DUTIES AND RESPONSIBILITIES of NABL STAFF
<table>
<thead>
<tr>
<th>Sl No</th>
<th>Page No.</th>
<th>Clause No.</th>
<th>Date of Amendment</th>
<th>Amendment made</th>
<th>Reasons</th>
<th>Signature QO</th>
<th>Signature Director</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>12/22</td>
<td>5.2.8</td>
<td>22.08.2012</td>
<td>Perform the duties as convener….director Senior accreditation ….. entire group</td>
<td>Internal audit finding</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>03/22</td>
<td>2 &amp; 4</td>
<td>08.01.2014</td>
<td>Mention of ‘ISO/IEC 17011:2004’ in place of ‘NABL-001’</td>
<td>Making this document open to Public</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## CONTENTS

<table>
<thead>
<tr>
<th>Sl.</th>
<th>Title</th>
<th>Pages No.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Amendment Sheet</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Contents</td>
<td>2</td>
</tr>
<tr>
<td>1</td>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>Purpose</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>Scope</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>References</td>
<td>3</td>
</tr>
<tr>
<td>5</td>
<td>Duties and Responsibilities</td>
<td>3</td>
</tr>
<tr>
<td>5.1</td>
<td>Director</td>
<td>4</td>
</tr>
<tr>
<td>5.2</td>
<td>Technical Officers</td>
<td></td>
</tr>
<tr>
<td>5.2.1</td>
<td>Technical Operations Manager / consultant (Technical operations)</td>
<td>5</td>
</tr>
<tr>
<td>5.2.2</td>
<td>Technical Manager</td>
<td>6</td>
</tr>
<tr>
<td>5.2.3</td>
<td>Quality Officer</td>
<td>7</td>
</tr>
<tr>
<td>5.2.4</td>
<td>Training Officer</td>
<td>8</td>
</tr>
<tr>
<td>5.2.5</td>
<td>Proficiency Testing Officer</td>
<td>9</td>
</tr>
<tr>
<td>5.2.6</td>
<td>Complaints, Appeals Officer</td>
<td>10</td>
</tr>
<tr>
<td>5.2.7</td>
<td>Certificate Coordination Officer</td>
<td>11</td>
</tr>
<tr>
<td>5.2.8</td>
<td>Accreditation Officer</td>
<td>12</td>
</tr>
<tr>
<td>5.2.9</td>
<td>Junior Accreditation Officer</td>
<td>13</td>
</tr>
<tr>
<td>5.2.10</td>
<td>Trainee Accreditation Officer</td>
<td>14</td>
</tr>
<tr>
<td>5.3</td>
<td>Administration and Supporting Staff</td>
<td></td>
</tr>
<tr>
<td>5.3.1</td>
<td>Registrar &amp; Finance Officer</td>
<td>15</td>
</tr>
<tr>
<td>5.3.2</td>
<td>Administrative Officer</td>
<td>16</td>
</tr>
<tr>
<td>5.3.3</td>
<td>Accounts Officer</td>
<td>17</td>
</tr>
<tr>
<td>5.3.4</td>
<td>Program Assistant</td>
<td>18</td>
</tr>
<tr>
<td>5.3.5</td>
<td>Junior System Analyst</td>
<td>19</td>
</tr>
<tr>
<td>5.3.6</td>
<td>Administrative Assistant / Jr. Administrative Assistant</td>
<td>20</td>
</tr>
<tr>
<td>5.3.7</td>
<td>Accounts Assistant / Junior Accounts Assistant</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>Annexure I: Form 75</td>
<td>22</td>
</tr>
</tbody>
</table>
1. INTRODUCTION

NABL Secretariat comprises of Director, Technical Operations Manager, Technical Manager, Quality Officer, PT Officer, Training Officer, Complaints & Appeals Officer, Accreditation Officers, Administration and Support Staff. The Director, NABL is responsible for administering and managing the day to day operations of NABL Secretariat and reports to the Secretary, Department of Science and Technology (DST), Government of India. The Secretary, DST is also the Chairman of NABL Governing Body.

The Officers have requisite academic qualifications, knowledge and experience in laboratory operations as well as in accreditation procedures. A job profile of all NABL Technical officers and other staff is available in the personnel records. The duties and responsibilities of NABL staff are detailed in this document.

All staff members of NABL are required to sign the statement of impartiality and confidentiality in Form 75, placed at the end of the document.

2. PURPOSE

For compliance to Clause 6.1.3 of ISO/IEC 17011:2004 and to safeguard the objectivity of impartiality and confidentiality of the staff.

3. SCOPE

This document describes the duties and responsibilities of the staff involved in the accreditation process.

4. REFERENCES

ISO/IEC 17011:2004 Clause 4.2.4, 4.3.1, 4.3.4, 4.4. 6.1.3 and 6.1.4.

5. DUTIES AND RESPONSIBILITIES

As defined.
5.1 Director

- As Chief Executive of NABL, responsible for the proper administration of the affairs and funds of NABL under the direction and guidance of the Governing Body.
- As Chief Executive of NABL, responsible for day to day operation and management of Laboratory Accreditation program.
- Report to Chairman, NABL on the functioning of the program.
- Member Secretary of NABL Governing Body and its sub-committees
- Interact with APLAC for Multilateral Recognition Arrangement and represent NABL in APLAC MRA Council.
- Interact with related bodies like BIS, STQC, NPL etc. and participate in their activities.
- Represent NABL in the ILAC/ APLAC Committees.
- Approving authority for Technical committees
- Propose Accreditation committee to Chairman, NABL
- Approving authority for NABL management system documents*.
- Approving authority for adverse decision against the laboratories like abeyance, suspension, forced withdrawal etc.
5.2 Technical Officers

5.2.1 Technical Operations Manager / Consultant (Technical Operations)

- Report to Director, NABL.
- Advising Director in Technical matters
- Supervision of operations of Accreditation Systems which includes:
  - Laboratory Accreditation as per ISO/IEC 17025 & ISO 15189;
  - Coordination of Proficiency Testing Programs;
  - Training & Monitoring of Assessors;
  - Redressal of Complaints & Appeals etc.
- Initiate appropriate actions for maintaining Multilateral Recognition Agreements with APLAC and ILAC
- Interact with related bodies likes BIS, STQC, NPL, BARC, QCI, Industry Associations etc. and as an alternate member to Director to participate in their activities.
- Initiate actions for expanding accreditation activities in new disciplines / fields.
- Recommend constitution of various committees of NABL.
- Organise awareness programs on laboratory accreditation.
- Initially train and supervise the work of newly recruited technical officers in NABL
- Any other duties which director may entrust from time to time.
5.2.2 Technical Manager

- Report to Director/ Technical Operations Manager
- Supervision of operation of accreditation systems relating to laboratory accreditation as per ISO/ IEC 17025 and ISO 15189 and approving assessment at various stages of accreditation process
- As a Group head to supervise in his/her Group operations of accreditation systems which includes
  - Laboratory Accreditation as per ISO/IEC 17025 & ISO 15189;
  - Monitoring of group activities
- Helping management of NABL in Develop and maintain an information system for accreditation operations.
- Interact with related bodies like BIS, STQC, NPL, BARC, QCI, Industry Associations etc. and as an alternate member to Director/ TOM to participate in their activities.
- Organise awareness programs on laboratory accreditation
- Advice accounts wings in recovery of outstanding dues from the laboratories
5.2.3 Quality Officer

- Report to Director
- Documentation & implementation of Management System as per ISO/IEC 17011 to ensure that proper procedures are followed.
- Convener of Corrective, Preventive Action and Improvement Committee (CPAIC).
- Issuing authority of management system documents.
- Conduct Internal Audit to adjudge effectiveness of the management system.
- Establish records on internal deficiencies and suggest improvements
5.2.4 **Training Officer**

- Report to Director.
- Formulate and update of the training material compatible with APLAC/ILAC guidelines.
- Conduct / organize courses for training the Lead Assessors / Assessors
- Ensure that sufficient Lead Assessors / Assessors for various disciplines are available.
- Disseminate information on latest changes in International Standards to Lead Assessor / Assessors
- Periodically update resumes of Lead Assessors and Assessors.
- Organise assessor conclave
- Maintain database of Lead Assessor/ Assessors/ Experts
- Monitor performance of Lead Assessor / Assessors through various means and maintain record for the same.
- Provide feedback on performance to Lead Assessors / Assessors for continued improvement.
5.2.5 Proficiency Testing Officer

- Report to Director.
- Formulate procedures for implementation of PT programs
- Identify nodal bodies who would on behalf of NABL conduct Proficiency Testing for different disciplines / products.
- Arrange necessary training program for the potential Nodal laboratories
- Generate proposals in association with Nodal Bodies for conducting Proficiency Testing for different disciplines / products.
- Analyze the results of the Proficiency Testing
- Inform the participating laboratories, in a confidential manner regarding their performance and the concerned Accreditation officer.
5.2.6 Complaints, Appeals Officer

- Report to Director.

Complaints officer
- Acknowledge the receipt of the complaint.
- Convener of the appeal committee
- Investigate the complaint as per NABL 132 ‘Procedure for Dealing with Complaints’.
- Analyze all complaints and their outcome for possible trends.
- Maintain records of all complaints in form 26A.
- Coordinate with subcommittee of GB for complaints and appeals

Appeals officer
- Acknowledge the receipt of the appeal.
- Convener of the Appeals Committee
- Assist the Committee in addressing the appeal, following NABL 134 ‘Procedure for dealing with Appeals’
- Maintain records of all appeals in form 26B.
- Coordinate with subcommittee of GB for complaints and appeals
5.2.7 Certificate Coordination Officer

- Report to Director.
- Supervise the preparation of accreditation certificates and website updating.
5.2.8 **Accreditation Officer**

- Report to Group Head.
- Scrutinize application form, Quality Manual and application fees for compliance with the rules.
- Propose assessors for assessment and briefing them.
- Co-ordinate the Assessment process with Laboratory & Assessors.
- Scrutinize the Assessment report for compliance with the procedure.
- Communicate the Non-conformities to the laboratory.
- Scrutinize compliance of Non-conformity as reported by the laboratory.
- Scrutinize PT participation of the laboratory and corrective actions taken, if any.
- Prepare summary report and presentation to the Accreditation Committee.
- Prepare / issue of Accreditation Certificate.
- Conduct / Co-ordinate Surveillance / Re-assessment as scheduled.
- Co-ordinate with NABL administration for timely payment of dues by the laboratory.
- Perform the duties as convener of various technical committees and accreditation committees as and when instructed by Director.
- Senior accreditation officers shall also be entrusted with the responsibility of Group head by Director and shall be responsible for the monitoring of the respective group.
5.2.9 Junior Accreditation Officer

- Report to Group Head.
- Scrutinize application form, Quality Manual and application fees for compliance with the rules.
- Propose assessors for assessment and briefing them.
- Co-ordinate the assessment process with laboratory and assessors.
- Scrutinize the assessment report for compliance with the procedure.
- Communicate the Non-conformities to the laboratory.
- Scrutinize compliance of Non-conformity as reported by the laboratory.
- Scrutinize PT participation of the laboratory and corrective actions taken, if any.
- Prepare summary report and presentation to the Accreditation Committee.
- Conduct / co-ordinate Surveillance / Re-assessment as per schedule
- Co-ordinate with NABL administration for timely payment of dues by the laboratory.
5.2.10  Trainee Accreditation Officer

- Report to Group Head
- Under supervision; perform the activities which are entrusted by his/her Group Head
5.3 Administration and Support Staff

5.3.1 Registrar & Finance Officer

- Reports to Director
- Responsible for the proper administration of the affairs and funds of NABL under the general control, direction and guidance of the Director, NABL.
- In-Charge of the administration and accounts department
- In Charge of the correspondence relating to NABL administration.
- Responsible for seeking grant from parent organization (DST) and recovery of payments from the laboratories.
- Responsible for the maintenance and up keep of the premises and the property of NABL.
- Responsible for processing of proposal relating to procurement of stores as per the delegated authority.
- To arrange the annual statutory audit of NABL with the assistance of Accounts Officer.
- To render assistance particularly to the area relating to Legal and vigilance procedure, complaint handling mechanism to Director, NABL as he may desire from time to time.
5.3.2 Administrative officer

- Reports to Registrar
- Planning of staff requirements under the guidance of higher authorities and initiate process for the recruitment, induction, career development and performance based assessment of staff and their upward movement as per recruitment rules and eligibility criteria.
- Allocation of work among administrative staff and supervision.
- Ensure proper maintenance of personal files, service registers etc., of all the staff.
- To deal with the matters relating to telephone, housekeeping, horticulture, security, upkeep of the building, welfare of staff etc.
- To initiate proposals for procurement of stores like computers, furniture, photocopier, stationery etc.
- To assist the Registrar & Finance Officer for keeping up to date rules and regulations, bye-laws and staff rules of NABL in consonance with the decisions of the Governing Body / Central Govt. regulations, rules of the Federation.
- Arrange for insurance for all properties, vehicles, furniture, cash against fire, burglary and for its renewal.
- To ensure safety and security of Office records and properties etc
- To attend to any other work assigned by Registrar & Finance Officer and Director from time to time.
- To help senior authorities in maintaining discipline and punctuality among staff.
5.3.3 **Accounts Officer**

- Reports to Registrar
- Overall in-charge of the Accounts Wing in NABL.
- Responsible for proper maintenance of accounts of receipts, income, expenditure, fixed assets and payments ensuring that all relevant records are maintained properly.
- Allocate work to various functionaries in Accounts Wing depending upon the work load and to supervise their work.
- Scrutinize all kinds of bills prepared for payment and keep close vigil on maintenance of cash.
- Approve the TA bills and to ensure that all payments are made to them as per norms.
- Ensure that all reports / periodical returns relating to Income Tax, Service Tax etc. are submitted / filed with concerned authorities in time.
- To deal with urgent and important cases particularly those relating to Income Tax and Service Tax etc. with his own initiative and responsibility.
- Assist Registrar & Finance Officer in formulating the Budget Estimates and exercise budgetary control on expenditure
- To prepare Final Accounts of NABL i.e. Income & Expenditure Account, Receipts & Payments Account and Balance Sheet in the prescribed format for presentation before the Statutory Auditors appointed by O/o Comptroller and Auditor General for their checking and certification alongwith relevant documents.
- To act as a nodal point and render all assistance in the smooth conduct of statutory audit by Chartered Accountants / firms nominated by Comptroller and Auditor General (CAG), audit by CAG and internal audit by Principle Accounts Office of DST.
- To see that all audit objections and audit paras are replied and settled expeditiously in consultation with Registrar & Finance officer.
- To obtain insurance cover for Cash in Chest / Transit and Fixed Assets.
- To assist Registrar & Finance Officer and Director in preparation of Annual Report of NABL.
- To attend to any other work assigned by Registrar & Finance Officer and Director from time to time.
5.3.4 **Program Assistant:**

- Report to concerned program coordinating Officer.
- Allot Customer Registration No. to applicant laboratory and maintaining its records.
- Allot certificate number and maintain its records.
- Prepare Accreditation Certificates and update web-site, LAN.
- Maintain and update records pertaining to Accreditation Certificates – dates of issue & expiry and copy of certificate of accreditation of the laboratories etc.
- Submit a monthly report on issue of Accreditation Certificates/ report on desktop surveillances conducted.
- Maintain database pertaining to the assessment conducted by NABL/ desktop surveillance/ minutes of accreditation committee meeting / information on of adverse decisions etc.
- Assist in preparation and maintenance of information management system of NABL and web-site
- Update the MIS and web-site as and when require
- Any other duty(ies) that are entrusted by the concerned program coordinator or other authorities
5.3.5  Junior System Analyst

- Report to Registrar
- To initiate proposals for procurement of computer hardware and software after assessing the requirements of various wings.
- To initiate proposals for annual maintenance contract of computers and software.
- Provide assistance in keeping website updated.
- To address problems faced by staff in day to day operation of computers / software.
- To attend to such duties as may be entrusted to him by Registrar & Finance Officer
5.3.6 Administrative Assistant / Jr. Administrative Assistant

- Reports to Registrar
- Initiating proposals for recruitment, induction, career development and performance based assessment of staff and their upward movement as per recruitment rules and eligibility criteria.
- To initiate proposals for purchase of all kinds of stores required for official purpose like computer, furniture, photocopier, stationery etc.
- To deal with the matters relating to telephone, housekeeping, horticulture, security, upkeep of the building, welfare of staff etc.
- Ensure proper maintenance of personal files, service registers etc., of all the staff.
- To handle receipt / despatch of dak.
- To man reception desk.
- To initiate proposals for Annual Maintenance Contract of computers, photocopiers etc.
- To attend to any other work assigned by Administrative Officer from time to time.
5.3.7 Accounts Assistant / Junior Accounts Assistant

- Reports to Accounts officer
- Proper maintenance of accounts of receipts, income, expenditure, fixed assets and payments ensuring that all relevant records are maintained properly.
- To scrutinize all kinds of bills prepared for payment.
- To check and scrutinize the TA bills and to ensure that all payments are made as per norms.
- Assist Accounts Officer in submitting / filing all reports / periodical returns relating to Income Tax, Service Tax etc. with concerned authorities in time.
- To assist Accounts Officer in formulating the Budget Estimates and exercise budgetary control on expenditure
- To assist Accounts Officer in finalising Accounts of NABL i.e. Income & Expenditure Account, Receipts and Payments Account and Balance Sheet in the prescribed format for presentation before the Auditors appointed by O/o Comptroller and Auditor General for their checking and certification along with relevant documents.
- To see that all audit objections and audit paras are replied and settled expeditiously in consultation with Accounts Officer.
- To attend to any other work assigned by Accounts Officer from time to time.
# DECLARATION OF IMPARTIALITY & CONFIDENTIALITY

(to be filled in by NABL Staff)

<table>
<thead>
<tr>
<th>Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Designation</td>
<td></td>
</tr>
<tr>
<td>Organisation</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Date of Employment in</td>
<td></td>
</tr>
<tr>
<td>NABL</td>
<td></td>
</tr>
</tbody>
</table>

I ________________________________, hereby undertake that I will:

i. maintain strict confidentiality of the information acquired in the course of discharge of my responsibilities and the decisions taken by NABL on the accreditation of laboratories.

ii. not offer consultancy or other services which affects the impartiality, to any laboratory.

iii. be impartial in making decisions for accreditation activities.

iv. declare to NABL of any previous relationship or any conflict of interest with a laboratory, when a laboratory file / case is assigned to me.

Date: 

Place: 

Signature
National Accreditation Board for Testing and Calibration Laboratories

Secretariat: Plot No.-45
Sector No. -44
Gurgaon – 122002, Haryana, India
Tel.: +91-124 4679700 (30 Lines)
Fax: 91-124 4679799
Website: www.nabl-india.org