

## Citizen's Charter for QCI

**Address**-Institution of Engineers Building,  
2<sup>nd</sup> Floor, 2 - Bahadur Shah Zafar Marg,  
ITO, New Delhi - 110002, India.

Phone: +91-11- 2337 9321, 2337 8056, 2337 8217

Website: [www.qcin.org](http://www.qcin.org)

### **Vision-**

creating an eco-system for Quality

### **Mission-**

To lead nationwide quality movement in India by involving all stakeholders for emphasis on adherence to quality standards in all spheres of activities primarily for promoting and protecting interests of the nation and its citizens.

### **Services and the Officials concerned with the same:**

S.no.	Main Services	Responsible Person (Name & Designation)	Contact details of the responsible Officer	Indicative timeframe for disposal
1.	National Accreditation Board for Hospitals & Healthcare Provider (NABH)	Dr. Atul Mohan Kochhar, CEO	ITPI Building, 5th Floor, 4-A, I P Estate, Ring Road, New Delhi - 110002. Tel: +91-11-42600600 Email: helpdesk@nabh.co	<a href="https://www.nabh.co/">https://www.nabh.co/</a>
2.	National Accreditation Board for Testing & Calibration Laboratories (NABL)	Mr. N. Venkateswaren, CEO	NABL House Plot No. 45, Sector 44, Gurugram – 122003, Haryana Phone: 91-124-4679700 (30 lines); Fax: 91-124-4679799 Website: <a href="http://www.nabl-india.org">www.nabl-india.org</a>	Website Link- <a href="https://nabl-india.org/">https://nabl-india.org/</a>

3.	National Accreditation Board for Education and Training (NABET)	Prof. (Dr.) Varinder Singh Kanwar, CEO	ITPI Building, 6th Floor, 4-A, I P Estate, Ring Road, New Delhi - 110002. Tel: +91-11-2332-3416	Website Link: <a href="https://nabet.qci.org.in/">https://nabet.qci.org.in/</a>
4.	National Accreditation Board for Certification Bodies (NABCB)	Mr. Rajesh Maheshwari, CEO	Institution of Engineers Building, 1 <sup>st</sup> Floor, 2 – Bahadur Shah Zafar Marg, New Delhi – 110002, India. Phone: +91-11- 2337 9321, 2337 8056,	Website Link: <a href="http://nabcb.qci.org.in/">http://nabcb.qci.org.in/</a>
5.	National Board for Quality Promotion (NBQP)	Dr. A. Raj, CEO	National Board for Quality Promotion, ASHI Building, 19, Ground Floor, Rouse Avenue, Institutional Area, New Delhi – 110002	<a href="https://nbqp.qci.org.in/">https://nbqp.qci.org.in/</a>
6.	Project Planning and Implementation Division (PPID)	Mr. Subroto Ghosh, Principle Advisor, HoD, PPID	Indian Council for Child Welfare Building (ICCW), 4, Pandit Deen Dayal Upadhyaya Marg, Mata Sundari Railway Colony, Mandi House, New Delhi - 110002.	<a href="https://ppid.qcin.org/">https://ppid.qcin.org/</a>
7.	Project Analysis Documentation Division (PADD)	Dr. Manish Pande, Director, HoD	Indian Council for Child Welfare Building (ICCW), 4, Pandit Deen Dayal Upadhyaya Marg, Mata Sundari Railway Colony, Mandi House, New Delhi - 110002.	Website Link: <a href="https://padd.qci.org.in/">https://padd.qci.org.in/</a>
8.	National Division for Industry Excellence (NDIE)	Dr. Ramanand N. Shukla, Sr. Director, HoD	Indian Council for Child Welfare Building (ICCW), 4, Pandit Deen Dayal Upadhyaya Marg, Mata Sundari Railway Colony, Mandi House, New Delhi - 110002.	Websites Link: For ZED Scheme: <a href="https://zed.msme.gov.in/">https://zed.msme.gov.in/</a> For Lean Scheme: <a href="https://lean.msme.gov.in/">https://lean.msme.gov.in/</a> For Samar Certification: <a href="https://samar.gov.in/">https://samar.gov.in/</a>
9.	SPD	Mr. Rudraneel Chattopadhyay, Group Leader, HoD	Hans Bhawan, 2 <sup>nd</sup> Floor, Bahadur Shah Zafar Marg, Indraprastha Estate, New Delhi, Delhi, 110002	-

10.	Matters related to HR& Admin.	Dr. Rupinder Kaur, Deputy Director, Admin, QCI	Institution of Engineers Building, 2nd Floor, 2 – Bahadur Shah Zafar Marg, New Delhi – 110002, India. Phone: +91-11- 2337 9321, 2337 8056,	30 Days
11.	RTI Matters	Dr. Hari Prakash, Director & CPIO, QCI	Indian Council for Child Welfare Building (ICCW), 4, Pandit Deen Dayal Upadhyaya Marg, Mata Sundari Railway Colony, Mandi House, New Delhi - 110002. Tel: +91-11-2323 8736	30 Days
12.	Public Grievance cell related matters	Dr. Hari Prakash, Director - Nodal officer for Public Grievances	Indian Council for Child Welfare Building (ICCW), 4, Pandit Deen Dayal Upadhyaya Marg, Mata Sundari Railway Colony, Mandi House, New Delhi - 110002. Tel: +91-11-2323 8736	20 days
13.	First Appeal Matters	Mr. Chakravarthy T. Kannan, Secretary General & FAA, QCI	Institution of Engineers Building, 2nd Floor, 2 – Bahadur Shah Zafar Marg, New Delhi – 110002, India. Phone: +91-11- 2337 9321, 2337 8056,	30 Days
14.	IT related Matter	Mr. Vivek Bhatia, Senior Advisor, IT Cell, QCI	Indian Council for Child Welfare Building (ICCW), 4, Pandit Deen Dayal Upadhyaya Marg, Mata Sundari Railway Colony, Mandi House, New Delhi – 110002.	30 Days
15.	Issues related to F&A	Mr. Amit Gupta, CFO, HOD (F&A)	Institution of Engineers Building, 2 <sup>nd</sup> Floor, 2 – Bahadur Shah Zafar Marg, New Delhi – 110002, India. Phone: +91-11- 2337 9321, 2337 8056,	03 Weeks