



सत्यमेव जयते

# CITIZENS' CHARTER

N T H



NATIONAL TEST HOUSE  
DEPARTMENT OF CONSUMER  
AFFAIRS MINISTRY OF CONSUMER  
AFFAIRS,  
FOOD & PUBLIC DISTRIBUTION  
GOVERNMENT OF INDIA

# CITIZENS' CHARTER

## NATIONAL TEST HOUSE

### Preamble

The National Test House (NTH) under the administrative control of Department of Consumer Affairs, is a premier Scientific Institution of the country. It was established way back in 1912 under the then Railway Board and since then it has grown into a laboratory of national importance in the field of testing, evaluation and quality control of various engineering materials and finished products. It is actively involved in all respects of technology connected with industry, commerce, trade and standardization. It has played a pivotal role in the development of indigenous industries and serves as a vital link between industrial research and manufacture of finished products under rigid quality control.

NTH with Headquarters at Kolkata functions through six regional laboratories located in Kolkata, Mumbai, Chennai, Ghaziabad, Jaipur and Guwahati.

### Commitments of NTH

- ⇒ The charter is a commitment of NTH for providing customers friendly services.
- ⇒ Ensure despatch a reply to the queries from customers within 7 days.
- ⇒ Customers are attended at the Information & Facilitation Centre and guided to the Divisional Heads of various laboratories for meeting their needs.
- ⇒ The information required by the customers for testing/ calibration of their materials/products is provided by the Scientists of concerned Laboratory on the same day.
- ⇒ Single Window System has been introduced for receiving the sample as well as testing fees to be paid. Computer generated receipts both for samples and fees are provided to the customers on the same day.
- ⇒ On subsequent enquiry from the customers, necessary information of progress of their cases is provided by the concerned Divisional Head of the laboratory through Computerised Sample Monitoring System.

- ⇒ Probable date of completion (PDC) of test report is issued on the basis of minimum time as specified for the relevant specification, for a particular type test.
- ⇒ On completion of the test, the Test Certificates are issued by Registered Post to the customer within a week or by hand on receipt of proper authority. The Test Certificates are expected to be issued through NTH-website shortly.
- ⇒ Samples are also accepted on 'Express' basis with double the test fees whenever required and the report is issued on urgent basis.
- ⇒ Disposal Section of NTH takes care of disposing of the samples not consumed during the test to the customers as per existing procedure.
- ⇒ Scientists are specifically responsible for undertaking test and evaluation of the samples as desired in the Test Request by the customer. The Scientists are available in their respective laboratories.
- ⇒ To serve the customers in a better way, the NTH Scientists are always in close contact with BIS and other international bodies through journals and latest specifications. For new products, which are being submitted for evaluation, the other Scientific Organizations having similar or better facilities are consulted. The feedback received from the industry also helps NTH to keep its infra-structure augmented to the desired level.

#### Redressal of Grievances

- ⇒ NTH has provided a well established grievance redressal system. The Regional Head of the laboratory has been designated as Grievance Officer who co-ordinates and does the needful. The list of such officials along with their addresses and telephone numbers are displayed at all the Regional Centres of NTH.
- ⇒ By eliciting feedback on performance and for further improvement in providing NTH services through questionnaires, surveys etc.
- ⇒ Replies to such grievances and complaints are provided within 30 days.
- ⇒ In case of any abnormal delay in getting satisfaction, the grievances may be addressed to the Director General, National Test House, Department of Consumer Affairs, CP Block, Sector-V, Salt Lake, Kolkata-700 091.
- ⇒ In case the grievances are not redressed at the DG(NTH) level, the same may be referred to the Director (Grievances), Department of Consumer Affairs, New Delhi.

## Vigilence Wing

There are six number Assistant Vigilence Officer in NTH Branches headed by Vigilence Officer in NTH Headquarter Kolkata, to look after the customer satisfaction and also for all anticorruption measures. The names are furnished below

- 1) Shri S.S. Halder, Sc SD(HQ), NTH(HQ), Kolkata–Vigilence Officer.
- 2) Shri P.R. Ghose, Asstt.Director(Admn), NTH(ER),Kolkata–Asstt.Vigilence Officer.
- 3) Shri C.M.Menon, Asstt.Director(Admn), NTH(NR),Gaziabad–Asstt.Vigilence Officer.
- 4) Smt S.R.Senoi, Asstt.Director(Admn), NTH(WR),Mumbai–Asstt.Vigilence Officer.
- 5) Shri J.N.S.Murthy, Asstt.Director(Admn), NTH(SR),Chennai–Asstt.Vigilence Officer.
- 6) Dr. S.N.Bandopadhyay, Sc.Officer, NTH(NER),Guwahati–Asstt.Vigilence Officer.
- 7) Dr. S.K.S.Yadav, Sc.SB,NTH(NWR),Jaipur–Asstt.Vigilence Officer.

## Benefits of testing in NTH

Why the testing in National Test House only ?

- ⇒ The only Government of India Laboratory where all types of testing of engineering materials except drugs, food, arms and ammunitions are conducted under one roof.
- ⇒ Its certificates are accepted as final by all Government/Semi Govt./ Private organisations of the country and even in the Court of Law as 'Expert Opinion'.
- ⇒ NTH examines the current methodology of testing in different labs and when required update the procedures.
- ⇒ Single Window Service has been provided with the help of computer network for sample receipt, testing charges and completion of testing time.

### Customers' obligations

- ⇒ The NTH in return expects from the customers to extend all assistance and cooperation with the scientists of NTH for proper execution of jobs.
- ⇒ Not to make any attempt to get their samples evaluated in favour of their undue demands.
- ⇒ To provide all necessary documents in case of failure investigations.

FOR CUSTOMERS
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Do'sDon't do

- |                                                                           |                                                                                                  |
|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| 1. Always talk to concerned Officer of NTH.                               | 1. Don't talk to unauthorised persons.                                                           |
| 2. Bring appropriate quantity of material for testing.                    | 2. Testing may not be possible with insufficient quantity of material.                           |
| 3. Make payment as specified and only by Cheque/Demand Draft.             | 3. Don't make cash payment.                                                                      |
| 4. For any clarification contact to Director or Public Grievance Officer. | 4. Don't ask officers for undue favour.                                                          |
| 5. To collect the Test Certificate bring proper authority.                | 5. Don't insist on getting information regarding results during testing period.                  |
| 6. Sufficient time and current specification be given.                    | 6. Don't ask for the test results of others, specially of the existing or potential competitors. |

## WHOM TO CONTACT

Customers requiring any type of information or clarification may contact the nearest center of NTH.

1. The Director,  
National Test House(ER),  
Block-CP, Sector-V,  
Salt Lake, Kolkata- 700091  
Tel.No. (033)2367-3871  
Fax No.(33)2367-3868  
e-mail: [nthsal@wb.nic.in](mailto:nthsal@wb.nic.in)
2. The Director,  
National Test House(NR),  
Kamla Nehru Nagar,  
Ghaziabad-201002  
Tel.No.(0120)2789813  
Fax No.(0120)2789883  
e-mail: [nthnr@vsnl.net](mailto:nthnr@vsnl.net)
3. The Director,  
National Test House(WR),  
Plot No. F-10, MIDC Complex,  
Marol , Andheri (E),  
Mumbai-400093  
Tel.No.(022)28341483  
Fax No.(022)28341767  
e-mail: [nthwr@mtnl.net.in](mailto:nthwr@mtnl.net.in)
4. The Director,  
National Test House(SR),  
Tharamani,  
Chennai-600113,  
Tel.No.(044)22352374  
Fax No.(044)22351158  
e-mail: [nthsr@tn.nic.in](mailto:nthsr@tn.nic.in)
5. The Scientist-In-Charge,  
National Test House (NWR)  
Road No. 9F1, Plot No. E-763  
V K Industrial Area, Jaipur-302013  
Tel. No.(0141)2330074/2274979  
Fax No.(0141)2330074  
e-mail: [nthjaipur@dataone.in](mailto:nthjaipur@dataone.in)
6. The Scientist In-Charge ,  
National Test House(NER),  
CITI Complex, Kalapahar,  
Guwahati- 781016  
Tel.No.(0361)2477405  
Fax No.(0361)2471938  
e-mail: [nthguwa@rediffmail.com](mailto:nthguwa@rediffmail.com)

If the customers are not satisfied with the information furnished by the NTH Offices, they may approach to :-

The Director General, National Test House, CP Block, Sector-V, Salt Lake, Kolkata- 700091. Tel.No.(033)2367-3870, Fax No. (033)2367-3868.

In case the consumers are not satisfied with the re-dressal of their grievances at DG(NTH) level, they can directly approach to the 'The Director(Grievances), Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, Krishi Bhavan, New Delhi -110001'.