

# CITIZEN'S CHARTER

This Charter is a declaration of our vision, mission, values, services and our commitment to act in a transparent manner to achieve excellence in sound development of export trade through quality control and inspection.



## **Export Inspection Council**

(Ministry of Commerce & Industry, Govt. of India)

3<sup>rd</sup> Floor, NDYMCA Cultural Centre Building,

1, Jaisingh Road, New Delhi – 110 001

Tel: 011-23748189, 23365540, 23341263

Fax: 011-23748024

**Website:**

[www.eicindia.gov.in](http://www.eicindia.gov.in)

**E-mail:**

[eic@eicindia.gov.in](mailto:eic@eicindia.gov.in)

## **OUR VISION**

To facilitate worldwide access for Indian exports through a credible and efficient inspection and certification system and earn global recognition as India's premier organization for certifying quality and safety to meet international norms.

## **OUR MISSION**

- To create an export inspection & certification infrastructure within the country based on International Standards for Certification Authorities in consonance with WTO requirements.
- To instill confidence in importers about quality and safety of Indian exports.
- To provide accredited state-of-art testing facilities in chosen frontier areas.
- To enhance capability of manpower through trainings to meet International requirements.
- To obtain recognition for India's export certification system from our major trading partners.
- To participate in international fora and project Indian interest.
- To be in sync with the latest technological advancements for capacity building.

## **OUR VALUES**

We are committed to act with integrity and judiciousness, transparency and accountability and with courtesy and understanding in our dealings with the public. All the services and commitments will be honoured as per norms in a time bound manner.

## **OUR ORGANISATION**

The competitive worldwide export marketplace demands high quality assurance solutions that effectively meet today's needs and address tomorrow's challenges. In an area that is characterised by fierce competition and continuing quality governance mechanisms, Export Inspection Council of India (EIC) stands out as the forerunner.

Set up as a statutory body by the Government of India, EIC has radically transformed its activities from the regulatory domain of pre-shipment inspections to that of a facilitator of export trade. Its team comprises dedicated, experienced and highly qualified technical personnel. Today, EIC guarantees the exporters a gateway to demanding markets and the importers and their governments through its certification systems. The recognition for EIC's certification from EC, USFDA, Australia, Turkey, Korea, Japan, Sri Lanka and Singapore are testimony to its credibility.

During the past 4 decades in the service of nation, EIC has played a pivotal role to boost the country's exports through Quality Assurance and Certification Programmes. EIC having its office at New Delhi, operates through its field organisations, the Export Inspection Agencies (EIAs) at Chennai, Mumbai, Delhi, Kolkata and Kochi, having a network of 39 sub-offices at almost all the major ports, important industrial and production centres adequately backed by well- equipped laboratories. Details about these offices are available at our website [www.eicindia.gov.in](http://www.eicindia.gov.in)

## **OUR SERVICES**

EIC, either directly or through the Export Inspection Agencies, its field organizations, renders services in the areas of:

- Certification of quality of export commodities through installation of quality assurance systems (In-process Quality Control and Self-Certification) in the exporting units as well as consignment-wise inspection.
- Certification of quality of food items for export through installation of Food Safety Management Systems in the food processing units as per international standards.
- Issue of different types of Certificates such as Health, Authenticity etc. to exporters under various product schemes for export.
- Issue of Certificates of Origin to exporters under various preferential tariff schemes for export products.
- Laboratory testing services.
- Training and technical awareness to the industry in installation of Quality and Safety Management Systems based on principles of Hazard Analysis Critical Control Point (HACCP), ISO-9001: 2000, ISO: 17025 and other related international standards, laboratory testing etc.
- Recognition of Inspection Agencies as per ISO 17020 and Laboratories as per ISO 17025 and utilizing them for export inspection and testing.

In rendering the above services, EIAs are backed by qualified technical manpower, having nearly forty years of diversified experience of quality control and inspection of notified commodities including their testing as per international standards/importing countries' standards or the foreign buyers' specifications.

## **OUR COMMITMENT**

The Export Inspection Council of India (EIC) set up under the Export (QC&I) 1963 Act is the official export certification body of India. Besides advising the Government on sound development of export trade through quality control and inspection, EIC operates export inspection and certification through its field organizations. We commit to make all endeavour to carry out our task and carry out all services with: -

1. Integrity and Judiciousness
2. Courtesy and Understanding
3. Objectivity and Transparency
4. Promptness and Efficiency

## **OUR CUSTOMERS**

Our customers include

- The government whom we advise on measures for sound development of export trade
- Exporters whose products are certified under our consignment wise inspection.
- Exporters having approved units from which products are being exported.
- Exporters availing the facilities of Certificate of Origin.
- Foreign governments that have recognized EIC certification.
- Common consumers of importing countries.

## OUR EXPECTATION

We expect you to be prompt and reasonable in fulfilling your duty and legal obligations and to be true and honest in furnishing information to us.

In the case of exporters taking our approval, we expect implementation of certification schemes to be done honestly.

In the case of Certificate of Origin, we expect correct and honest declarations to be given to us so that the credibility of exporters and the EIC is maintained.

## COMPLAINTS AND GRIEVANCES / REDRESSAL SYSTEM

A Complaint & Grievance Cell is functioning in the Department at EIC in New Delhi. This deals with: -

1. Complaints about EIC officers and employees.
2. Grievances of EIC officers and employees.

A complaint or grievance submitted to the cell will be acknowledged within a week. Appropriate action will be completed within one month for grievances relating to EIC and EIAs. In the event of the person wanting to take up the matter personally, he or she may contact: -

**Additional Director**

**Export Inspection Council**

(Department of Commerce, Ministry of Commerce & Industry, Government of India) 3<sup>rd</sup>  
Floor - NDYMCA Cultural Centre Building, 1, Jaisingh Road, New Delhi – 110 001. Tel:  
+91 11 23748022, 23365540 Fax: 011 – 23748024 E - mail: [adldir@eicindia.gov.in](mailto:adldir@eicindia.gov.in)

## VIGILANCE ACTIVITIES

A Vigilance Cell is functioning at EIC and each EIA-Head Office working in close consultation & coordination with the Central Vigilance Commission, the Ministry of Commerce and Industry as well as Central Bureau of Investigation. It aims at maintaining purity & integrity in the functioning of EIC/EIAs through the preventive vigilance mechanism and through punitive actions taken in accordance with the EIC/EIAs Employees (CCA) Rules 1978 and CCS (Conduct) Rules 1964. Complaints relating to bribery and corruption can be sent directly by mail to the Vigilance Cell of the EIC or EIAs or to: -

**Chief Vigilance Officer**

**Export Inspection Council**

(Department of Commerce, Ministry of Commerce & Industry, Government of India) 3<sup>rd</sup>  
Floor - NDYMCA Cultural Centre Building, 1, Jaisingh Road, New Delhi – 110 001. Tel:  
+91 11 23748187, 23365540 Fax: 011 – 23748024 E - mail: [evo@eicindia.gov.in](mailto:evo@eicindia.gov.in)

## HELP-LINE

Export Inspection Council, Export Inspection Agencies (EIAs), located at Delhi, Mumbai, Kochi, Chennai and Kolkata with a network of over 39 sub-offices including laboratories at major industrial centers around the country will provide help and assistance in all the matters related to the organisation.

- For information/guidance, visit our website [www.eicindia.gov.in](http://www.eicindia.gov.in)
- Contact the EIC, EIA Head Offices for any information about our services at the addresses given below.
- Free pamphlets or priced publications can be had from the office at Council / Agencies.

**LIST OF IMPORTANT ADDRESSES & PHONE NUMBERS OF EIC/EIAs**

<b>S.No.</b>	<b>Officer</b>	<b>Contact Address and Email id</b>
1	Director(I&QC)	3rd Floor, NDYMCA Cultural Centre Building, 1, Jaisingh Road, New Delhi - 110 001 Tel: 011-23748025 Email: <a href="mailto:director@eicindia.gov.in">director@eicindia.gov.in</a>
2	Additional Director	3rd Floor, NDYMCA Cultural Centre Building, 1, Jaisingh Road, New Delhi - 110 001. Tel: 011-23748022 Email: <a href="mailto:adddir@eicindia.gov.in">adddir@eicindia.gov.in</a>
3	Joint Director In-charge, Technical Division.	3rd Floor, NDYMCA Cultural Centre Building, 1, Jaisingh Road, New Delhi- 110 001 Tel: 011-23748023 Email: <a href="mailto:eic@eicindia.gov.in">eic@eicindia.gov.in</a>
4	Joint Director In-charge, Accounts / Admin.	3rd Floor, NDYMCA Cultural Centre Building, 1, Jaisingh Road, New Delhi - 110 001 Tel: 011- 23748187 Email: <a href="mailto:eic@eicindia.gov.in">eic@eicindia.gov.in</a>
5	Joint Director In-charge, EIA-Mumbai	Aman Chambers - 4th Floor, 113, Maharshi Karve Road, Mumbai - 400 004. Tel: 022-2363 0311/2363 0312/2363 0113 Fax:022-2368 3927 E - mail: <a href="mailto:eia-mumbai@eicindia.gov.in">eia-mumbai@eicindia.gov.in</a>
6	Joint Director In-charge, EIA-Delhi	Thakkar Bapa Smarak Sadan, 2nd Floor,Dr. Ambedkar Marg, (Link Road) (Behind Jhandewalan Metro Station) New Delhi - 110 055,Tel: 011 – 23626320/21/22/23/24/25/26/27 Fax: 23626328,E-mail: <a href="mailto:eia-delhi@eicindia.gov.in">eia-delhi@eicindia.gov.in</a>
7	Joint Director In-charge, EIA-Kolkata	World Trade Centre, 14/1B Ezra Street, Kolkata - 700 001. Tel: 033-22355004/22352651/22352652 , Fax:+91-33-22354562 E - mail: <a href="mailto:eia-kolkata@eicindia.gov.in">eia-kolkata@eicindia.gov.in</a>
8	Joint Director In-charge, EIA-Chennai	6th Floor CMDA Tower II, No: 1 Gandhi Irwin Road, Egmore, Chennai -600 008 Tel: +91-44 - 2855 2841 / 42 Fax: + 91-44 - 2855 2840 E - mail: <a href="mailto:eia-chennai@eicindia.gov.in">eia-chennai@eicindia.gov.in</a>
9	Joint Director In-charge, EIA-Kochi	27/1767 A, Shipyard Quarters Road, Panampilly Nagar (South), Kochi - 682 036,Tel: 0484 - 2314645 / 2316946 / 2316949 Fax: 0484 – 2316948,E – mail: <a href="mailto:eia-kochi@eicindia.gov.in">eia-kochi@eicindia.gov.in</a>
10	Chief Vigilance Officer	3rd Floor, NDYMCA Cultural Centre Building, 1, Jaisingh Road, New Delhi - 110 001 Tel: 011-23748187 Email: <a href="mailto:cvo@eicindia.gov.in">cvo@eicindia.gov.in</a>

Kindly feel free to write to us, if you have any suggestions or comments to offer on this charter.