

Export Inspection Council (EIC), set up under the Ministry of Commerce & Industry, has a mandate to ensure sound development of export trade of India through Quality Control and Inspection. The different services rendered by EIC include certification of quality of export commodities/food items, issue of certificates such as Health, Authenticity etc. and Certificate of Origin under various preferential tariff schemes, laboratory testing and training & technical assistance in installation of Quality & Safety Management Systems.

2. In view of various emerging trends/needs in the quality inspection and certification services, specially in the context of WTO and entry of other niche players in similar services, a requirement has been felt by EIC to further “strengthen its capability, competitiveness and operational efficiency” in order to effectively meet the customers’ needs and the future challenges.

3. In view of the above, EIC has appointed A. F. Ferguson & Co. (AFF), a leading management consultancy firm, for undertaking a study for “Professional Analysis of Roles and Activities of EIC and EIAs (Export Inspection Agencies)”.

4. With the objective of strengthening our organizational capability and providing efficient customer services, we shall be thankful if you can provide us with your valuable suggestions/inputs that would help us in properly understanding your needs, expectations, feedback etc. An illustrative checklist of aspects on which we request for your inputs is annexed to this letter.

5. You may kindly send your suggestions/feedback addressed to the following contact person(s) by post or e-mail as convenient:

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Illustrative Key Aspects for suggestion & inputs

Role & Service

- Adequacy of the range of products covered by EIC/EIAs
- Adequacy of the range of services provided- any additional/new service that should also be provided
- Need and nature of interaction and co-ordination with other relevant departments/agencies, offering similar services
- Need for increased interaction, if any, with select relevant industry associations/agencies/bodies

International Recognition

- Adequacy of international recognition of “EIC Certification” Brand in terms of mutual equivalence recognition agreements/MoUs or other modes of brand promotion
- Other types of initiatives required to be taken up by EIC for improving international recognition of its certification brand

Capacity & Resources

- Capacity and resources (in terms of office network, testing facilities and manpower) of EIAs to render inspection and certification services efficiently

Customer Service

- Procedural efficiency (in terms of cycle time for inspection & certification process) of EIAs’ service(s) for inspection and certification
- Procedural ease in terms of amount of paper work involved, automation/computerization of processes
- Quality of customer service provided by EIAs - personnel competence of EIA employees for meeting customers’ needs with adequate customer focus

Service Charges

- Views on the appropriateness of service charges for services rendered (in terms of consignment-wise inspection & certification) by EIAs
- Any suggestions in respect of changes desired in fee structuring for inspection and certification services

Any other suggestion/inputs