

User Manual
For
Inspection Agency Module

Submitted to:

**Export Inspection Council, Govt. of India
(EIC)**

Submitted By:



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1. AGENCY REGISTRATION



Online Services



What's New ?

4th National Standards Conclave:
1-2 May 2017 New Delhi
Latest Recruitment

Enhanced Foreign Trade Data
Dashboard(DoC)
Expression Of Interest Notice(EOI)

Names, designations, other particulars of the
Central Public Information Officers
Scheme for Issuance of Health Certificate for Peanut and

- Click on the “**Agency Registration**” icon.
- Registration form will be displayed.

Registration of Inspection Agency

[Verify User](#)

Preferred Login ID	<input type="text" value="Enter preferred Login Id"/>
Name of the Applicant/Inspection Agency	<input type="text" value="Name of the Applicant/Inspection Agency"/>
Address of Head Office	<input type="text" value="Address of Head Office"/>
Phone No.	<input type="text" value="Phone No"/>
Legal Identity of the Inspection Agency	<input type="text" value="-- select --"/>
Upload File	<input type="button" value="+ Choose"/>
E-mail	<input type="text"/>
Password*	<input type="password" value="Password"/>
Confirm Password*	<input type="password" value="Confirm Password"/>

- Fill in all the necessary details and click on “*Submit*” button.

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service of EIA-Mumbai Pilot Test House for sampling and testing of Peanut and Peanut Products which is enlisted in the Peanut.net

Registration of Inspection Agency

Verify User

Preferred Login ID

qwerty

ability Available

Name of the Applicant/Inspector

Address of Head Office

Phone No.

1234567890

Legal Identity of the Inspection Agency

Proprietorship Firm

Upload File

+ Choose

E-mail

rimmittai17@gmail.com

Password*

Confirm Password*

Submit

Cancel

- Click on “Yes” in the Confirmation box.



Registration of Inspection Agency

otp has been sent to your email id aishaniliverma04@gmail.com

Preferred Login ID	<input type="text" value="qwerty"/>
Email ID*	<input type="text" value="aishaniliverma04@gmail.com"/>
	<input type="text" value="8763685"/> Resend Otp
<input type="button" value="Submit"/> <input type="button" value="Close"/>	

- Enter the OTP received on the entered email-id.
- After verification, click on Login.



Login Here

qwerty

Login

Forgot Password

- Enter the user's username and password. Click on “Login”.



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Request for Approval of IA

List of Inspection Agency Recognition

S.No.	Approval Id	Inspection Agency Name	Status	Action
No records found.				

(1 of 1) << >> >1 20 ▾

- In the Services link, click on “*Request for approval of IA*” link.



Select the office of EIA Office

-- Select EIA Office --

-- Select EIA Office --

EIA-CHENNAI

EIA-DELHI

EIA-KOCHI

EIA-KOLKATA

EIA-MUMBAI

Proceed

- Select the EIA office from the drop down and then click on “*Proceed*”.
- Fill the displayed form.

20. E-mail

21. Legal Status (attach documentary evidence such as Certificate of Incorporation).

22. Scope for which recognition is sought

+ Choose

Minerals and Ores Group-I

S.No	Product	Inspection Standard	Testing Standard	
1				Remove
2				Remove

Add Row

Minerals and Ores Group-II

S.No	Product	Inspection Standard	Testing Standard	
1				Remove
2				Remove

Add Row

23. Date of validity of recognition (in case of renewal of recognition) (attach documentary evidence).

+ Choose

- Upload the appropriate documents by clicking on the “Choose” button.
- User can add more product information by clicking on the “Add Row” button.
- User can delete a row by clicking on “Remove” in front of the row.

25. State of any criminal proceedings initiated (since inspection or at least last 10 years- an affidavit or equivalent document to be attached as annexure)

Save Section

Part –II (Inspection)

26. Number of personnel (Inspection Division)

27. Senior Management

28. Inspecting staff

Details of professionally qualified staff with qualification , Training and experience (Please attach as Annex-4 in the given format)

29. [Click to download the file of the details of professionally qualified staff](#) Please upload the filled file of the details of professionally qualified staff **+ Choose**

30. Have you implemented Quality Management Systems as per ISO/IEC 17020 : latest version or ISO 9001 : latest version -- select --

31. Whether accredited /recognized as per ISO/IEC 17020 latest version or any other equivalent standard including ISO 9001 standard by other bodies? (attach documentary evidence) -- select --

32. Information regarding any individual or organization that has provided consultancy for preparing towards accreditation/ recognition against ISO standard.

Previous inspection experience

- After entering all the entries, click on “*Save Section*” to save all the details.
- Click on the link to download the document

Details of professionally qualified staff with qualification, Training & experience						
S. No	Name of official	Designation	Academic & professional Qualification	Relevant experience	Training imparted	Area of specialization in inspection
1						
2						
3						
4						
5						
6						
7						

- Fill in the details on the document and then upload it.

59.	Name and address of the IA in Hindi for the purpose of Hindi notification	<div style="border: 1px solid black; padding: 2px; background-color: #ff9900; color: white; text-align: center; margin-bottom: 5px;">+ Choose</div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	Remarks		<div style="border: 1px solid black; height: 40px; width: 100%;"></div>
60	Any other such as notification of recognition (Please specify)	<div style="border: 1px solid black; height: 60px; width: 100%;"></div>			

Save Section

Declaration

I/We on behalf of

apply for Recognition under EIC Inspection Agency Recognition Scheme, 2012 for the scope specified in item 6 of the Application and declare that:

- i. The information given in the application is true.
- ii. The recognition procedure has been read and understood.
- iii. The applicant body has adequate resources to conduct inspection in accordance with the recognition criteria and other guidance documents.
- iv. The applicant body shall pay fees as per the applicable schedule of fee.
- v. If any information given by the applicant body is wrong or the applicant body is found to be not complying with the criteria of recognition or other specified rules and regulations, the recognition may be suspended or withdrawn at the discretion of the EIC.
- vi. The applicant body agrees to provide access to all the information relevant to the inspection system (including details of complaints, disputes and appeals for which recognition is sought).
- vii. The applicant body, will from the date of signing of this application;
 - a. Comply with the recognition criteria and the rules of the EIC.
 - b. Shall ensure that none of the acts of omission or commission of the applicant body will bring the recognition system to disrepute.
 - c. Shall ensure that it will not overstate its capabilities with respect to the scope for which it has applied for recognition.
 - d. Shall take appropriate corrective and preventive actions on its conduct and issues that are identified by the EIC as contrary to the conditions of vii) a) to vii) c.

Save as draft

Submit

Back

Payment

- After filling the entire form, make the payment and click on “*Submit*” button.



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List of Inspection Agency Recognition

S.No.	Approval Id	Inspection Agency Name	Status	Action
1	MUM00026	saloni	Processing	

(1 of 1) 1 20

- Click on the Approval ID which user wants to view.

58. List of crushing equipment

Remarks

59. Name and address of the IA in Hindi for the purpose of Hindi notification

+ Choose

Remarks

60. Any other such as notification of recognition (Please specify)

Declaration

I/We on behalf of
apply for Recognition under EIC Inspection Agency Recognition Scheme, 2012 for the scope specified in item 6 of the Application and declare that:

i. The information given in the application is true.

ii. The recognition procedure has been read and understood.

iii. The applicant body has adequate resources to conduct inspection in accordance with the recognition criteria and other guidance documents.

iv. The applicant body shall pay fees as per the applicable schedule of fee.

v. If any information given by the applicant body is wrong or the applicant body is found to be not complying with the criteria of recognition or other specified rules and regulations, the recognition may be suspended or withdrawn at the discretion of the EIC.

vi. The applicant body agrees to provide access to all the information relevant to the inspection system (including details of complaints, disputes and appeals for which recognition is sought).

vii. The applicant body, will from the date of signing of this application;

a. Comply with the recognition criteria and the rules of the EIC.

b. Shall ensure that none of the acts of omission or commission of the applicant body will bring the recognition system to disrepute.

c. Shall ensure that it will not overstate its capabilities with respect to the scope for which it has applied for recognition.

d. Shall take appropriate corrective and preventive actions on its conduct and issues that are identified by the EIC as contrary to the conditions of vii) a to vii) c.


Back

- Click on “Back” button after viewing the form.
- Click on “Logout”.


2. DEALING OFFICER RECIEVES THE APPLICATION

- Login from the Dealing Officer credentials.

Login Id : Amit



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Received Applications ▸

Pending Applications

EHealth Certificate ▸

Inspection Agency

List Of Inspection Agency

0

0

0

0

List of approval application

Sr. No.	Application No	Action
No record found with given criteria		

List of Renewal application

Sr. No.	Approval No	Action
No record found with given criteria		

- In the “Applications” drop down, go to “Received Applications”, and click on “Inspection Agency”.

Login Id : Amit



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Sr. No.	Application No.	Name Of Agency	Action
1	MUM/200225	saloni	Action
2	MUM/200225	Testname	Action
3	MUM/200113	harsha	Action
4	MUM/200113	harsha	Action
5	MUM/200007	Name of the Applicant/Inspection Agency	Action
6	MUM/200008	Harsha Matta	Action

(1 of 1) 1 20

- Click on the “Action” link in front of the user’s Application No.
- The Inspection Agency detail will be displayed.

Inspection Agency Detail

Application No	Name of Inspection Agency	Location
MUM/00026	saloni	saloni

[Application Status Log](#)

Remarks
Upload Document

Application Submitted By Inspection Agency

Forward the application to director

1000 characters remaining.

☒ Seek clarification from Inspection Agency
☒ Forward the application to director

[000024.pdf](#)
[Remove](#)

Director

Sr. No.	Remarks	Uploaded Document(s)	Remark By
No Record Found			

(1 of 1) 1 < 2 > 3 > 4 > 5 ▼

- User can view his/her application form by clicking on the application number.
- Click on “*Application Status Log*” link to view the application status log.
- Click on “*Download Adequacy Report*” link to download the report.
- Select the appropriate radio button and accordingly choose the option from the drop down.
- If “*Seek clarification from Inspection Agency*” option is chosen, the application will be forwarded to the Inspection Agency. If “*Forward the application to director*” option is chosen, the application will be forwarded to the Director. In this case, the application is being forwarded to the Director.
- Click on “*Submit*” button.



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Inspection Agency Detail		
Application No	Name of Inspection Agency	Location
MUM/00015	harsha	noida

Application has been assigned to Director

- Click on the Application No. to view the application form.
- The application has been assigned to the Director.

3. DIRECTOR RECIEVES THE APPLICATION FROM THE DEALING OFFICER

- Login with Director Credentials.

Agency Approval Detail

Application No	Name of Inspection Agency	Location
MUM/00031	salonitest	noida

[Application Status Log](#)

Remarks

Dealing Officer forwarded application to Director

☒ Select Lead Assessor for Adequacy Process

1000 characters remaining.

Upload Document

Sr. No.	Remarks	Uploaded Document(s)	Remark By
1	Forward the application to director		Amit

- Upload the appropriate document by clicking on the “Choose” button.
- Select the radio button and choose “Lead Assessor (Deputy director)” option from the drop down.
- Click on “Submit” button if the user wants to proceed, else click on “Back” button to go back.

Login Id : Director



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Inspection Agency Detail

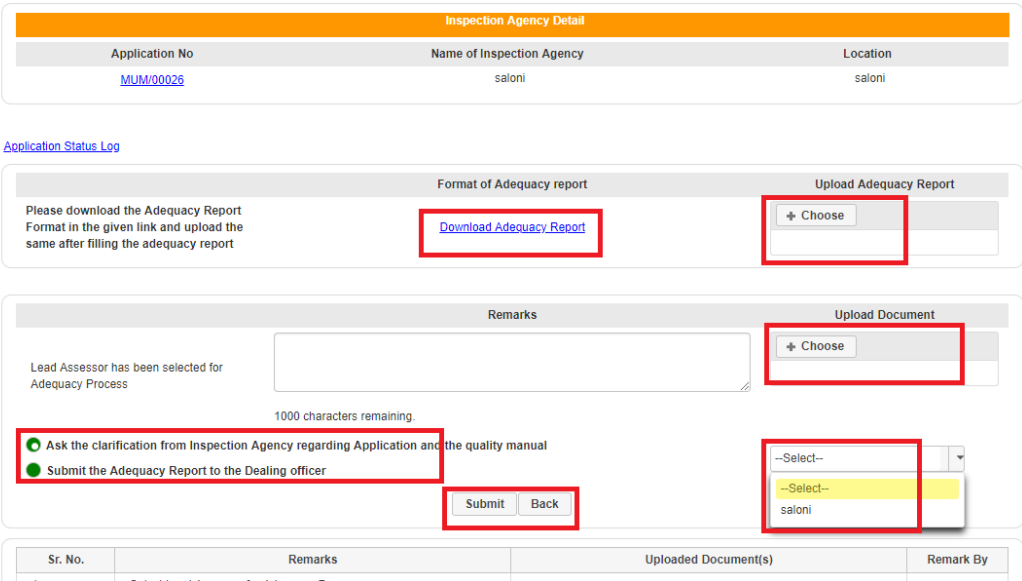
Application No	Name of Inspection Agency	Location
MUM/00026	saloni	saloni

Application has been assigned to Deputy Director

- The application has been assigned to the Lead Assessor (Deputy director).

4. LEAD ASSESSOR (DEPUTY DIRECTOR) RECIEVES THE APPLICATION FROM THE DIRECTOR

- Login with valid Lead Assessor (Deputy Director) Credentials.



Inspection Agency Detail

Application No	Name of Inspection Agency	Location
MUM/00026	saloni	saloni

[Application Status Log](#)

Format of Adequacy report

Please download the Adequacy Report Format in the given link and upload the same after filling the adequacy report

[Download Adequacy Report](#)

Upload Adequacy Report

+ Choose

Remarks

Lead Assessor has been selected for Adequacy Process

1000 characters remaining.

☒ Ask the clarification from Inspection Agency regarding Application and the quality manual
☒ Submit the Adequacy Report to the Dealing officer

Submit Back

Upload Document

+ Choose

--Select--

--Select--

saloni

Sr. No.	Remarks	Uploaded Document(s)	Remark By
1	Select Lead Assessor for Adequacy Process		Director

- Click on the 'Download Adequacy Report' link to download the adequacy report.

EXPORT INSPECTION COUNCIL	
Adequacy Audit Report of the Quality Manual & Application	
1	Auditor's Name
2	Designation
3	Date of Adequacy Audit
Inspection Agency	
4	Name of Inspection Agency
	Address of Inspection Agency
	Laboratory
	Quality system adopted– ISO: 17020:2012
Quality Manual submitted by the applicant	
5	Title:
	Issue No. & date of issue, if any:
	Amendments, if any:
Report : Manual& Application	
6	Issues and observations
	Non Conformities
Recommendation of Auditor	
7	

- Fill the details in the document and upload it back by clicking on the “Choose” button.
- Choose the appropriate option from the radio buttons and dropdowns. If “Ask clarification from the Inspection Agency regarding application and quality manual” is selected, the application will be forwarded to the Inspection Agency. If “Submit the Adequacy report to the dealing officer” is selected, the application will be forwarded to the dealing officer. In this case, the application is forwarded to the Dealing officer.
- Click on ‘Submit’ button after completing the form.



Inspection Agency Detail		
Application No	Name of Inspection Agency	Location
MUM/00026	saloni	saloni

Application has been assigned to Amit

- The application is assigned to the Dealing Officer.

5. DEALING OFFICER RECIEVES APPLICATION FROM LEAD ASSESSOR (DEPUTY DIRECTOR)

Inspection Agency Detail	
Application No	Location
MUM/00026	saloni

[Application Status Log](#)

Adequacy Report	
Download Adequacy Report submitted by Lead Assessor	Download Adequacy Report

Remarks	Upload Document
<p>Adequacy Report has been submitted by Lead Assessor</p> <p>Recommend to the Director for the selection of officers for site audit process</p> <p>1000 characters remaining.</p> <p> <input checked="" type="radio"/> Seek clarification from Lead Assessor regarding Adequacy process <input checked="" type="radio"/> Recommend to the Director for the selection of officers for site audit process </p> <p> <input type="button" value="Submit"/> <input type="button" value="Back"/> </p>	<p>+ Choose</p> <p>--Select--</p> <p>--Select--</p> <p>Director</p>

- Click on “Download Adequacy Report” link to download the adequacy report.
- Choose the appropriate option from the radio button and the dropdown. If “Seek clarification from

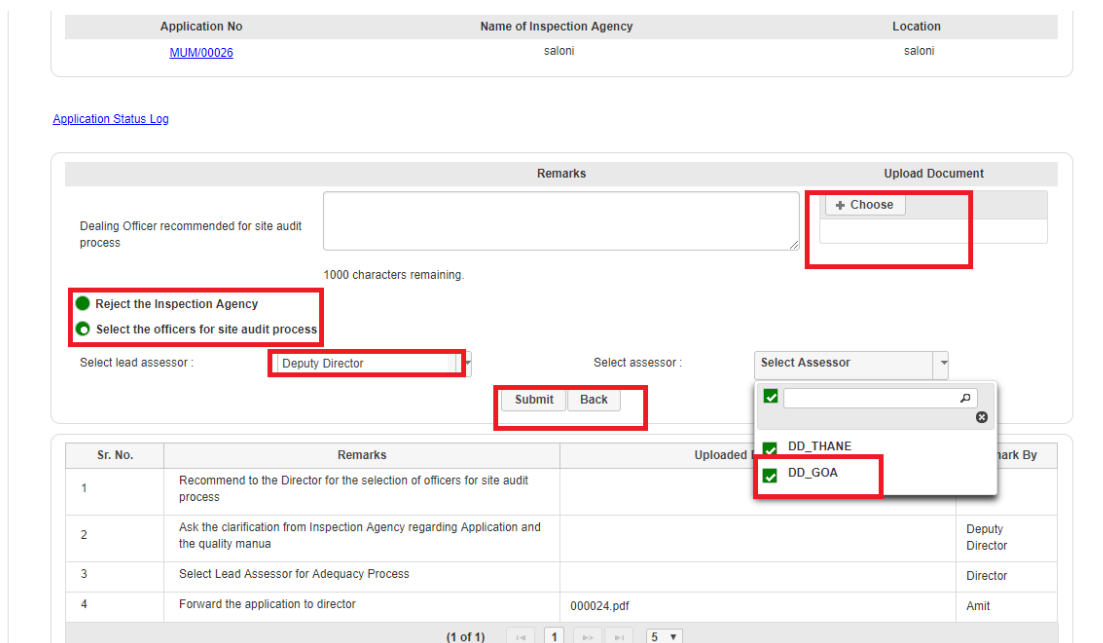
USER MANUAL

the Lead Assessor regarding Adequacy process” option is selected, select the Lead Assessor from the dropdown and the application will be forwarded to the Lead Assessor. If “Recommend to the Director for the selection of officers for site audit process” is selected, the application will be forwarded to the Director. In this case, the second radio button is selected.

- Click on “Submit” after completing the form.
- The application has been assigned to the director.

6. DIRECTOR RECIEVES THE APPLICATION FROM THE DEALING OFFICER

- Login with valid Director Credentials.
- Open the Agency Approval details.



Application No: MUM/00026

Name of Inspection Agency: saloni

Location: saloni

Application Status Log

Remarks: Dealing Officer recommended for site audit process

Upload Document: + Choose

1000 characters remaining.

☒ Reject the Inspection Agency
☒ Select the officers for site audit process

Select lead assessor: Deputy Director

Select assessor: [Dropdown]

Submit Back

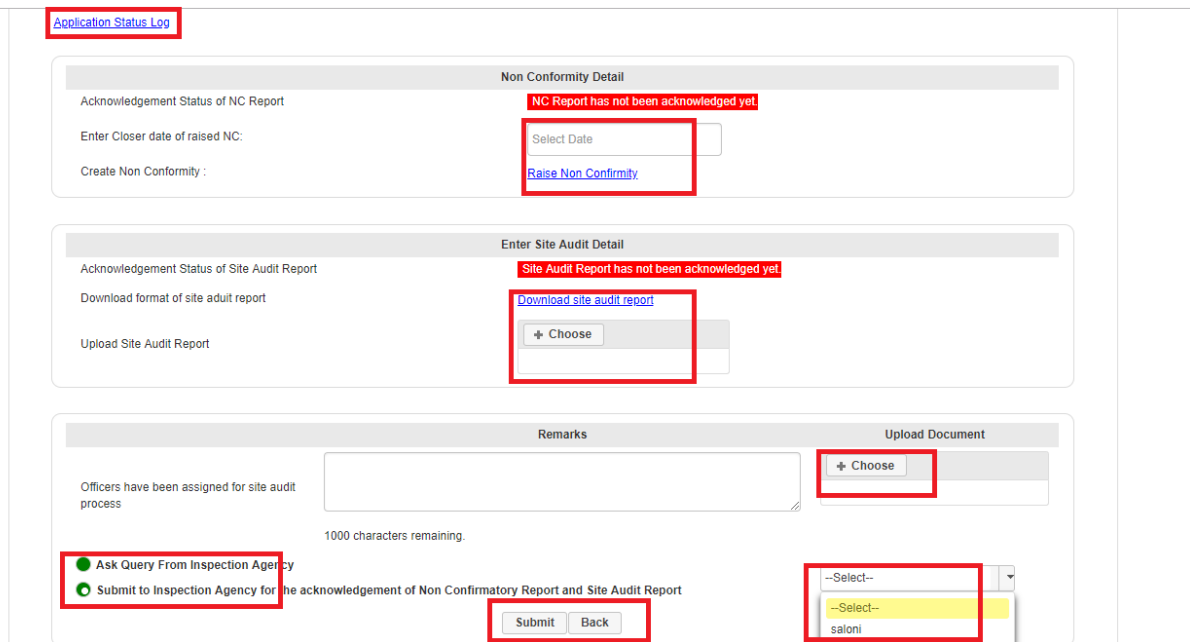
Sr. No.	Remarks	Uploaded	Mark By
1	Recommend to the Director for the selection of officers for site audit process		
2	Ask the clarification from Inspection Agency regarding Application and the quality manua		Deputy Director
3	Select Lead Assessor for Adequacy Process		Director
4	Forward the application to director	000024.pdf	Amit

(1 of 1)

- Select the relevant option from the radio button list. If “Reject the Inspection Agency” is selected, the application will be assigned to the joint director.
- If “Select the officers for the site audit process” option is selected, select the Lead Assessor from the dropdowns displayed.
- Click on the “Choose” button to upload the relevant documents.
- Click on “Submit” after completing the form. Click on “Back” button to go back.

- The application has been assigned to the Lead Assessor (Deputy director).

7. LEAD ASSESSOR (DEPUTY DIRECTOR) RECEIVES APPLICATION FROM THE DIRECTOR



[Application Status Log](#)

Non Conformity Detail

Acknowledgement Status of NC Report: **NC Report has not been acknowledged yet**

Enter Closer date of raised NC:

Create Non Conformity : [Raise Non Conformity](#)

Enter Site Audit Detail

Acknowledgement Status of Site Audit Report: **Site Audit Report has not been acknowledged yet**

Download format of site audit report: [Download site audit report](#)

Upload Site Audit Report:

Remarks

Officers have been assigned for site audit process

☒ Ask Query From Inspection Agency

☐ Submit to Inspection Agency for the acknowledgement of Non Confirmatory Report and Site Audit Report

Upload Document

--Select--

--Select--

saloni

- Enter the Closer date of the raised NC in the box given.
- Click on the “*Raise Non Conformity*” link to raise a NC. A Non Conformity report will be opened.



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NON CONFORMITY REPORT (NCR)								
Name of Auditor	Deputy Director	Department Audited		Present Date	2018-09-24	Save Details		
NC No.	ISO No.	Clause No	Description	Classification of NC	Status	Officer who raise the NC	Action	History
1	Select ▾			Select ▾	Select ▾	Select ▾	📄 🗑	View History
Add Row Close								

Fill in the displayed form by choosing the relevant options from the dropdowns, etc. Save or delete the entries by clicking on the respective icons in the Action column. Click on “*View History*” link to view the history.

- Download the format of the site audit report by clicking on the link given.

EXPORT INSPECTION COUNCIL			
<u>Proforma for On-site audit of Inspection Agency.</u>			
Name(s) of auditors		Date	
1	Name of the Organization		
2	Address for which the recognition is to be granted/ renewed –.		
3	Address of the site(s) covered.		
4	Port of Operation		
5	Address of the site(s) covered.		
6	Site Office & Crushing Shed		
7	Date(s) of the audit		
8	Scope of audit		
9	Additional information about specific expertise		
10	Whether accredited or recognized under any ISO standard –		
11	Objective of audit		
12	Date of Report		
13	Name(s) of the Auditor(s) -		
14	Summary of audit of Inspection Systems		
15	Non-conformity based on checklist I (enclosed)		
a.	Total number of non-conformity:		
b.	No. of non-conformity cleared during audit:		
c.	Non-conformities pending:		
16	Verification of actions taken by inspection body on non-conformity pending from surveillance audit (for		

USER MANUAL

- Fill in this form and upload it by clicking on the “Choose” button.
- Give the remarks in the space provided and upload the documents by clicking on “Choose” button.
- Choose one option from the radio button list, and then accordingly choose options from the dropdowns. The Lead Assessor (Deputy director) can ask query from the inspection agency, or can submit the application to the inspection agency for the acknowledgement of the non-conformity report and the site audit report.
- Click on ‘Submit’ button after completing the form, or click on ‘Back’ button to go back.
- The Inspection Agency details will be displayed.

Non Conformity Detail

Acknowledgement Status of NC Report **NC Report has not been acknowledged yet**

Enter Closer date of raised NC:

Create Non Conformity: [Edit Non Conformity](#) 0 NC Closed Out Of 1

Enter Site Audit Detail

Acknowledgement Status of Site Audit Report **Site Audit Report has not been acknowledged yet**

Download format of site audit report [Download site audit report](#)

Upload Site Audit Report [Site Au...docx](#) [Remove](#)

Remarks

Raised NC and site audit report has been submitted to IA for acknowledgement

Ask Query form Inspection Agency

966 characters remaining.

☒ Ask Query form Inspection Agency

Upload Document

Sr. No.	Remarks	Uploaded Document(s)	Remark By
1	Submit to Inspection Agency for the acknowledgement of Non Confirmatory Report and Site Audit Report		Deputy Director

- Enter the remarks in the space given.
- Upload the documents by clicking on the ‘Choose’ button.
- Select the radio button and select the relevant option from the dropdown.
- Click on ‘Submit’ button after completing the form.
- The query will be forwarded to the inspection agency.

8. INSPECTION AGENCY RECIEVES APPLICATION FROM LEAD ASSESSOR

Login Id : mittal agency



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List of Inspection Agency Recognition

S.No.	Approval Id	Inspection Agency Name	Status	Action
1	MUM/00028	mittal agency	Processing	Action

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- Click on 'Action' link to view the Inspection Agency detail.

Inspection Agency Detail

Application No	Name of Inspection Agency	Location
MUM/00028	mittal agency	noida

[Application Status Log](#)

Non Conformity Detail

Closer date of NC : 30-09-2018

Please click on the checkbox to acknowledge the Non Conformity : ☒

View and respond to the raised Non Conformity : [View Non Conformity](#)

Site Audit Detail

Download the submitted Site Audit Report : [Site Au....docx](#)

Please click on the checkbox to acknowledge the Site Audit Report : ☒

Remarks

Raised NC and site audit report has been submitted to IA for acknowledgement

1000 characters remaining.

Upload Document

+ Choose

Submit the acknowledged NC and Site Audit Report to Lead Assessor

- Click on the checkbox to acknowledge the Non-Conformity.
- Click on the 'View Non Conformity' link.



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NON CONFORMITY REPORT (NCR)

Name of Auditor	Deputy Director	Department Audited		Present Date	2018-09-24
-----------------	-----------------	--------------------	--	--------------	------------

NC No.	ISO No.	Clause No	Description	Classification of NC	Status	Officer who raise the NC	Action	History
1	ISO 17020	546	rvregv	Major	Open	DD_GOA		View History

[Close](#)

- Click on the 'Action' icon to take the necessary action against the raised Non-Conformity.

Login Id : mittal agency



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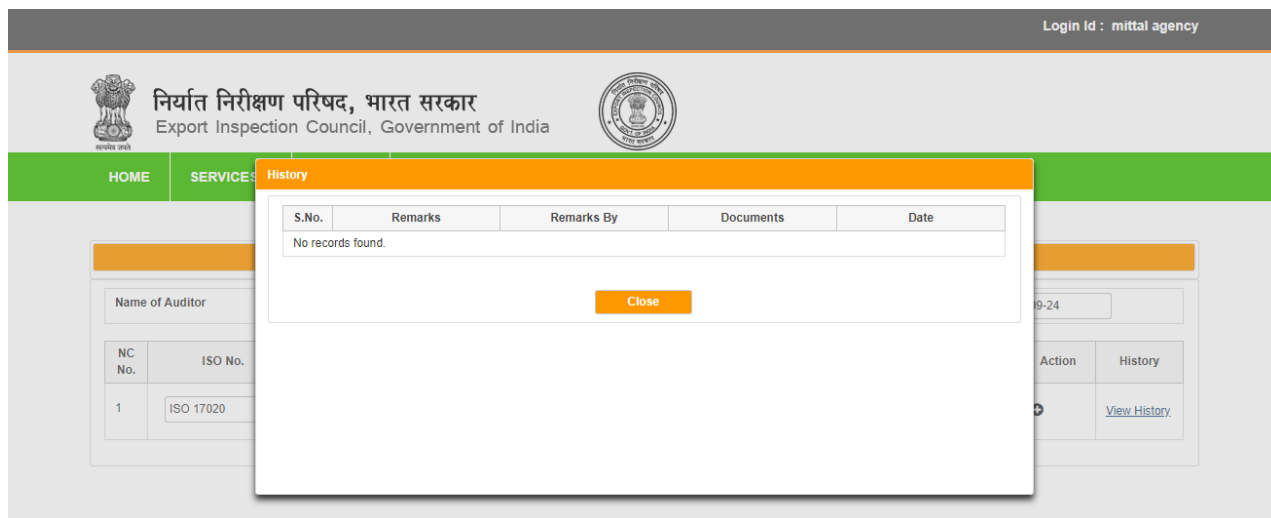
SERVICES

Non Conformity

Remarks	Upload Document
<input type="text"/>	+ Choose
<p>1000 characters remaining</p>	
<p>Submit to Officer Close</p>	

Remark	Documents	From	To
No records found.			

- Enter the remarks in the given space and upload the required documents by clicking on the 'Choose' button.
- Then click on 'Submit to officer' button. If no measures are to be taken, then click on 'Close' button.
- Click on the 'View History' link to open the history of the Non-Conformity.



- Click on 'Close' button to close the History dialog box.
- Click on 'Close' button.
- Click on the download link in the 'Site Audit Detail' section to download the Site Audit form and check the checkbox.

Please click on the checkbox to acknowledge the Site Audit Report : ☒

Remarks

Raised NC and site audit report has been submitted to IA for acknowledgement

1000 characters remaining.

☒ Submit the acknowledged NC and Site Audit Report to Lead Assessor

Upload Document

--Select--

--Select--

Deputy Director

Sr. No.	Remarks	Uploaded Document(s)	Remark By
1	Ask Query form Inspection Agency		Deputy Director
2	Submit to Inspection Agency for the acknowledgement of Non Confirmatory Report and Site Audit Report		Deputy Director
3	Select the officers for site audit process		Director
4	Recommend to the Director for the selection of officers for site audit process		Amit
5	Submit the Adequacy Report to the Dealing officer		Deputy Director

(1 of 2)

- Enter the remarks in the space given and upload the required documents by clicking on the 'Choose' button.
- Select the radio button and select 'Lead Assessor (Deputy director)' from the dropdown displayed.
- Click on 'Submit' button if completed, else click on 'Back' button.
- The query will be replied to the Lead Assessor (Deputy director).

9. LEAD ASSESSOR (DEPUTY DIRECTOR) RECIEVES APPLICATION FROM INSPECTION AGENCY

- Login with the Lead Assessor (Deputy director) credentials.

Acknowledgement Status of NC Report: **NC Report has been acknowledged**

Enter Closer date of raised NC:

Create Non Conformity: [Edit Non Conformity](#) 0 NC Closed Out Of 1

Enter Site Audit Detail

Acknowledgement Status of Site Audit Report: **Site Audit Report has been acknowledged**

Download format of site audit report: [Download site audit report](#)

Upload Site Audit Report: [Site Au...docx](#) [Remove](#)

Remarks

Inspection Agency has acknowledged the submitted reports

1000 characters remaining.

☒ Ask Query form Inspection Agency
☒ Submit to dealing officer

[Submit](#) [Back](#)

Upload Document

[+ Choose](#)

Sr. No.	Remarks	Uploaded Document(s)	Remark By
1	Submit the acknowledged NC and Site Audit Report to Lead		mittal agency
2	Ask Query form Inspection Agency		Deputy

- The acknowledgement status of the Non-Conformity report and site audit report is displayed in green background.
- Click on 'Edit Non Conformity' link.

Login Id : Deputy Director



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NON CONFORMITY REPORT (NCR)

Name of Auditor: Deputy Director Department Audited: Present Date: 2018-09-26

NC No.	ISO No.	Clause No.	Description	Classification of NC	Status	Officer who raise the NC	Action	History
1	ISO 17020	546	nvregv	Major	Open	DD_GOA	View History	

[Close](#)

USER MANUAL

- Click on the ‘Cross’ icon in the Action column to close the Non-Conformity.
- Click on the ‘Close’ button.
- Download the Site Audit report by clicking on the link provided. Fill it and then upload it back.
- Select one of the radio buttons.

Filled Checklist -1 - 17020 to Dealing officer

Download Checklist -1 - 17020 format [Download](#)

Prepared Checklist -1 - 17020 to Dealing officer

Filled Checklist -2 - 17020 to Dealing officer

Download Checklist -2 - 17020 format [Download](#)

Prepared Checklist -2 - 17020 to Dealing officer

Remarks

Inspection Agency has acknowledged the submitted reports

1000 characters remaining.

☒ Ask Query form Inspection Agency
 ☐ Submit to dealing officer

Upload Document

--Select--

Sr. No.	Remarks	Uploaded Document(s)	Remark By
1	Submit the acknowledged NC and Site Audit Report to Lead		mittal agency

If “Ask query from *Inspection Agency*” is chosen, select the inspection agency name from the displayed dropdown.

If “*Submit to dealing officer*” is chosen, download the checklist formats by clicking on the ‘Download’ links.

ECI/ARS-CHK2/AUG2012/REV01
Dated: 28.08.2012

EXPORT INSPECTION COUNCIL, NEW DELHI

CHECKLIST 2 FOR INSPECTION AGENCY RECOGNITION SCHEME 2012

REQUIREMENTS OF ISO/IEC 17025: 2005	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Documentation</td> </tr> <tr> <td style="text-align: center;">Implementation</td> </tr> <tr> <td style="text-align: center;">Conclusion/Comments</td> </tr> </table>	Documentation	Implementation	Conclusion/Comments
Documentation				
Implementation				
Conclusion/Comments				

M/s. Quality Services Solutions (Goa) –Redi Branch.

4	MANAGEMENT REQUIREMENTS	
4.1	ORGANISATION	
4.1.1	The laboratory or the organisation of which it is part shall be an entity that can be held legally responsible.	
4.1.2	It is the responsibility of the laboratory to carry out its testing and calibration activities in such a way as to meet the requirements of this International Standard and to satisfy the needs of the customer, the regulatory authorities or organisations providing recognition.	
4.1.3	The management system shall cover work carried out in the laboratory's permanent facilities, at sites away from its permanent facilities, or in associated temporary or mobile facilities.	
4.1.4	If the laboratory is part of an organisation performing activities other than testing and/or calibration, the responsibilities of key personnel in the organisation that have an involvement or influence on the testing and/or calibration activities of the laboratory shall be defined in order to identify potential conflicts of interest.	
4.1.5	The laboratory shall	
a	have managerial and technical personnel who, irrespective of other responsibilities, have the authority and resources needed to carry out	

ECI/ARS-CHK1/AUG2012/REV01
Dated: 28.08.2012

EXPORT INSPECTION COUNCIL, NEW DELHI

CHECKLIST 1 FOR INSPECTION AGENCY RECOGNITION SCHEME 2012

REQUIREMENTS OF ISO/IEC 17020: 2012	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Documentation (Clause Reference No.)</td> </tr> <tr> <td style="text-align: center;">Implementation (Yes No/ NA)</td> </tr> <tr> <td style="text-align: center;">Conclusion/Comments</td> </tr> </table>	Documentation (Clause Reference No.)	Implementation (Yes No/ NA)	Conclusion/Comments
Documentation (Clause Reference No.)				
Implementation (Yes No/ NA)				
Conclusion/Comments				

Checklist 1 for Assessing Inspection Agencies as per requirements to ISO 17020:2012 standard for both Options A & B

M/s. Quality Services Solutions (Goa) –Redi Branch.

4.0	GENERAL REQUIREMENTS	
4.1	IMPARTIALITY & INDEPENDENCE	
4.1.1	Are Inspection activities undertaken impartially?	
4.1.2	Is I.B. responsible for not compromising impartiality of inspection?	
4.1.3	Are risks to impartiality identified on an ongoing basis?	
4.1.4	Has ability to demonstrate how it eliminates or min. such risks?	
4.1.5	Is top management committed to impartiality?	
4.1.6	Is the I. Body independent & is of type complying requirements of Cl. 4.1.6 a)?	
4.2	CONFIDENTIALITY	
4.2.1	Is I. Body responsible through legally enforceable commitments?	

Fill in these formats and upload them back by clicking on the 'Choose' button.

- Select the dealing officer from the displayed dropdown.
- Click on 'Submit' button or 'Back' button.
- On clicking on 'Submit' button, the application will be assigned to the Dealing Officer.

10. DEALING OFFICER RECIEVES APPLICATION FROM LEAD ASSESSOR (DEPUTY DIRECTOR)

- Login with the dealing officer credentials.
- Open the Inspection Agency details.

[Application Status Log](#)

Site Audit Detail

View NC : [Non Confirmity](#)

Download Site Audit Report [Site Au...docx](#)

Download NC Closure Report [Site Au...docx](#)

Download Checklist -1 - 17020 [Adequac...docx](#)

Download Checklist -2 - 17020 [Adequac...docx](#)

Remarks

Lead Assessor Submit Nc Closure Report And Checklist To Dealing Officer

1000 characters remaining.

☒ Ask Clarification from Lead Assessor
☐ Request to Director for the permission to submit the report to ministry

Upload Document

+ Choose

--Select--

--Select--

Director

- The Site Audit Detail is displayed.
- Enter the remarks in the space given.
- Choose one of the radio buttons and then choose the required dropdown option. If “*Ask clarification from the Lead Assessor*” option is selected, the application will be submitted to the selected lead assessor from the dropdown. If “*Request to Director for the permission to submit the report to ministry*” is selected, the application will be submitted to the Director. In this case, the application will be forwarded to the director.
- The Lead Assessor (Deputy director) can ask clarification from the Lead Assessor or request the director for permission to submit the report to ministry.
- Click on ‘*Submit*’ or ‘*Back*’ button after completing the form.
- The application will be assigned to the director.

11. DIRECTOR APPROVES THE AGENCY

- Login with Director Credentials.
- Open the Inspection Agency detail.

View NC :

[Non Confirmity](#)
[Site Au...docx](#)
[Site Au...docx](#)
[Adequac...docx](#)
[Adequac...docx](#)

Download Site Audit Report
Download NC Closure Report
Download Checklist -1 - 17020
Download Checklist -2 - 17020

Remarks

Request for the permission to submit all the reports to Director

Approve the Inspection Agency

1000 characters remaining.

☒ Approve the Inspection Agency
☐ Ask clarification from Dealing Officer

Submit

Back

Upload Document

+ Choose

Sr. No.	Remarks	Uploaded Document(s)	Remark By
1	Request to Director for the permission to submit the report to ministry		Amit
2	Submit to dealing officer		Deputy Director
3	bmit the acknowledged NC and Site Audit Report to Lead As		mittal agency
4	Ask Query form Inspection Agency		Deputy Director

- Enter the remarks in the space provided.
- Choose one of the radio buttons. Here, the inspection agency can be approved, or clarification can be asked from the Dealing Officer.
- If ‘*Approve the inspection agency*’ is selected, the inspection agency will be approved. If ‘*Ask clarification from the dealing officer*’ is selected, the application will be submitted to the dealing officer.
- Click on ‘*Submit*’ button.
- The application is approved.

12. INSPECTION AGENCY IS APPROVED

- Login with inspection agency credentials.



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List of Inspection Agency Recognition

S.No.	Approval Id	Inspection Agency Name	Status	Action
1	IA/MUM/00001	mittal agency	Approved	

(1 of 1) 1 20 ▾

In the Status column, the status of the inspection agency will be shown “Approved”.

13. APPLICATION FOR RENEWAL OF INSPECTION AGENCY

- The user can request for the renewal of the Inspection Agency after the approval expires.
- Login with the Inspection Agency credentials.



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Request for Approval of IA

Request For Renewals

List of Inspection Agency Recognition

S.No.	Approval Id	Inspection Agency Name	Approval valid till date	Status	Action
1	IA/MUM/00004	salonitest	23-10-2018	Approval Expired	

(1 of 1) 1 20 ▾

- Go to *Services>Request for Renewals*.



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Select type of List

☒ Request for renewal
 ☐ View previous renewal request

Proceed

List of Agency

S.No.	Approval No.	Inspection Agency Name	Approval valid till date	Action
1	IA/MUM/00004	salonitest	23/10/2018	Action

(1 of 1) 1 20

- Select the “*Request for renewal*” radio button and then click on “*Proceed*” button.
- A “*List of Agency*” will be displayed.
- Click on the “*Action*” link in front of the user’s Approval No.
- A pre-filled form will be opened. The user can edit the entries and then submit the form.
- The succeeding work flow is same as the Approval of inspection agency.

14. APPLICATION FOR ADDITION OF SCOPE OF INSPECTION AGENCY

- Go to *Services>Request for Addition of Scope*
- A pre-filled form will be opened. The user can edit the scope and port part of application for which the user is seeking for additional facilities. After applying for additional facilities user submits the form.
- The succeeding work flow is same as the Approval of inspection agency.