.f date of completion of program/ Exam</i>	3	<i>Weeks</i>	<p>The process key process steps in dissimilation of training services are</p> <ul style="list-style-type: none"> - Scheduling of training courses / programs - Registration of nominations - Preparation for conduct of course /program as scheduled 	

							<ul style="list-style-type: none"> - Conduct of examination (if applicable) - Issue of certificates to participants - Review and updating of course syllabus & contents time to time 	
5	Prompt Grievance Redressal	5	2	Acknowledge the grievance received at STQC	<i>Within 5 Working Days</i>	<i>Days</i>	<p><i>STQC aims to enhance and maintain the transparent, efficient and customer satisfactory services to its customers and through redressal of grievances in time bound manner.</i></p> <p><i>The key process steps for grievances redressal are:</i></p> <ul style="list-style-type: none"> - <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> 	<i>STQC HQ & Concerned laboratory</i>
			3	Grievance settlement /resolution	<i>Within 45 working Days</i>	<i>Days</i>		

Responsibility Centers and Subordinate Organizations

Sl. No	Responsibility Centres and subordinate Organizations	Landline numbers	e-mail	Address
	STQC Directorate HQ New Delhi			
1	Director General, STQC Directorate New Delhi	011 –24363089	dgstqc@stqc.gov.in	Electronics Niketan 6 CGO Complex, Lodi Road New Delhi -110003
2	Head Testing and Calibration Services	011 –24363089	headlmc@stqc.gov.in	Electronics Niketan 6 CGO Complex, Lodi Road New Delhi -110003
3	a. Head IT & e-GOV Services	011 –24363089	headits@stqc.gov.in	Electronics Niketan 6 CGO Complex, Lodi Road New Delhi -110003
	b. Head Info Security Assurance Services	011 –24363089	ceocert@stqc.gov.in	Electronics Niketan 6 CGO Complex, Lodi Road New Delhi -110003
4	Head Certification Services	011 –24363089	ceocert@stqc.gov.in	Electronics Niketan 6 CGO Complex, Lodi Road New Delhi -110003
5	Head Training services	011 –24363089	headtrg@stqc.gov.in	Electronics Niketan 6 CGO Complex, Lodi Road New Delhi -110003
	STQC Laboratories and Centres			
1	Electronics Regional test Laboratory (North)	011-26386219	dirertlnorth@stqc.gov.in	Director, ERTL(North) S- Block, Okhla Industrial Area, Phase - II, New Delhi – 110020
2	Electronics Regional test Laboratory (East)	033 – 23672366	dirertleast@stqc.gov.in	Director, ERTL(East), DN Block, Sector V, Salt Lake City Kolkata - 700 091
3	Electronics Regional test Laboratory (West)	022- 28236849	dirertlwest@stqc.gov.in	Director, ERTL(West), Plot No.F7&8, MIDC Area, Opp. SEEPZ, Andheri (East), Mumbai-400093
4	Electronics Regional test Laboratory (South)	0471 – 2559943	dirertlsouth@stqc.gov.in	Director, ERTL(South), Akkulam, Sreekariyam Road, Sreekariyam, Thiruvananthapuram – 695 017
5	Electronics Test & Development Centre, Bengaluru	080 - 23722314	dirretdcbg@stqc.gov.in	Director, ETDC, Peenya Industrial Estate, 100 Feet Road , Bengaluru – 560 058
6	Electronics Test & Development Centre , Chennai	044 – 24543792	dirretdccn@stqc.gov.in	Director, ETDC, VSI Estate, Thiruvanmiyur, Chennai - 600 041
7	Electronics Test & Development Centre, Pune	020 – 25530074	dirretdcpu@stqc.gov.in	Director, ETDC, Agriculture College Campus, Shivajinagar, Pune - 411 005

8	Electronics Test & Development Centre, Hyderabad	040 - 27121223, 040- 27181101	directdchy@stqcgov.in ,	Director, ETDC, Kamalanagar, ECIL PO, Hyderabad – 500762
9	Electronics Test & Development Centre, Goa	0832 - 2458679/81/82/83	directdcco@stqc.gov.in ,	Director, ETDC, 30 GMC-NIO Road, Near All India Radio Transmitters, Bambolim, P.O. Goa University, Goa – 403206
10	Electronics Test & Development Centre, Jaipur	0141- 2751397	directdcjp@stqc.gov.in	Director, ETDC, Malviya Industrial Area, Jaipur – 302 017
11	Electronics Test & Development Centre, Mohali	0172 – 2236707	directdcmh@stqc.gov.in	Director, ETDC, B – 108, Phase – VIII, Mohali – 160 051
12	Electronics Test & Development Centre, Solan	01792 – 230376, 0172 – 2236707	directdcsi@stqc.gov.in	Director, ETDC, Chambaghat, Solan – 173 213
13	Electronics Test & Development Centre, Guwahati	0361 – 2224839	directdcgw@stqc.gov.in ,	Director, ETDC, 1 st & 2 nd Floor, Central Block, HOUSEFED Complex, Beltola-Basistha Road, Dispur, Guwahati: 781006
14	Electronics Test & Development Centre, Agartala	0381 – 2359140, 0381-2350366	directdcag@stqc.gov.in	Director, ETDC, Indira Nagar, P.O. Kunjarban Agartala – 799 006
15	Electronics Test & development Centre Ajmer		directdcaj@stqc.gov.in	Director, ETDC, Plot No. E295. 296, & D297, 298,299, Ajaymeru Industrial area, Palra, Ajmer
16	Centre for Reliability, Chennai	044 – 24543792	directcfr@stqc.gov.in	Director, ETDC, VSI Estate, Thiruvanmiyur, Chennai – 600 041

Grievance Redressal al

Sl. No.	Name of the Public grievance Officer	Helpline numbers	e-mail	Address
1	Sh. Anupam Gupta Director and Public Grievances Officer	011-24301372	anupam@stqc.gov.in	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 & calibration:</i></p> <ul style="list-style-type: none"> - Knowledge of Required Test Specification - Physical submission of Test sample(s)/ DUT(s) as appropriate at the designated test centre - Submission of Supporting documents such as Test specs, operating manuals, Test Jigs/ fixtures as necessary - Submission of Applicable Test Charges ,etc
2	<p><i>For Providing Quality assessment for IT Applications / Solutions for industry and Govt organizations :</i></p> <ul style="list-style-type: none"> - Submission of Supporting documents such as Test specs, manuals, and documentation as necessary - Source code / Application, its access and requisite environment for executing the testing /assessment - Agreement / acceptance for executing the testing /assessment - Submission of Applicable Service Fees/ Charges, etc
3	<p><i>For Training:</i></p> <ul style="list-style-type: none"> - Fulfillment of Training Pre-requisites as stated in the brochure - Registration prior to the course / Programme - Submission of Applicable Fee - Attending examinations (if any) during training program ,etc
4	<p><i>For Certification: Completeness of application at the time of application.</i></p> <ul style="list-style-type: none"> - Readiness/ Compliance to the relevant Certification Standards. - Application along with requisite documents /samples as applicable - Submission of Applicable Test Charges, Certification fees ,etc - Certification Agreement, etc
5	<p><i>For Grievances Redressal :</i> Only genuine and relevant grievances to be made</p>
