



Citizen's Charter/Client's Charter

National Test House

Department of Consumer Affairs

Block CP, Sector V, Salt Lake,

Kolkata- 700 091

www.nth.gov.in

Citizen's Charter – National Test House

Vision and Mission

Vision: Protect the rights and interests of consumers by assuring the quality of products for the people of India through testing and quality evaluation of industrial and consumer products and conformity assessment and also to prepare a pool of competent test technologists.

Mission: We fulfill our vision by accepting various kinds of industrial and consumer products(except drugs and arms and ammunition) from customers and consumers pertain to industries(private and PSU), Indian Standard conformity body Bureau of Indian Standard(BIS), Departments of State and Central Government, Vigilance Departments, Court of Law, Scientific and Academic Institutions and even individuals to undertake test and quality evaluation in test laboratories as per the customers' prescribed requirements and issue test certificates which contains interalia conformity assessment too. In addition, we impart training in test methodologies at six regions of NTH situated at Kolkata, Mumbai, Chennai, Ghaziabad, Jaipur and Guwahati with Head Quarter at Kolkata to propagate the mission of NTH in unison.



Citizen's Charter – National Test House

Grievance Redressal Process

National Test House

- 1) Head of the each NTH region(Kolkata, Mumbai, Chennai, Ghaziabad, Jaipur and Guwahati) acts as Grievance Officer for redressing the grievances received from Citizens/Clients.**
- 2) If the grievances are not redressed from the respective regions where the complain has been lodged within the time frame(as shown below), the grievances may be sent to the Director General, National Test House, Kolkata for redress**
- 3) In case, the grievances are not redressed at the Director General, NTH level or citizen/client is not satisfied with the reply from the Director General, NTH , it may be referred to the Director(Grievances), Department of Consumer Affairs, Govt. of India, Krishi Bhavan, New Delhi. The contact addresses of Head of NTH Regions, the Director General, NTH and the Director(Grievances), Department of Consumer Affairs, Govt. of India are given below :**

Contact details:

1) Head of each NTH Region

i) The Director

National Test House(Eastern Region)

Block CP, Sector V, Salt Lake,

Kolkata—700 091

Tel : (033) 2367 3871

(033) 2367 3429/30/31

Fax : (033) 2367 3871

e-mail : nthsal-wb@nic.in

ii) The Director

National Test House(Western Region)

Plot no. F-10, MIDC, Marol, Andheri(E)

Mumbai- 400 093

Tel :(022) 2834-1483

(022) 28352350/2832 7276/2835 2341

Fax : (022) 2834 1767

e-mail : nthwr@mtnl.net.in

iii) The Director
National Test House(Southern Region)
Tharamani,
Chennai—600 113
Tel : (044) 2243 2374 / 3158
Fax : (044) 2243 3158
e-mail : nthsr@tn.nic.in

v) The Scientist-in-Charge
National Test House(North-Western Region)
E-763, Road no. 9F1, VKI Area
Jaipur- 302 013
Tel : (0141) 233 2057/ 2058
Fax : (0141) 233 0074
e-mail : nthjaipur-ca@nic.in

2) The Director General
National Test House
Block CP, Sector V, Salt Lake,
Kolkata—700 091
Tel : (033) 2367 3870 / 72
Fax : (033) 2367 3868 / 69
e-mail : dgntw@nic.in

iv) The Director
National Test House(Northern Region)
Kamla Nehru Nagar,
Ghaziabad --- 201 002
Tel : (0120) 2789 493 / 906 / 795
Fax : (0120) 2789 883/813
e-mail : nthnr-ca@nic.in

vi) The Scientist-in-Charge
National Test House(North -Eastern Region)
Kalapahar, CITI Complex,
Guwahati-- 781 016
Tel : (0361) 247 1938 / 7405
Fax : (0361) 247 1938
e-mail : nthner@gmail.com

or

3) Dr. A. K. Mishra
Director
Department of Consumer Affairs
Government of India
12-A, Jam Nagar House
New Delhi-110001
Phone No.:011-23386210
e-mail: dircoop-ca@nic.in

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1 1. For information & submission of grievances please contact – Officer In-charge at:

**(i) Information and Facilitation Counter of the respective NTH Regions as shown above
(from 9.30 A.M to 6.00 P.M)(except Saturday, Sunday and Holidays)**

**ii) Facilitation Counter at the reception, Gate No.6, Krishi Bhawan, New Delhi (From 9.00
AM to 5.30PM)(in case of complain to be lodged to Department of Consumer Affairs).**

For other information, please log on to NTH web site www.nth.gov.in

2. Complainants can also lodge grievances through e-mail as shown above

3. Grievance lodging process:

Complainants can submit their grievances by mail/fax/e-mail/phone and in person through the facilitation counters

Citizen's Charter – National Test House

Service Standards

Serial No.	Main Services	Standards
1.	Testing, Quality Evaluation of all sorts of Industrial and Consumer Products(except drugs and arms and ammunitions), Calibration of artefacts and issuing of Test and Calibration Certificates	Compliance of Probable Date of issuing Test/ Calibration Certificate as specified in the Service Requisition Form issued to Client
2.	Imparting Training on Test Methodologies to Industrial Professionals and Students from Academic Institutions	12 numbers of Training to be conducted annually
3.	Disposal of application under RTI Act	Within 30 days as per RTI Act
4.	Disposal of Consumer Complaints	Within 30 days.

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Expectation from Service Recipients

1. Enquire from the Head of Region / Divisional Head of Laboratory, the amount of sample to be deposited and Test Fee to be paid for Test/ Calibration
2. A forwarding letter requesting the service required may be addressed to respective Regional Head of NTH Test Fee
3. Requisite Test Fee may be deposited either by DD/ a/c payee cheque in favour of Director/ Scientist-in-Charge(as applicable) of respective NTH regions. However, for NTH(ER), Kolkata, the DD/Cheque may be drawn in favour of Director General, National Test House, Kolkata
4. Receive Service Requisition Form(SRF) after depositing sample and test/calibration fee
5. To avail of Training Services, go through the NTH Training Calendar hoisted in the web-site or for tailor made training as per the client requirement, contact Head of the NTH regions
6. Remnant samples, if any, may be taken back within 3 months of receiving Test/ Calibration Certificate. After 3 months remnant samples will be disposed of by NTH
7. Check Probable Date of issuing Test / Calibration Certificate(PDC) in the Service Requisition Form
8. Failing in receiving the Test/ Calibration Certificate within PDC, intimate the respective Head of Regions or The Director General, NTH
9. Send your feed back/comment regarding NTH services
10. Log on to NTH website for viewing the latest status of the sample submitted for Test/ calibration. This facility is presently available for NTH(ER), Kolkata and NTH(SR), Chennai

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Grievance Redressal Process

National Test House
Expectation from Complainant:
Complainants:
Complainants should: <ul style="list-style-type: none">• Lodge grievances that are specific and verifiable• Provide complete contact details of the complainant
Timeline for response:
Acknowledgment – Within 7 days
Interim reply – Within 15 days (in case of matters involving other regions)
Expected Final Disposal – Within 45 days

Citizen's Charter – Charter Evaluation Format – Services

Serial no.	Service	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent	Very Good	Good	Fair	Poor
							100%	90%	80%	70%	60%
							Evaluation Criterion				
1	Testing, Quality Evaluation and Calibration and issuing Test and Calibration Certificate	Time	Compliance of Probable Date of Issuing Test/Calibration Certificate as specified in the Service Requisition Form(SRF)	% (Compliance)	70	Laboratory Record	100	95	90	85	80
2	Imparting Training	Number	12 nos. of Training to be Conducted per annum	% (Achv.)	20	Annual Statement	100	95	90	85	80
3	Disposal of Application under RTI Act	Time	Within 30 days as per RTI Act	% (Achv.)	10	Records	100	95	90	85	80
Grievance Acknowledgment / Redress Time Norms							Evaluation Criterion				
Sl.no	Response to Grievances	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent	Very Good	Good	Fair	Poor
							100%	90%	80%	70%	60%
1	Acknowledgment	Time	Within 3 days	% (Achv.)	2	Clients/Records	100	98	95	93	90
2	Interim reply	Time	Within 7 days (in case of matters related to subordinate formations)	% (Achv.)	2	Clients/Records	90	85	80	75	70
3.	Final Disposal	Time	Within 30 days	%(Dev.)	6	Clients/Records	0	5	10	15	20