

CITIZEN'S / CLIENT'S CHARTER FOR NABL

This Charter is a declaration of our vision, mission, values and commitment to act in a transparent manner to achieve excellence in providing quality services as per national/international standards to Conformity Assessment Bodies (CAB) which includes Testing Laboratories, Calibration Laboratories, Medical Laboratories, Proficiency Testing Providers and Reference Material Producers.



**National Accreditation Board for Testing and Calibration Laboratories
(An Autonomous Body under the aegis of Department of Science & Technology)**

**NABL House
Plot No.45, Sector- 44,
Gurgaon – 122002
Haryana, India
Tel: 0124-4679700
Fax No: 0124-4679799
Email: info@nabl-india.org
Website: www.nabl-india.org**

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Our Organization

NABL is an accreditation body for Conformity Assessment Bodies (Testing, Calibration & Medical Laboratories, Proficiency Testing Providers and Reference Material Producers) in India. Accreditation of laboratories was initiated as plan program under the Department of Science and Technology during 6th Plan period (1980-85). It was then known as the National Coordination of Testing and Calibration Facilities (NCTCF) programme. NABL was registered as a Society under Societies Registration Act 1860 on 12th August 1998 under the Department of Science and Technology.

It promotes, maintains and implements an accreditation system for CABs suitable for the country in accordance with the relevant international standards. It accredits Testing and Calibration laboratories as per ISO / IEC 17025, Medical laboratories as per ISO 15189, Proficiency Testing Providers as per ISO / IEC 17043 and Reference Material Producers as per ISO Guide 34. It has strong linkages with international and regional forum such as International Laboratory Accreditation Cooperation (ILAC), Asia Pacific Laboratory Accreditation Cooperation (APLAC) etc. NABL is signatory to APLAC and ILAC Mutual Recognition Arrangement (MRA) since 2000 for Testing, Calibration and Medical Laboratories. This was a major step towards mutual acceptance of test results and measurement data across Indian borders. Today, the test results and measurement data produced by Indian accredited CABs are acceptable amongst 86 countries. The signatory status of NABL to APLAC & ILAC has been reaffirmed through the peer APLAC evaluations in 2004, 2008 and 2012.

Vision

To be the world's leading accreditation body and to enhance stakeholders' confidence in its services.

Mission

To strengthen the accreditation system accepted across the globe by providing high quality, value driven services, fostering APLAC/ILAC MRA, empanelling competent assessors, creating awareness among the stake holders, initiating new programs supporting accreditation activities and pursuing organisational excellence.

Our Values and Commitments

We are committed to act with integrity, judiciousness, transparency, objectivity, accountability and understanding in our dealings with our esteemed customers. NABL will strive to honour all its commitments as per norms in a time bound manner with promptness & efficiency.

Services Provided by NABL

NABL provides accreditation services in India and abroad in a non discriminatory manner to Testing, Calibration, Medical laboratories, Proficiency Testing Providers and Reference Material Producer as per the following standards:

- Testing and Calibration laboratories in accordance with ISO / IEC 17025
- Medical laboratories in accordance with ISO 15189

- Proficiency Testing providers in accordance with ISO/IEC 17043
- Reference Material Producer in accordance with ISO Guide 34

Our Customers

Laboratories, Proficiency Testing Providers and Reference Material Producers from Central and State Govt. sector, Regulators, private & public sector etc.

Expectation from Customers

The expectations from an accredited CAB are laid down in NABL document NABL131 which is available on www.nabl-india.org.

Our customers are expected to effectively implement the requirement of standards- ISO/IEC 17025, ISO 15189, ISO/IEC 17043 & ISO Guide 34 and other as per NABL requirements.

We expect that the reports / certificates issued by our customers are such that the credibility of NABL is maintained.

Details of Services, Service Standard, Success Indicators etc.

S. No.	Scheme / Programme	Service Transaction	Service Standard	Success Indicator / Estimated Time Frame	Weight	Data Source	Responsible person, designation, Email, phone	Detailed accreditation process, fee etc. available in document
1.	Accreditation to applicant CABs according to ISO/IEC 17025, ISO 15189, ISO/IEC 17043 & ISO Guide 34.	Quality manual adequacy, pre-assessment, final assessment, closure of Non-Conformities (nc's) and consideration for grant of accreditation by NABL management	Decision / Issue of Accreditation certificate	(i) Conduct of assessment and decision on accreditation within one year of receipt of completed application	10%	Office Records	Dr. Vandana Jain Technical Operations Manager vandana@nabl-india.org Shri Avijit Das Technical Operations Manager avijit@nabl-india.org	NABL-100
				(ii) Communication of decision and issue of Accreditation Certificates within two months of accreditation decision	10%			
2.	On-site surveillance of accredited CABs in first cycle of accreditation	Conduct of on-site surveillance of the CAB to ensure continued compliance to the standards and NABL policies	Communication of decision for continuation of accreditation subject to closure of NCs	(i) Conduct of Surveillance within two months of scheduled date	10%	Office Records	Shri N.Venkateswaran Technical Operations Manager venkat@nabl-india.org	NABL-100
				(ii) Communication of decision Within two months of conduct of the surveillance	10%			
3.	Conduct of desktop surveillance of accredited CABs in successive cycles of accreditation	Conduct of Desktop Surveillance of accredited CAB in NABL on the basis of documents submitted by CAB to ensure as to whether they are abiding by the terms and conditions of accreditation	Communication of decision for continuation of accreditation subject to closure of NCs	(i) Conduct of Desktop Surveillance within two months of scheduled date	10%	Office Records	Contact: 0124-4679700	NABL-100
				(ii) Communication of decision within two months of conduct of the Desktop Surveillance	10%			
4.	Re-assessment of the accredited CABs	Considering renewal of accreditation after conducting reassessment, closure of Non-Conformities and consideration by the NABL Management.	Decision / Issue of Accreditation certificate subject to closure of NCs	(i) Conduct of re-assessment and decision on renewal of accreditation within 2 months of receipt of completed application	20%	Office Records		NABL-100

S. No	Scheme / Programme	Service Transaction	Service Standard	Success Indicator / Estimated Time Frame	Weight	Data Source	Responsible person, designation, Email, phone	Detailed accreditation process, fee etc. available in document
5.	Redressal of Complaints	Acknowledgement/ Registration of complaints	Redressal of the grievances of the complainant	Within 7 working days of registration	2%	Office Records	Shri Srikanth R. Technical Manager complaints@nabl-india.org Contact: 0124-4679700	NABL-132 No fee is chargeable
		Initial investigation of complaints		Within 4 Weeks of registration	4%			
		Final investigation of complaints		Within 8 Weeks of registration	4%			
		Action taken & Informing the complainant		Within 12 weeks of registration	2%			
6.	Appeals handling	Acknowledgement of Appeals	Communication of decision to the appellant	Within 7 working days of registration	2%	Office Records	Shri Vikas Kumar Jaiswal Accreditation Officer-II vikas@nabl-india.org Contact: 0124-4679700	NABL- 134 No fee is chargeable
		Constitution of Appeals committee		Within 4 Weeks of registration	2%			
		Review of decision & informing the appellant about the decision		Within 12 weeks of registration	4%			

Complaints and Grievances Redressal System

NABL is open to receive complaints from any sources against the quality of the services provided, personnel involved in accreditation process, accredited/ applicant CABs etc. All the complaints received through any means like letter, emails, fax, telephone (to be followed by written complaints) are given due consideration. All complaints are treated as confidential unless desired otherwise by Government or by law.

NABL document NABL 132 describes the procedure for dealing with complaints received from various sources.

In case of Complaints, please write to:

Shri Srikanth R.
Technical Manager
National Accreditation Board for Testing and Calibration Laboratory,
NABL House
Plot No.45, Sector-44,
Gurgaon-122022 (Haryana)
Tel – 0124-4679700
Fax No: 0124-4679799
Email: complaints@nabl-india.org

In case of Grievances, please write to:

Shri Anand Deep Gupta
Accreditation Officer- II
National Accreditation Board for Testing and Calibration Laboratory,
NABL House
Plot No.45, Sector-44,
Gurgaon-122022 (Haryana)
Tel – 0124-4679700
Fax No: 0124-4679799
Email: grievance@nabl-india.org