



Citizen's / Client's Charter for Standardisation Testing and Quality Certification (STQC) Directorate

Ministry of Electronics & Information Technology (MeitY)

Address	Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi - 110003
Website	https://www.stqc.gov.in
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Next Review	Two Years after issue

Vision, Mission & Functions/Activities

Vision

Be a Quality Assurance service organization to improve 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 IT and electronics sector by providing customer centric, accredited quality assurance services as per international standards for global acceptance.

Functions/Activities

1. Promotion of Standardization, Testing and Quality certification in IT and electronics sector and standardization of procedure for IT application and tasks.
2. Providing quality assurance and conformity assessment services in IT and e-Governance Sector.
3. Providing third party certification and assessment services in line with National and International standards and schemes.
4. Providing Electronics & Electrical Testing and Calibration services to industries and government organizations in various domains.

Main Services

S. No	Services /Transactions	Responsible Person (Designation)	Email & Mobile (PhoneNo.)	Process	Document required	Fees	
						Payment Mode	Category & Amount
1	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	Respective IT Centre Head/ Customer Service Head (Pls. refer STQC Labs/Centres Table)	Please refer the STQC Labs/Centres Table	Refer table on Service Methodology S. No 1	All the project related documents as per the service being requested from IT centre	Through Bharat- Kosh portal (www.bharatkosh.gov.in)	As per approved STQC Service Charges Guidelines
2	Providing Testing & Calibration services to industries and Govt. organizations	Respective Lab/ Centre Director In-Charge/ Customer Service Head. (Pls. refer STQC Labs/Centres Table)		Refer table on Service Methodology S. No 2	Details of Test & Calibration specification, Operation manual, Equipment spec., SRF, design/ data sheets as applicable		
3	Providing certification and Assessment services to industry and Govt. organizations	CEO, Certification / Regional Manager		Refer table on Service Methodology S. No 3	Dully filled-in application, Organization manual /policies / Procedures as applicable		
4	Capacity building in the area of Quality, Information Security, Reliability, Laboratory Management, IT and e-Governance, Test Engineering & Skill Development	Respective lab/ Centre Director In-Charge/ Customer Service Head. (Pls. refer STQC Labs/Centres Table)		Refer table on Service Methodology S. No 4	Nomination, SRF /Registration, Proof of eligibility as applicable		
5	Prompt Grievance Redressal	Public Grievances Officer STQC Dte / Labs & Centres	Please refer the Grievance Redressal Table	Refer table on Service Methodology S. No 5	Grievance complaint / supporting documents/evidence	-	-

Services Methodology

S. No.	Services /Transactions	Success Indicators	Schedule	Unit	Process	Data Source
1	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	Timely Completion of tasks / jobs and issuance of reports <u>Condition Applicable:</u> Any delays attributable to the client shall NOT be counted	PDC* as agreed between the Client and STQC at the time of acceptance of job by STQC or subsequent revision due to unavoidable circumstances *PDC (Probable Date of Completion, which means completion of projects / jobs and issue of report.)	Date	The key process steps in offering IT services (project-oriented approach) are: <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 - Initiating the SRF and assigning Job Number and PDC to each job - Executing of job and listing of testing / assessment /Quality assurance outcomes as report - QA of testing / assessment / - Review reports - Release of reports by authorized signatory - Obtaining feedback from the customer 	Concerned IT centre
2	Providing Testing & Calibration services	Timely Completion of jobs and issuance of reports <u>Condition Applicable:</u> Any delays attributable to the client shall NOT be counted. e.g. failure of Equipment Under Test /Calibration, inadequate information, documentation, accessories required etc.	PDC* as agreed between the Client and STQC at the time of acceptance of job by STQC or subsequent revision due to unavoidable circumstances	Date	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: <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 - Initiating the SRF and assigning Job Number and PDC to each job - Sending the job card and samples to the concerned section of lab for executing the job - Execution of testing /calibration 	Concerned laboratory

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			*PDC (Probable Date of Completion, which means completion of jobs and issue of respective test/ calibration report.)		<ul style="list-style-type: none"> - Listing of test / calibration outcomes as report - QA of test / calibration reports - Release of test / calibration reports by authorized signatory and returning the Test Sample - Obtaining the feedback from the customer 	
3	Providing certification and Assessment services to industry and Govt. organizations	<ul style="list-style-type: none"> • Completion of Process and /Or product certification activity through Assessments, reviews, visits etc. & issue of certificate. • All due surveillance assessments and Recertification Assessments <p>Issue of certificate to the qualified clients after completion of assessment cycles and closure of NCs, payment receipt.</p> <p><u>Condition Applicable:</u> Any delays attributable to the client shall NOT be counted</p>	<p>(Before Recertification due date)</p> <p>1/2</p>	<p>Date</p> <p>Month</p>	<p>STQC provides the Process and Product certification through assessment as per applicable standards.</p> <p>The steps for Process Certification are:</p> <ul style="list-style-type: none"> - Receipt of application, scrutiny and enrollment - Preliminary visit / assessment to check the readiness of the organization (as applicable) - Initial assessment (Stage I & Stage II as applicable) - Issue of certificate to qualified and recommended organizations - Regular surveillance assessments - Recertification assessment - Issue of withdrawal and suspension of certification for non-recommended cases/ withdrawn cases - Obtaining the feedback from customers <p>The steps for Product Certification are:</p> <ul style="list-style-type: none"> - Receipt of application, scrutiny and enrollment - Receiving /Picking up of samples to be certified from the manufacturers - Factory inspection with sample sealing 	STQC certification Services STQC HQ and Regional Certification Centres

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					<ul style="list-style-type: none"> - Conduct of testing on picked up samples in STQC and its authorized laboratories, issue of test reports. - Issue of certificate to qualified and recommended products - Regular surveillance assessments - Recertification assessment and past performance analysis - Issue of withdrawal and suspension of certification for non-recommended cases/ withdrawn cases - Obtaining the feedback from customers 	
4	Provide Training services in the area of Quality, Information Security Reliability, Laboratory Management, IT and e-Governance, Test Engineering & Skill Development	<p>Completion of training program as per the schedule and course delivery plan along with exam, if applicable.</p> <p>Issue of Certificate of Participation/ Qualification/ Achievement w.e.f date of completion of program/ Exam</p> <p><u>Condition Applicable:</u> Any scheduled training cancelled due to insufficient nominations received or onsite training cancelled due to client-side issue on agreed dates, shall NOT be counted.</p>	Based on course structure/ Duration	Days/ Weeks	<p>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.</p> <p>The steps in dissimulation of training services are</p> <ul style="list-style-type: none"> - Scheduling of training courses / programs - Registration / nominations of participants - Preparation for conduct of course /program as scheduled - Conduct of examination (if applicable) - Issue of certificates to participants - Review and updating of course syllabus & contents time to time - Feedback from participants 	STQC training Centres within STQC laboratories

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5	Prompt Grievance Redressal	Acknowledge the grievance received at STQC	Prescribed Government timeline as applicable	Days	<p>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.</p> <p>The steps for grievances redressal are:</p> <ul style="list-style-type: none"> - Acknowledgement of grievances received - Review the grievances - Seeking additional information from stakeholders - Taking appropriate action to settle the problem/grievances - Communication to the grievance client 	STQC HQ & Concerned laboratory
		Grievance settlement /Resolution		Days		

STQC Labs/Centres

S. No	STQC Labs/Centres	Landline numbers	e-mail	Address
STQC Directorate HQ, New Delhi				
1	Director General, STQC Directorate New Delhi	011 –24363089	dgstqc@meity.gov.in	Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi -110003
2	Head, Laboratory Management, Coordination and Training Services	011 –24301272	akupadhyay@stqc.gov.in	Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi -110003
3	Head, IT & e-Governance Services	011 –24301388	gprasad@stqc.gov.in	Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi -110003
4	Head, Certification Services	011 –24301272	akupadhyay@stqc.gov.in	Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi -110003
STQC Laboratories and IT Centres				
1*	Electronics Regional Test Laboratory (North)	011-26386219	vivek@stqc.gov.in	Director In-Charge, ERTL(North), S- Block, Okhla Industrial Area, Phase - II, New Delhi – 110020
2*	Electronics Regional Test Laboratory (East)	033 – 23672366	bkvasnik@stqc.gov.in	Director In-Charge, ERTL(East), DN Block, Sector V, Salt Lake City, Kolkata - 700 091
3*	Electronics Regional Test Laboratory (West)	022- 28236849	amoid@stqc.gov.in	Director In-Charge, ERTL(West), Plot No. F7&8, MIDC Area, Opp. SEEPZ, Andheri (East), Mumbai-400093
4	Electronics Regional Test Laboratory (South)	0471 – 2559943	muthukumar@stqc.gov.in	Director In-Charge, ERTL(South), Akkulam, Sreekariyam Road, Sreekariyam, Thiruvananthapuram – 695 017
5*	Electronics Test & Development Centre, Bengaluru	080 - 23722314	sanjeevk@stqc.gov.in	Director In-Charge, ETDC, Peenya Industrial Estate, 100 Feet Road, Bengaluru – 560 058
6	Electronics Test & Development Centre, Chennai	044 – 24543792	chokkanathan@stqc.gov.in	Director In-Charge, ETDC, VSI Estate, Thiruvanmiyur, Chennai - 600 041
7	Electronics Test & Development Centre, Pune	020 – 25530074	sppednekar@stqc.gov.in	Director In-Charge, ETDC, Agriculture College Campus, Shivajinagar, Pune – 411 005

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8	Electronics Test & Development Centre, Hyderabad	040 – 27121223, 040- 27181101	maruthidevi@stqc.gov.in	Director In-Charge, ETDC, Kamalanagar, ECIL PO, Hyderabad – 500762
9	Electronics Test & Development Centre, Goa	0832 – 2458679 /81 /82/83	gbuchaiah@stqc.gov.in	Director In-Charge, 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	anilkumara@stqc.gov.in	Director In-Charge, ETDC, Malviya Industrial Area, Jaipur – 302 017
11	Electronics Test & Development Centre, Mohali	0172-2236711	crmeena@stqc.gov.in	Director In-Charge, ETDC, B – 108, Phase – VIII, Mohali – 160 051
12	Electronics Test & Development Centre, Solan	01792 - 230376, 01792 - 230770	premchand@stqc.gov.in	Director In-Charge, ETDC, Chambaghat, Solan – 173 213
13	Electronics Test & Development Centre, Guwahati	0361 – 2224839	prahlad@stqc.gov.in	Director In-Charge, ETDC, 1st & 2nd Floor, Central Block, Housefed Complex, Beltola-Basistha Road, Dispur, Guwahati: 781006
14	Electronics Test & Development Centre, Agartala	0381 – 2359140, 0381-2350366	skar@stqc.gov.in	Director In-Charge, ETDC, Indira Nagar, P.O. Kunjarban Agartala – 799 006
15	Electronics Test & Development Centre, Ajmer	0145-2970401	pathakdk@stqc.gov.in	Director In-Charge, ETDC, Plot No. E295. 296, & D297, 298,299, Ajaymeru Industrial area, Palra, Ajmer
16	Centre for Reliability, Chennai	044 – 24543792	chokkanathan@stqc.gov.in	Director In-Charge, ETDC, VSI Estate, Thiruvannmiyur, Chennai – 600 041

All IT Centres operate with respective ETDCs/ERTLs for IT and e-gov services.

*Regional Certification Centre

Grievance Redressal/ RTI Mechanism and Vigilance Officer

S. No.	Name & Designation of officers	Landline numbers	e-mail	Address
1	Sh. Arvind Kumar Upadhyaya, Scientist 'G' Appellate Authority for RTI, Sub Appellate Authority for Grievance	011-24301272	akupadhyay@stqc.gov.in	STQC Dte, Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi - 110003
2	Sh. Pradeep Gunjyal, Scientist 'F', Vigilance Officer and Central Public Information Officer – Vigilance HQ	011-24301369	pgunjyal@stqc.gov.in	
3	Sh. Jitender Mittal, Scientist 'E' Central Public Information Officer – Technical, HQ	011-24301340	jmittal@stqc.gov.in	
4	Sh. Gautam Prasad, Scientist 'D' Central Public Information Officer – General Administration, HQ	011-24301388	gprasad@stqc.gov.in	
5	Sh. Nakul Agrawal, Scientist 'D' Public Grievances Officer, Central Public Information Officer – General Administration, Labs/Centres	011-24301368	nakul@stqc.gov.in	
6	Sh. Arunava Naharoy, Deputy Director Central Public Information Officer – Personnel Administration, HQ	011-24301365	arunava@stqc.gov.in	
7	Smt. Deepa Chhabra, Under Secretary Central Public Information Officer – Finance, HQ	011-24301367	deepa.chabra@meity.gov.in	

*All Directors In-Charge of Labs/Centres are Central Public Information Officer for their respective lab/centre.

List of Stakeholders and Clients

S. No.	Stakeholders / Clients
1	Government Organizations / Departments
2	Private Industries
3	Individuals
4	Foreign Clients / Industries / Organizations
5	PSUs
6	Autonomous Bodies / Statutory Bodies
7	Academic Institutions / Universities
8	R & D organizations / laboratories
9	NGOs

Indicative Expectations from Service Recipients / Clients / Customer

S. No.	Expectations from Service Recipients / Clients / Customer
1	<p>For Testing & Calibration:</p> <ul style="list-style-type: none"> - Knowledge of Required Test Specification/Calibration - 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>For Providing Quality assessment for IT Applications / Solutions for industry and Govt organizations:</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>For Certification:</p> <ul style="list-style-type: none"> - Completeness of application at the time of application. - 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
4	<p>For Training:</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 complete course classes - Attending examinations (if any) during training program, etc.
5	<p>For Grievances Redressal:</p> <ul style="list-style-type: none"> - Only genuine and relevant grievances to be submitted

*DUT – Device under Test
