

Grievance Redressal Mechanism of NABL

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1. Redressal of Grievance:

If a laboratory or stakeholder/staff of NABL is having any grievance (*a real or imagined cause for complaint*) with NABL operations (e.g. delay in proceeding a request, behavior of NABL/staff), not involving decision making of CABs, the person / company may file a Grievance with supporting documents at e-mail id grievance@nabl-india.org or send it by post to The Grievance Officer, National Accreditation Board for Testing and Calibration Laboratories (NABL), NABL House, Plot No. 45, Sector 44, Gurgaon - 122002, Haryana.

2. NABL Grievance Redressal Mechanism (Internal Procedure):

- 2.1 All Grievances will be received, registered and acknowledged by the Grievance Officer;
- 2.2 Grievances from the NABL Staff shall be forwarded through Group Head/TOM;
- 2.3 Depending upon the nature of grievance and the grievance will be marked to the respective TOMs/ Registrar;
- 2.4 TOM / Registrar will take help of designated officer for data collection and to expedite the Redressal of grievance;
- 2.5 The Grievance Officer will reply to the aggrieved party with the approval of TOM / Registrar, within 30 days;
- 2.6 A monthly report shall be submitted to the Director's office;
- 2.7 A quarterly summary will be reported to Governing Body.

3. Appeals Mechanism:

- 3.1 If the aggrieved party is not satisfied, the party may appeal to the Director clearly bringing out the fallacies in the response received from Grievance Officer. The Director will refer the representation again to the Grievance Officer and seek detailed comments and facts of the matter.
- 3.2 Director may either decide or refer the case to a Grievance Committee, if he prima facie feels that the case merits re-consideration. The Committee will be nominated by Chairman, NABL.
- 3.3 On receipt of Committee report, Director will take a final decision which will be communicated to the aggrieved party through Technical Operations Manager/Registrar.