

NABL 100



National Accreditation Board for Testing and Calibration Laboratories (NABL)

General Information Brochure

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1. Conformity Assessment

International Standard ISO/IEC 17000 defines Conformity Assessment as a “Demonstration that specified requirements related to a product, process, system, person or body are fulfilled.” Conformity Assessment procedures, such as testing / calibration, inspection and certification, offers assurance that products fulfill the requirements specified in regulation and standards.

Each organization must decide which type of conformity assessment is necessary for which purpose. This decision should be based on an assessment of the risk involved with a particular product or process, and on an understanding of the impact the associated costs and benefits will have on achievable development.

Successive reviews of the WTO/TBT agreement have noted the usefulness of ISO/IEC conformity assessment standards and guide in harmonizing the conformity assessment practice and as benchmarks for the technical competence of assessment bodies, thus enhancing the credibility and confidence in their results. ISO/IECs conformity assessment work therefore helps to overcome technical trade barrier.

Accreditation is the third party attestation related to a conformity assessment body conveying the formal demonstration of its competence to carry out specific conformity assessment task. Conformity Assessment Body (CAB) is a body which includes Testing including medical Laboratory, Calibration Laboratory, Proficiency Testing Provider, Certified Reference Material Producer.

Laboratory accreditation is a procedure by which an authoritative body gives formal recognition of technical competence for specific tests/ measurements, based on third party assessment and following international standard.

The general requirements for laboratories or other organizations, to be considered competent to carry out sampling, testing (other than medical) and calibration are specified in the International Standard ISO/IEC 17025:2005.

Another very important area under testing, which plays a vital role in human health, is medical / clinical diagnostic testing. Requirements for quality and competence to carry out sampling and

testing in medical field are specified in the International Standard ISO 15189:2012

Proficiency Testing is the use of inter-laboratory comparison for determining the performance of individual laboratories for specific tests. Participation in proficiency testing programmes provides laboratories with an objective means of assessing and demonstrating the reliability of data they are producing. The International Standard ISO/IEC 17043:2010 provides a consistent basis for all interested parties to determine the competence of organizations that provide proficiency testing.

Certified Reference Materials (CRMs) are 'controls' or standards used to check the quality and metrological traceability of products, to validate analytical measurement methods, or for the calibration of instruments. The reference material producer is fully responsible for project planning and management, assignment of and decision on property values and relevant uncertainties, authorization of property values and issue of the certificate and other statement for the reference materials it produces. ISO Guide 34:2009 specifies General Requirements in accordance with which a reference material producer has to demonstrate that it operates, if it is to be recognized as competent to carry out the production of reference materials.

In the current global scenario an essential pre-requisite of trade is that any product or service accepted formally in one economy must also be free to circulate in other economies without having to undergo extensive re-testing. WTO recognises that non acceptance of test results and measurement data is a Technical Barrier to Trade. Global sourcing of components calls for equivalence of measurement, which can be facilitated by a chain of accredited CABs. Accreditation is considered as the first essential step for facilitating mutual acceptance of test results and measurement data.

Confidence in accreditation is obtained by a transparent system of control over the accredited CABs and an assurance given by the accreditation body that the accredited CAB fulfils the accreditation criteria, at all times.

Accredited CABs can objectively state conformance of product or service to specified requirements. It is important for the purchaser, regulator, government, and the public to be able to identify accredited CABs.

2. Benefits of Accreditation

Formal recognition of competence of a laboratory by an Accreditation body in accordance with international criteria has many advantages:

- Increased confidence in Testing/ Calibration Reports issued by the laboratory.
- Better control of laboratory operations and feedback to laboratories as to whether they have sound Quality Assurance System and are technically competent.
- Potential increase in business due to enhanced customer confidence and satisfaction.
- Customers can search and identify the laboratories accredited by NABL for their specific requirements from the NABL Web -site or Directory of Accredited Laboratories.
- Users of accredited laboratories enjoy greater access for their products, in both domestic and international markets.
- Savings in terms of time and money due to reduction or elimination of the need for re-testing of products.

The benefits of proficiency testing are widely recognized. These include:

- Comparison of a facility's performance with that of other participating (peer) facilities
- Monitoring of a long-term facility performance
- Improvement in the performance of tests/calibrations following investigation and identification of the cause(s) of unsatisfactory PT performance, and the introduction of corrective action to prevent re-occurrence
- Staff education, training and competence monitoring
- Evaluation of methods, including the establishment of method precision and accuracy
- Estimation of measurement uncertainty
- Contribution to the facility's overall risk management system
- Confidence building with interested parties, e.g. customers, accreditation bodies, regulators, specifiers.

Proficiency testing providers play an important role in the value chain for assurance of products and services. Being an accredited PTP gives the organisation credibility for their PT services.

Formal recognition of competence of a RMP by an Accreditation body in accordance with international criteria has many advantages

- Accreditation is an effective marketing tool for RMPs.
- Accreditation provides assurance that the accredited RMPs are competent to produce the RMs as listed in the scope of accreditation.
- It provides confidence to RM users that the reference materials (RMs), and certified reference materials (CRMs) in particular, are produced according to technically valid and internationally recognized principles, and fitted for the intended uses.
- These uses include the assessment of precision and trueness of measurement methods, quality control, assigning values to materials, calibration, and the establishment of conventional scales. This eliminates the needs of the users to evaluate the quality of the RMs themselves.
- RMs are used globally. Many economies around the world have accreditation bodies offering accreditation to RMPs. These accreditation bodies have adopted ISO Guide 34 as the criteria for RMP accreditation. This has helped economies to adopt a uniform approach to determining RMP competence. This uniform approach allows accreditation bodies in different economies to establish arrangements among themselves, based on mutual evaluation and acceptance of each other's RMP accreditation systems.

3. About NABL

NABL is a registered society under the Societies Registration Act 1860. It operates as an autonomous body under the aegis of in the Department of Science and Technology (DST), Ministry of Science and Technology, Government of India.

NABL has been established with the objective of providing Government, Industry Associations and Industry in general with a scheme of Conformity Assessment Body's accreditation which involves third-party assessment of the technical competence of testing including medical and calibration laboratories, proficiency testing provides and reference material producers ..

The laboratory accreditation services to testing and calibration laboratories are provided in accordance with ISO/ IEC 17025: 2005 'General Requirements for the Competence of Testing and Calibration Laboratories' and ISO 15189: 2012 'Medical laboratories -- Requirements for quality and competence' The accreditation to Proficiency testing providers are based on ISO/IEC 17043 :2010 "Conformity assessment -- General requirements for proficiency testing" and to reference material producers based on ISO Guide 34:2009 - General requirements for the competence of reference material producers "The fields, disciplines and groups for which the accreditation services are offered are listed in 'Scope of NABL Accreditation'.

NABL offers accreditation services in a non-discriminatory manner. These services are accessible to all testing including medical and calibration laboratories, proficiency testing providers and reference material producers in India and other countries in the region, regardless of the size of the applicant CAB or its membership of any association or group or number of CABs already accredited by NABL.

NABL has established its accreditation system in accordance with ISO/ IEC 17011: 2004 'Conformity Assessment – General requirements for Accreditation bodies accrediting conformity assessment bodies'. NABL accreditation system also takes note of the requirements of Mutual Recognition Arrangements (MRAs) of which NABL is a member.

NABL publishes documents for the CABs, Assessors and its own use. A list of NABL documents is given at the end of this document. All NABL documents meant for the use by persons outside NABL, are available on NABL website www.nabl-india.org, free of cost.

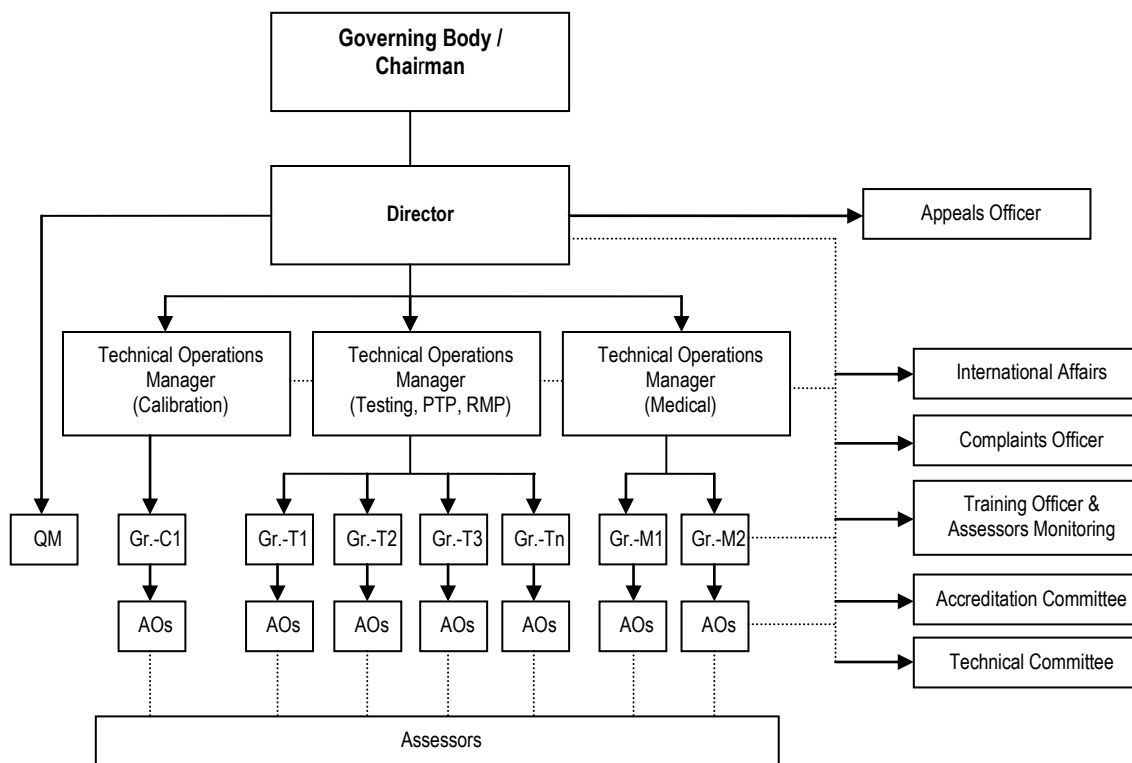
Organisation Structure of NABL

The organisation structure of NABL has been designed to meet the requirements of an effective and efficient accreditation system.

The apex body in NABL organisation is the NABL Governing Body. The Governing Body controls the operations of NABL and has the responsibility for providing policy guidelines and direction. The Governing Body consists of Chairman of NABL. Financial Adviser of DST and Director of NABL are ex-officio members of the Governing Body. Remaining members are drawn from the National Metrological Institute (NMI), National Standards bodies, major laboratory / CAB groups, important regulatory agencies, Industry Associations, Private bodies, etc, . The Governing Body is appointed by the Parent organization, the Department of Science and Technology in accordance with the Memorandum of Association of NABL.

NABL Secretariat comprises of Director, Technical Operation Manager, Technical Managers, Quality Manager, Complaints Manager, 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 Chairman, NABL Governing Body.

The organization chart (Technical) of NABL is given below –



NABL operates its accreditation process through empanelled Lead Assessors and Technical Assessors covering all fields and disciplines as specified in the scope of NABL. All Lead Assessor and Technical Assessors are personnel having considerable experience in CAB activities. They are trained by NABL as per the relevant international accreditation criteria and subsequently empanelled as assessors/ lead assessors through contractual agreements.

Recommendations of Accreditation Committee form the basis for accreditation decisions. Membership of accreditation committees is drawn from NMIs and standards bodies, experienced assessors (including those from accredited CABs), academic institutions, important professional bodies, regulatory agencies/ bodies etc. The members of the Accreditation Committee are selected on the basis of their technical knowledge and familiarity with accreditation process. However care is taken while selecting composition of an Accreditation Committee that expertise in all areas covered under the committee is available and no single group or organisation pre-dominates the committee.

The formulation of technical/ specific guidelines and other similar tasks, is derived from various ad-hoc technical committees set up for the purpose. Composition of Technical Committee is mainly driven by the purpose for which the committee is set up. For multi-disciplinary fields or in areas where two or more fields overlap, care is taken to include members from relevant fields so that a balanced view emerges. Committee members are drawn from different organisations that form the spectrum of interested parties.

Related bodies

The National Metrological Institutes (NMIs) namely National Physical Laboratory (NPL) and Bhabha Atomic Research Centre (BARC); the Standards Bodies namely Bureau of Indian Standards (BIS) and Standardisation, Testing and Quality Certification (STQC), Council for Industrial and Scientific Research (CSIR) and the Quality Council of India (QCI) are the bodies related to NABL. Due care is taken to determine and avoid potential for conflict of interest from the activities of the related bodies in the operation of NABL.

4. International Linkages

NABL maintains linkages with the international bodies like International Laboratory Accreditation Co-operation (ILAC) and Asia Pacific Laboratory Accreditation Co-operation (APLAC). NABL is a full member of ILAC and APLAC and regularly takes part in their meetings. More information on these international co operations can be obtained from their web-sites www.ilac.org and www.aplac.org respectively.

NABL is signatory to ILAC as well as APLAC Mutual Recognition Arrangements (MRA) for accreditation of Testing including Medical and Calibration laboratories, which is based on mutual evaluation and acceptance of other MRA Partner accreditation systems. Such international arrangements facilitate acceptance of test/ calibration results between countries which MRA partners represent.

The information on ILAC and APLAC Mutual Recognition Arrangements (MRA s) is available at NABL web-site. On request from the laboratories or their users, a copy of ILAC/ APLAC MRA is provided.

In order to achieve the objective of the acceptance of test/ calibration data across the borders, NABL operates and is committed to update its accreditation system as per international norms. NABL operations conform to ISO/ IEC 17011: 2004.

5. Scope of NABL Accreditation

NABL Accreditation is currently given in the following fields and disciplines or groups. The multi-disciplinary CABs shall have to apply in relevant discipline separately depending upon to which discipline the scope belongs. For more details on scope of accreditation please refer the relevant specific criteria.

TESTING LABORATORIES

- **Biological**
 - Food and Agricultural Products
 - Drugs and Pharmaceuticals
 - Water
 - Environment and Pollution
 - Biocides
 - Cosmetics and Essential Oils
 - Industrial Cultures
 - Seed Testing
 - Plants and Plant Materials
 - Molecular Analysis
 - Cell Culture
 - Resistance to Microbial Attack
 - Biological Tests on Other Miscellaneous Test Items
 - Biopesticides and Biofertilizers
 - Toxicogy
 - Identification/Enumeration of Microbial Pathogens
 - Residue Analysis
 - Veterinary Testing
 - Nutraceuticals & Functional Foods
 - Nutritional Supplements

- Animal Food & Feed
- Antimicrobial activity Products
- AYUSH Products
- Biological Monitoring
- Biologicals Derived Pharmaceuticals
- Cosmetics & Essential Oil
- GM Products
- Marine /Aqua culture Food Products
- Medical Accessories & Surgical products
- Molecular Analysis
- Wild Life Forensic

- **Chemical**
 - Adhesives
 - Animal Food & Feeds
 - AYUSH Products
 - Atmospheric Pollution
 - Building Material
 - Cosmetics & Essential Oils
 - Corrosion tests
 - Drugs & Pharmaceuticals
 - Explosives & Pyrotechnics
 - Fertilizers
 - Fire Fighting Equipments & Accessories
 - Food & Agricultural products
 - Gases
 - Glass
 - Hazardous & Restricted Chemicals

- Industrial & Fine Chemicals
- Inks, dyes & pigments
- Lac & lac products
- Leather
- Lubricants
- Marine / Aqua culture Food Products
- Metallic coatings & treatment solutions
- Metals & Alloys
- Nutraceuticals & Functional Foods
- Ores & Minerals
- Paints & Surface Coating
- Paper and Pulp
- Pesticide Formulations
- Petroleum and Products
- Plastic & Resins
- Pollution & Environment
- Residues in Food Products
- Residues in Water
- Rubber & Rubber Products
- Soap detergent & Toiletries
- Soil and Rock
- Solid Fuels
- Textile (Woven & Non woven)
- Warfare Chemicals
- Water

- **Electrical**
 - Switchgear equipment
 - Rotating electrical machines

- Transformers and Reactors
 - Transmission line equipment and accessories
 - Cables and accessories
 - Power Capacitors
 - Lamps, Luminaries and accessories
 - Wiring accessories
 - Domestic Electrical appliances
 - Power Stabilisers and UPS
 - Batteries
 - Power system protection relays
 - Measuring instruments
 - Electrical materials
 - High Voltage test facility
 - Short Circuit test facility
 - Electromagnetic interference (EMI) / Electromagnetic compatibility (EMC) test facility
 - Environmental test facility
 - Energy Efficiency Test facility
 - Safety Test facility
- Electronics**
- Audio equipment
 - Domestic electronic appliances & accessories
 - Electronic components & equipment sub assemblies
 - EMC Test Facility
 - Environmental Test Facility
 - Equipment Used In Clinical Laboratory
 - IT Equipment
 - Medical Electrical Equipment

- Power supplies & stabilizers
- Safety Testing Facility
- Miscellaneous Products

- **Fluid-Flow**
 - Air & Gases
 - Liquids

- **Mechanical**
 - Automotive Components
 - Buildings Materials
 - Heating, Ventilating, and Air Conditioning (HVAC)
 - Leather and Leather Products
 - Mechanical Properties of Metals
 - Metallography Test
 - Noise & Vibration
 - Paper & Paper products
 - Performance/Durability/ Safety Test
 - Plastics and Plastic Products
 - Properties of Powder Metallurgical Products
 - Rubber and Rubber Products
 - Soil and Rock
 - Sub Assembly/Ancillaries/Accessories
 - Textile Materials
 - Toys and Similar products
 - Wood and Wood Products

- **Non-Destructive Testing**
 - Metals and Alloys
 - Building Materials – Reinforced Concrete Structures

- **Photometry**
 - Light Sources (Electric Lamp)
 - Luminaires
 - Glasses/Mirrors

- **Radiological**
 - Radiation monitors
 - Radiation sources
 - Radiological/Nucleonic equipment
 - Food and Agriculture Products
 - Water
 - Soil

- **Thermal**

- **Forensic**
 - Chemistry
 - Toxicology
 - Biology
 - Serology
 - Explosives
 - Physics
 - Ballistics
 - Questioned Documents
 - DNA Finger Printing

- Forensic Psychology
- Fingerprints
- Narcotics
- Forensic Electronics
- Crime Scene Investigation

MEDICAL LABORATORIES

- Clinical Biochemistry
- Clinical Pathology
- Haematology & Immunohaematology
- Microbiology and Serology
- Histopathology
- Cytopathology
- Genetics
- Nuclear Medicine (*in-vitro tests only*)

CALIBRATION LABORATORIES

- **Electro-Technical**
 - Alternating Current (< 1 GHz)
 - Direct Current
 - RF/Microwave (1 GHz and Above)
 - Time & Frequency
 - EMI/ EMC
 - Electrical equipment
 - Temperature Simulation

- **Mechanical**
 - Acceleration & Speed
 - Accoustics
 - Density
 - Force
 - Dimension
 - Hardness
 - Mass
 - Measuring instruments
 - Precision instruments
 - Pressure & Vacuum
 - Surface topography
 - Torque
 - Volume
 - Viscosity
 - Miscellaneous

- **Fluid Flow**
 - Anemometers
 - Gas Flow Meters
 - Liquid Flow Meters
 - Orifice Meters
 - Pitot Tubes
 - Ford Cup
 - Flow Cup
 - Rotameter
 - Top Loading Calibrator
 - Turbine Meters

- Orifice Plates
- Flow Nozzles
- Averaging Pitot Tubes
- Venturi Meters

- **Thermal**
 - Temperature
 - Relative Humidity

- **Optical**

- **Radiological**
 - Dosimeter (X-rays & Gamma rays)
 - Area Survey Meter

PROFICIENCY TESTING PROVIDERS (PTP)

- **Testing**
 - Biological
 - Chemical
 - Electrical
 - Electronic
 - Fluid-Flow
 - Forensic
 - Mechanical
 - Non-Destructive
 - Optical Photometry
 - Radiological
 - Thermal

- **Calibration**

- Electro-Technical
- Mechanical
- Fluid Flow
- Thermal
- Optical
- Radiological

- **Medical**

- Clinical Biochemistry
- Clinical Pathology
- Haematology & Immunohaematology
- Microbiology and Serology
- Histopathology
- Cytopathology
- Genetics
- Nuclear Medicine (*in-vitro tests only*)

- **Inspection**

- NDT
- Agriculture and agricultural products
- Manufactured goods
- IT products and services
- Tourism accommodation
- Health inspection
- Building construction and maintenance
- Industrial and commercial construction & maintenance
- Forensic inspection
- Industrial equipment and machinery

- Natural resources and refined products
- Transport
- Factory inspection
- Technical regulation inspection
- Environment & Environmental protection products
- Others

REFERENCE MATERIAL PRODUCERS (RMP)

- Chemical Composition

- Metals
- Inorganic reference materials
- Organic reference materials
- Environmental reference materials
- Health and industrial hygiene
- Engine wear materials
- Analysed gases
- Forensic reference materials
- Ion activity

- Biological and Clinical Properties

- General Medicine
- Clinical Chemistry
- Tissue Pathology and Cytology
- Haematology
- Immunohaematology
- Immunology
- Parasitology
- Bacteriology and Mycology

- Virology
- Other biological and clinical reference Materials
- Forensic Reference Materials

- **Physical Properties**
 - Reference Materials with Optical Properties
 - Reference Materials with Electrical and Magnetic Properties
 - Reference Materials for Frequency Measurements
 - Reference Materials for Radio-activity
 - Reference Materials for Thermo-dynamic Properties
 - Reference Materials for Physico-chemical Properties
 - Reference Materials for Fibre Identification
 - Reference Materials for other properties

- **Engineering Properties**
 - Surface Finish
 - Sizing
 - Non-Destructive Testing
 - Hardness
 - Impact Toughness
 - Tensile Strength
 - Elasticity
 - Creep
 - Fire Research

- **Miscellaneous Properties**

6. Preparing for Accreditation

Once the CAB decides to seek NABL accreditation, it should make a definite plan of action for obtaining accreditation and nominate a responsible person to co-ordinate all activities related to seeking accreditation. The person nominated should be familiar with CAB's existing quality system.

A list of NABL external documents is given at the end of this document and is also available on NABL website under Publications – Accreditation Documents. The CAB should get fully acquainted with relevant NABL documents and understand the assessment procedure and methodology for filing an application.

CAB needs to ascertain the status of its existing quality system and technical competence with regards to the requirement of ISO/ IEC 17025:2005 or ISO 15189:2012 or ISO/IEC 17043:2010 or ISO Guide 34:2009 whichever is relevant and requirements of NABL. The questions the CAB needs to address are:

- Does the CAB have a quality management system?
- If yes, is the quality management system documented and effective?
- If no, what are the corrective steps needed?

It must be remembered that quality manual is a policy document, which has to be supplemented by a set of other documents like procedural manuals, work instructions etc. Requirements of the applicable standard and relevant NABL specific criteria should be discussed amongst concerned staff of the CAB. This will enable them to understand their strengths and weaknesses.

For preparing the quality manual or verifying its contents, the CAB may get its technical personnel trained in training programs on quality management system for CAB personnel organised by various institutes. The proposed Quality manager shall have undergone 4-days formal training on management system and internal audit based on relevant standard.

The CAB must ensure that the procedures described in the Quality Manual and other documents are being implemented.

7. Eligibility for Accreditation

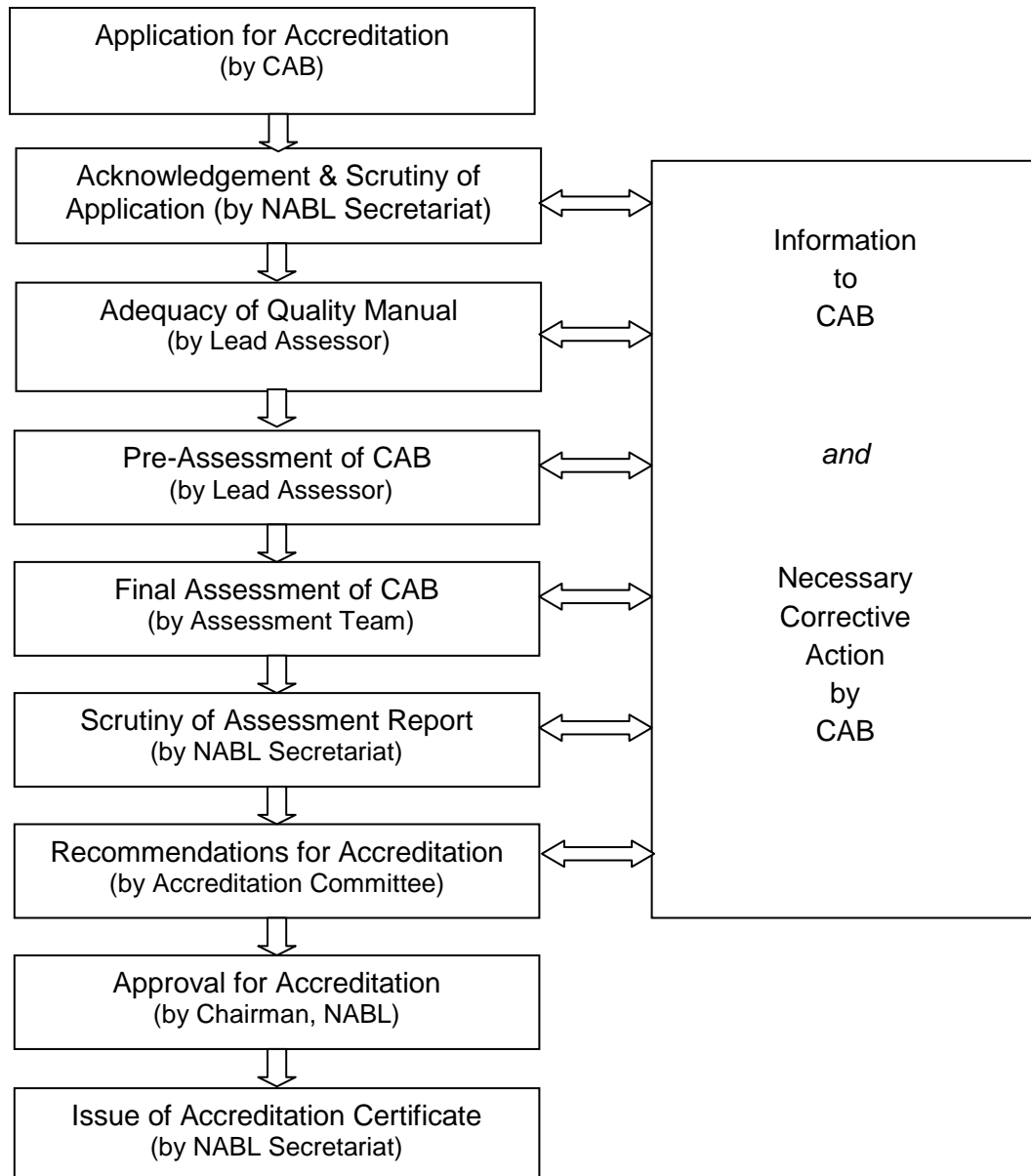
The applicant CAB must comply with all clauses of ISO/ IEC 17025: 2005 or ISO 15189: 2012 or ISO/IEC 17043:2010 or ISO Guide 34:2009 whichever is applicable. The applicant CAB must also comply with the relevant NABL specific criteria.

In case the laboratory performs site testing/ calibration, it must also comply with NABL 130 'Specific criteria for site testing and site calibration laboratories'.

The applicant CAB must have participated satisfactorily in the proficiency testing program, wherever applicable, conducted by NABL/ APLAC or any other national or international accredited/ recognised PT provider. If no suitable PT program is available the CAB can initiate an inter-laboratory comparison with adequate number of accredited laboratories. The minimum stipulated participation for laboratories is one parameter/ type of test/ calibration per discipline, prior to grant of accreditation and an on-going program as per NABL 163. The satisfactory performance shall be defined in term of z-score and En number respectively or any other acceptable internationally accepted method. For unsatisfactory performance, the CAB is to take corrective action and inform NABL. ISO/ IEC 17043, NABL 162, NABL 163 and NABL 164 give details of proficiency testing.

The applicant CAB must have conducted at least one internal audit and a management review before the submission of application. ISO 19011 'Guidelines for auditing management systems' and NABL 161 'Guide for Internal Audit and Management Review for CABs' provides the necessary guidance for CABs.

8. Accreditation Procedure



Flow Diagram of Accreditation Process

Application for Accreditation

The CAB is required to apply in the prescribed application form (NABL 151 for testing laboratories, NABL 152 for calibration laboratories, NABL 153 for medical laboratories, NABL 180 for PTP and NABL 190 for RMP), in three copies along with two copies of the quality manual of the CAB that should describe the management system in accordance with ISO/IEC 17025: 2005 or ISO 15189: 2012 or ISO/IEC 17043:2010 or ISO Guide 34:2009 whichever is applicable. The application is to be accompanied with the prescribed application fee as detailed in this document. CAB has to take special care in filling the scope of accreditation for which the CAB wishes to apply. In case, the CAB finds any clause (in part or full) not applicable to the CAB, it is expected to furnish the reasons.

Acknowledgement and Registration of Application

NABL Secretariat on receipt of application form, the quality manual and the fees issues an acknowledgement to the CAB. After scrutiny of application for its completeness in all respects, a unique ID number is allocated to the CAB, which is used for correspondence with the CAB. NABL Secretariat may ask for additional information/ clarification(s) at this stage, if found necessary.

Appointment of Lead Assessor

NABL secretariat appoints a Lead assessor from the list of empanelled assessors. The lead assessor evaluates the adequacy of the quality manual on behalf of NABL and submits the report to NABL secretariat.

Adequacy of Quality Manual

The preliminary review for the adequacy of the application and quality manual submitted by the CAB is carried out by NABL Secretariat whereas the detailed review is carried out by Lead Assessor.

The lead assessor informs NABL regarding the adequacy of the quality manual, indicating inadequacies (if any) in the quality manual. The CAB amends the manual and also implements the management system accordingly.

Pre-Assessment

In case there are no inadequacies in the quality manual or after satisfactory corrective action by the CAB, a pre -assessment visit of the CAB is organised by lead assessor appointed by NABL. The CAB must ensure their preparedness by carrying out an internal audit and a management review before the pre -assessment.

The pre-assessment of the CAB is conducted to:

- a. evaluate non-conformities (if any) in the implementation of the quality system.
- b. assess the degree of preparedness of the CAB for the assessment
- c. determine the number of assessors required in various fields based on the scope of accreditation, number of key location to be visited etc.

The lead assessor submits a pre-assessment report to NABL Secretariat with a copy to the CAB. The CAB takes corrective actions on the non-conformities raised on the documented management system and its implementation and submits a report to NABL Secretariat.

Assessment

After the CAB has taken corrective actions, NABL proposes constitution of an assessment team. The team includes the lead assessor (generally same who is already appointed for pre-assessment), the technical assessor(s)/ expert(s) in order to cover various fields within the scope of accreditation sought. NABL may also nominate an observer. NABL seeks CAB 's acceptance for the proposed assessment team and the CAB is free not to accept one or more members of the proposed assessment team by giving specific reason(s) for their non - acceptance.

After the constitution of assessment team is finalized, NABL fixes dates for on-site assessment in consultation with the CAB, the lead assessor and technical assessor(s)/ expert(s).

The assessment team reviews the CAB 's documented management system and verifies its compliance with the requirements of ISO/ IEC 17025: 2005 or ISO 15189: 2012 or ISO/IEC 17043:2010 or ISO Guide 34:2009 whichever is applicable and relevant specific criteria and other NABL policies. The documented Management system, SOPs, work instructions, test methods etc. are assessed for their implementation and effectiveness. The CAB's technical competence to perform specific tasks is also evaluated.

The assessment report contains the evaluation of technical manpower, all relevant material examined, test witnessed including those of replicate testing/ measurement, compliance to ISO/ IEC 17025: 2005 or ISO 15189: 2012 or ISO/IEC 17043:2010 or ISO Guide 34:2009 whichever is applicable and relevant NABL specific criteria. The non-conformities if identified are reported in the assessment report. It also provides a recommendation towards grant of accreditation or otherwise. The report prepared by the assessment team is sent to NABL Secretariat. However a copy of summary of assessment report and copies of non-conformities if any, are provided to the CAB at the end of the assessment visit.

Scrutiny of Assessment Report

The assessment report is examined by NABL Secretariat and follow up action as required is initiated. CAB has to take necessary corrective action on non - conformities/ concerns and submit a report to NABL Secretariat within 60 days. NABL monitors the progress of closing of non -conformities.

Accreditation Committee

After satisfactory corrective action by the CAB, the Accreditation Committee examines the assessment report, additional information received from the CAB and the consequent verification, if any.

In case the Accreditation Committee finds deficiencies in the assessment report, the NABL Secretariat obtains clarification from the Lead Assessor/ Assessor/ CAB concerned. In case everything is in order, the Accreditation Committee makes appropriate recommendations regarding accreditation of the CAB to the Chairman, NABL.

All decision taken by NABL regarding grant of accreditation are open to appeal by the CAB. The appeal is to be addressed to the Director, NABL.

Issue of Accreditation Certificate

When the recommendation results in the grant of accreditation, NABL issues an accreditation certificate which has an unique number and NABL hologram, discipline, date of validity alongwith the scope of accreditation.

The accreditation certificate for testing laboratory defines field of test, items/ materials/ products tested, specific tests performed, specification/ standard methods or techniques used, range of testing/ limit of detection, wherever applicable.

The accreditation certificate for calibration laboratory defines the calibration field, product/ item calibrated, range of measurement, Calibration and Measurement Capability (CMC) and measurement/ calibration equipment and method used.

The accreditation certificate for medical laboratory defines field of test, items/ materials/ products tested, specific tests performed, specification/ standard methods or techniques used, range of testing/ limit of detection, wherever applicable and MU / CV%.

The accreditation certificate for proficiency testing provider defines the Proficiency Testing scheme, proficiency testing item, Analyte / Parameter / Test method.

The accreditation certificate for reference material producer defines the type of RM/CRM Category / Sub Category, Reference Material, properties of the certified analyte / parameter and range of property.

For site laboratory, tests/ calibrations performed at site are clearly identified in the scope of accreditation while issuing the certificate.

The applicant CAB must make all payments due to NABL, before the accreditation certificate(s) is/ are issued to them.

9. Maintaining Accreditation

Conformance to Applicable standards and NABL requirements

The accredited laboratories at all times shall conform to the requirements of ISO/ IEC 17025: 2005 or ISO 15189: 2012 or ISO/IEC 17043:2010 or ISO Guide 34:2009 whichever is applicable and relevant specific criteria and NABL Policies.

NABL Terms and Conditions

The accredited CABs are required to comply at all times with the terms and conditions of NABL given in NABL 131 'Terms & Conditions for obtaining and maintaining NABL Accreditation'. The CABs are required to submit a signed copy of NABL 131 indicating their willingness to abide by the terms and conditions given in NABL 131.

Modifications to the Accreditation Criteria

If the accreditation criteria are modified by ISO/ ILAC/ APLAC/ NABL, the CAB is informed of this giving a transition period of at least 6 months to align its operations in accordance with the modified criteria.

Adverse decision against the laboratories

If the CAB at any point of time does not conform to the applicable standards and NABL criteria; or does not maintain the NABL terms and conditions; or is not able to align itself to the modified criteria, NABL may take adverse decision against the CAB like denial of accreditation, scope reduction, abeyance, suspension or forced withdrawal. NABL 216 'Procedure for dealing with adverse decisions' gives the details.

10. Surveillance and Re-assessment

The NABL accreditation certificate is valid for a period of 2 years. NABL conducts annual Surveillance which is aimed at evaluating continued compliance with ISO/ IEC 17025: 2005 or ISO 15189: 2012 or ISO/IEC 17043:2010 or ISO Guide 34:2009 whichever is applicable and relevant NABL specific criteria and Policies. The types of surveillances are given below:

On-Site Surveillance

For the newly accredited CABs, in the first cycle of Accreditation, NABL conducts an on-site surveillance within 12 months from the date of accreditation. The first surveillance is similar to initial assessment and covers entire extension to the scope, (if any).

Desktop Surveillance

The desktop surveillance consists of calling of records from the CAB to ascertain that the CAB continues to maintain the requirements of ISO/ IEC 17025: 2005 or ISO 15189: 2012 or ISO/IEC 17043:2010 or ISO Guide 34:2009 whichever are applicable and relevant NABL specific criteria. From the second cycle onwards the CAB is subjected to desktop surveillance within 12 months of each re-accreditation.

Reassessment

The accredited CAB is subjected to re-assessment every 2 years. The CAB has to apply 6 months before the expiry of accreditation to allow NABL to organise assessment of the CAB, so that the continuity of the accreditation status is maintained.

The renewal application is submitted in the prescribed form (NABL 151/ NABL 152/ NABL 153/ NABL180/ NABL190) in three copies along with two copies of Quality Manual of the CAB which describes the latest management system in accordance with ISO/ IEC 17025: 2005 or ISO 15189: 2012 or ISO/IEC 17043:2010 or ISO Guide 34:2009 whichever is applicable.

The application is to be accompanied by the prescribed renewal fee, as detailed in the application form. The CAB may request extension to the scope of accreditation, which should explicitly be mentioned in the application form.

11. Appeals and Complaints

Appeals

NABL is open to appeals from the CABs against its decisions. The decisions against which appeals are entertained relate to denial of accreditation, reduction of scope of accreditation or abeyance/ suspension/ forced withdrawal of accreditation. The details are provided in NABL 134 'Procedure for Dealing with Appeals against Adverse Decisions Taken by NABL'.

Complaints

NABL is open to receiving complaints for any of the activities performed by its officials, assessors, accreditation committee members and the accredited CABs. The details are provided in NABL 132 'Procedure for Dealing with Complaints'.

12. Rights and Obligations of CABs

Rights of CABs

- CABs are entitled to receive information related to CAB accreditation. They can access NABL's website www.nabl-india.org which gives information necessary for NABL accreditation.
- NABL is obliged to make available information on CAB's scope of accreditation, validity dates for its accreditation certificate(s) and contact details to users of the CABs . This information is provided at NABL web -site.
- The CABs are free to approach any accredited CAB for traceability of measurements provided they fulfill the conditions laid down in NABL 142 'NABL Policy on Calibration and Traceability of Measurements '.
- CAB has the right to object to appointment of specific member(s) of assessment team by giving valid reasons.
- NABL accredited CAB has the right to use 'NABL Symbol' on the test/ calibration reports issued by it as long as the test/ calibration is included in its scope of accreditation. Detailed requirements governing use of 'NABL Symbol' and claim of accreditation have been stated in NABL 133.
- NABL is open to receiving complaints for any of the activities performed by its officials, assessors, accreditation committee members and the accredited CABs.
- NABL is open to appeals from the CABs against its decisions. The cases may involve refusal of accreditation, scope reduction, abeyance, suspension or forced withdrawal.

Obligations of the CABs

- An accredited CAB is obliged to fulfill requirements of relevant standard and NABL Specific Criteria and NABL 131 'Terms and conditions for maintaining NABL accreditation', at all times.
- The CAB is obliged to disclose name of the consultant; if applicable, at the time of applying for accreditation.
- The CAB is expected to provide access to all premises where key activities of CAB are performed and afford access to all relevant information, documents and records necessary to assess CAB's compliance to the relevant criteria, standards and NABL 131.
- The CAB is expected to facilitate work of the assessment team by providing necessary amenities including arrangement of appropriate test samples/ devices for calibration and staff to demonstrate tests/ calibrations/ PTP and RMP activities.
- An accredited CAB can claim accreditation only with respect to the scope for which it has been granted accreditation as detailed in NABL 133, and not use accreditation in a manner to bring disrepute to NABL.
- The CAB is required to notify NABL of any change that may affect the ability of the CAB to fulfill requirements of accreditation, within 15 days. Notifiable changes include (but are not restricted to): change in legal status, change in ownership, changes in organisation, change in top management, change in key personnel and authorized signatories, major change in policies, change in locations etc.
- The CAB is required to pay necessary fees as determined by NABL from time to time.

13. Rights and Duties of NABL

Rights of NABL

- NABL requires that all CABs will conform to ISO/ IEC 17025: 2005 or ISO 15189: 2012 or ISO/IEC 17043:2010 or ISO Guide 34:2009 whichever is applicable and relevant NABL specific criteria to seek and maintain accreditation and adapt to the changes in the requirements of accreditation.

- NABL requires that all accredited CABs will sign NABL 131 'Terms and conditions for obtaining and maintaining NABL accreditation' and abide by it.

- NABL has the right to:
 - effect changes in standards on which CAB accreditation is based in accordance with international norms
 - decide on policies related to accreditation in consultation with stakeholders
 - appoint assessment teams in consultation with CAB and the assessors
 - decide on implementation schedules in consultation with the CABs
 - take action against CAB giving valid reasons for the same
 - take adverse decisions giving reasons for the same

Duties of NABL

- NABL is obliged to make available information on CABs' scope of accreditation, validity dates for its certificate(s) and contact details to users of the CABs. This information is provided at NABL web -site.
- NABL is obliged to provide information on Mutual Recognition Arrangement (MRA) with APLAC and ILAC partners and other International arrangements. The information is provided on NABL web -site and more information can also be provided on request.
- NABL provides the CAB with information about suitable ways to obtain traceability of measurement relevant to the scope for which accreditation is granted. The information is provided in NABL-142 'Policy on Calibration and Traceability of Measurement '. Further, the details of calibration laboratories accredited by NABL can be obtained from Laboratory search option provided on NABL website.
- NABL communicates changes to the requirements of accreditation such as ISO/ IEC 17025 or ISO 15189 or ISO/IEC 17043 or ISO Guide 34, ILAC/ APLAC documents, NABL specific criteria documents or any other requirements through NABL website. NABL gives sufficient notice to the laboratories to enable them to implement the changes.
- NABL provides adequate mechanism to resolve complaints received for any of the activities performed by its officials, assessors, accreditation committee members and the accredited CABs.
- NABL provides adequate mechanism to address the appeals received from the CABs against its decisions.

14. NABL Finance and NABL Fee Structure

NABL Finance

NABL derives its funds from two sources. Bulk of the NABL financial requirements are met from the revenue generated through accreditation activities of NABL and a part from the grant -in-aid received from the Department of Science & Technology (DST)

NABL Fee Structure

A uniform fee structure is maintained for all CABs and the charges are maintained at a reasonable level so that CABs are not denied participation in the accreditation process because of unreasonable financial conditions. The information about the fee structure for various field(s)/ discipline(s) is given below:

		Fy 2014-15	Fy 2015-16 & Fy 2016-17 (Upto 31 st May 2016)
Application Fee (non-refundable, to be paid along with the application)	Testing Laboratories: Upto 2 product groups per discipline of testing (eg. Metals & alloys, Food & agricultural products, Drugs & pharmaceuticals, Textiles etc.)	Rs. 20,000	Rs. 22,000
	For each additional product group in each discipline of testing	Rs. 10,000	Rs. 11,000
	Medical Laboratories (covering all fields):		
	Small Laboratories (below 100 patients/ day/location*)	Rs. 17,000	Rs. 18,700
	Medium Laboratories (101-400 patients/ day/location*)	Rs. 40,000	Rs. 44,000
	Large Laboratories (401-1000* patients/ day/location*)	Rs. 1,00,000	Rs. 1,10,000
	Very Large Laboratories (above 1000 patients/ day/location*)	Rs. 2,00,000	Rs. 2,20,000
	Laboratories operating from multiple locations (more than one location in the same city)	Rs. 2,00,000	Rs. 2,20,000
	Charges For Collection Centers Number of Collection centers up to 10	Rs.3,000	Rs.3,300
	>10-50	Rs.7,000	Rs.7,700
	> 50- 100	Rs.14,000	Rs.15,400
	More than 100	Rs.28,000	Rs.30,800
	Forensic Laboratories (covering all sub disciplines):	Rs.40,000	Rs.44,000
	Calibration Laboratories:		
	Mechanical - upto 2 groups (eg. dimension, force etc)	Rs. 20,000	Rs. 22,000
	- for each additional group	Rs. 10,000	Rs. 11,000
	Electro-Technical (all parameters)	Rs. 30,000	Rs. 33,000
	Thermal (all parameters)	Rs. 20,000	Rs. 22,000
	Fluid Flow (all parameters)	Rs. 20,000	Rs. 22,000
	Optical (all parameters)	Rs. 20,000	Rs. 22,000
Radiological (all parameters)	Rs. 20,000	Rs. 22,000	

	Proficiency Testing Providers:		
	For one scheme per field	Rs. 25,000	Rs. 25,000
	Additional Proficiency Test Item (matrix / group / field)	Rs. 10,000	Rs. 10,000
	Reference Material Producers:		
	Per Category – upto 2 sub-categories	Rs. 25,000	Rs. 25,000
	For each additional sub category	Rs. 5,000	Rs. 5,000
Enhancement of Scope (apart from the scheduled re-assessment)	Testing Laboratories		
	Any extension in the existing accredited scope per discipline of testing	Rs.5,000 per group	Rs.5,500 per group
	For each additional product group in each discipline of testing	Rs.10,000	Rs.11,000
	Medical Laboratories		
	Any extension in the existing accredited scope	Rs.5,000	Rs.5,500
	Forensic Laboratories		
	Any extension in the existing accredited scope	Rs.5,000	Rs.5,500
	Calibration Laboratories:		
	Mechanical – Any extension in the existing accredited scope per group per discipline	Rs. 5,000	Rs.5,500
	- For each additional product group per discipline	Rs. 10,000	Rs. 11,000
	For extension in Electro-Technical, Thermal, Fluid Flow, Optical, Radiological disciplines	Rs.5,000	Rs.5,500
	Proficiency Testing Providers:		
	Additional Proficiency Test Item (matrix / group / field)	Rs. 10,000	Rs. 10,000
Reference Material Producers:			
For each additional sub category	Rs. 5,000	Rs. 5,000	
Change in Authorized signatory	Any addition of authorized signatory(s) apart from the scheduled assessment	Rs. 5,000 / request	Rs. 5,500 / request
Change of Certificate	Testing, Calibration and Medical Laboratories-		
	Any change in the name and or premises of the laboratory leading to issue of new accreditation certificate with scope	Rs.5,000	Rs.5,500
	RMP & PTP-		
Any change in the name and or premises of the laboratory leading to issue of new accreditation certificate with scope	Rs.3,000	Rs.3,000	

Accreditation Fee (per year from the date of accreditation)	Testing laboratories except Forensic laboratories (per discipline):	Rs.20,000	Rs.22,000
	Forensic laboratories	Rs.40,000	Rs.44,000
	Calibration laboratories(per discipline) except Electro-technical calibration laboratories	Rs.20,000	Rs.22,000
	Electro-technical laboratories	Rs.30,000	Rs.33,000
	RMP & PTP	Rs.25,000	Rs.25,000
	Medical Laboratories (covering all disciplines):		
	Small Laboratories (upto 100 patients/ day/location)	Rs.17,000	Rs.18,700
	Medium Laboratories (101-400 patients/ day/location)	Rs.40,000	Rs.44,000
	Large Laboratories (401 -1000* patients/ day/location)	Rs.1,00,000	Rs.1,10,000
	Very Large Laboratories (more than 1000- patients/ day/location)	Rs.2,00,000	Rs.2,20,000
	Laboratories operating from multiple locations in the same city (more than one location)	Rs.2,00,000	Rs.2,20,000
	Charges For Collection Centers		
	Number of Collection centers		
	up to 10	Rs.3,000	Rs.3,300
	>10-50	Rs.7,000	Rs.7,700
	> 50- 100	Rs.14,000	Rs.15,400
More than 100	Rs.28,000	Rs.30,800	
Overhead Charges	Testing, Calibration & Medical Laboratories (For each assessment including Desktop surveillance, irrespective of number of disciplines)	Rs. 10,000	Rs. 11,000
Assessment Charges (payable after the completion of assessment visit to the laboratory)	Comprising of - Travel, Boarding, Lodging - Honorarium for NABL Assessors - Overhead Charges		
Travel, Boarding and Lodging expenditure	<p>Travel to be made by Air in economy class (Apex fare) or by train in 2nd AC Class or by AC Bus.</p> <p>The laboratory will provide the tickets as per above entitlement. If the laboratory is not able to provide the tickets, NABL will reimburse the expenses incurred by the assessors as per above entitlement, on production of ticket/ receipt/ boarding pass. If the journey is made by own car, the re-imbursment will be restricted to 2nd AC class fare by train.</p> <p>The laboratory shall also make arrangements for boarding & lodging for the Assessment team. A single occupancy AC accommodation may be provided for each Assessor/ Observer in a reasonably good hotel/ guesthouse and arrangement for local transportation from temporary residence to the laboratory site and airport/ railway station/ bus stand.</p>		

Honorarium for NABL Assessors	Adequacy Audit of Quality Manual by Lead Assessor	Rs. 2,000
	Pre-Assessment, Assessment, Surveillance, Verification, Special Visit	
	- by Lead Assessor	Rs. 4,500 per day
	- by Technical Assessor/ Expert	Rs. 4,000 per day

Note:

1. All payments shall be made by at par cheque / Demand draft / NEFT payable in favour of NABL at New Delhi.
2. In addition to the above mentioned fee, service tax @ 14.50 % (Existing) or as applicable to be paid along with said charges / fees.
3. RTGS information (Account Name: National Accreditation Board for Testing and Calibration Laboratories, Branch: SDA Branch (Safdarjung Development Area, Ext Counter- DST), Account No.:349902031002914, IFSC Code: UBIN0534994, SWIFT Code: UBININBNDL

Fee Structure for Accreditation of Laboratories / PTP / RMP outside India excluding SAARC Countries –

Application Fee: 1000 USD (for each discipline eg. mechanical testing, medical testing, electro - technical calibration etc.)

Document Review and Associated Home Based Assessment: 500 USD

Assessment Charges: 500 USD/ man day

Accreditation Charges: 1000 USD/ annum

Entitlement of Assessment Team

Travel to be made by Air in economy class (Apex fare) if flying time less than 6 Hours or by Business class (in case flying time is more than 6 hours).

The laboratory / PTP / RMP shall also make arrangements for boarding & lodging for the Assessment team. A single occupancy accommodation may be provided for each Assessor/ Observer in a good hotel and arrangement for local transportation from temporary residence to the laboratory site and airport.

Laboratory / PTP / RMP shall also arrange for VISA and other logistics like travel insurance.

The laboratory / PTP / RMP shall provide the tickets as per above entitlement, arrange VISA for travel as well as arrange for accommodation.

15. NABL Publications

SI	Name of Document	Doc. No.
1.	General Information Brochure	NABL 100
2.	Specific Criteria for Biological Testing Laboratories	NABL 102
3.	Specific Guidelines for Chemical Testing Laboratories	NABL 103
4.	Specific Criteria for Electrical Testing Laboratories	NABL 104
5.	Specific Criteria for Electronics Testing Laboratories	NABL 105
6.	Specific Criteria for Fluid Flow Testing Laboratories	NABL 106
7.	Guidelines and Specific Criteria for Accreditation of Mechanical Testing Laboratories	NABL 107
8.	Specific Criteria for Non -Destructive Testing Laboratories	NABL 108
9.	Specific Criteria for Photometry Testing Laboratories	NABL 109
10.	Specific Criteria for Radiological Testing Laboratories	NABL 110
11.	Specific Criteria for Accreditation of Medical Laboratories	NABL 112
12.	Specific Guidelines for Accreditation of Forensic Science Laboratories and Checklist for Assessors	NABL 113
13.	NABL Guidelines for Food Testing Laboratories	NABL 114
14.	Specific Criteria for Calibration Laboratories in Electro-Technical Discipline	NABL 121
15.	Specific Criteria for Calibration Laboratories in Mechanical Discipline	NABL 122
16.	Specific Criteria for Calibration Laboratories in Radiological Discipline	NABL 123
17.	Specific Criteria for Calibration Laboratories in Thermal and Optical Discipline	NABL 124
18.	Specific Criteria for Calibration Laboratories in Fluid Flow Discipline	NABL 125
19.	Specific Criteria for Site Testing and Site Calibration Laboratories	NABL 130
20.	Terms & Conditions for Obtaining and Maintaining NABL Accreditation	NABL 131
21.	Procedure for Dealing with Complaints	NABL 132
22.	NABL Policy for Use of NABL Symbol / Claim of Accreditation by Accredited Conformity Assessment Bodies (Laboratories / PTP / RMP)	NABL 133
23.	Procedure for Dealing with Appeals against Adverse Decisions taken by NABL	NABL 134
24.	Guidelines for Estimation and Expression of Uncertainty in Measurement	NABL 141
25.	Policy on Calibration and Traceability of Measurements	NABL 142
26.	Policy on Calibration and Measurement Capability (CMC) and Uncertainty in Calibration	NABL 143
27.	Application Form for Testing Laboratories	NABL 151
28.	Application Form for Calibration Laboratories	NABL 152
29.	Application Form for Medical Testing Laboratories	NABL 153

30.	Guide for Preparing a Quality Manual	NABL 160
31.	Guide for Internal Audit and Management Review for Conformity Assessment Bodies (Laboratories / PTP / RMP)	NABL 161
32.	Guidelines for Proficiency Testing Program for Testing and Calibration Laboratories	NABL 162
33.	Policy for Participation in Proficiency Testing Activities	NABL 163
34.	Guidelines for Inter-Laboratory Comparison for Calibration Laboratories where formal PT programs are not available	NABL 164
35.	Sample Calculations for Uncertainty of Measurement in Electrical Testing	NABL 174
36.	Application Form for Proficiency Testing Providers (PTP)	NABL 180
37.	Specific criteria for PT Provider Accreditation	NABL 181
38.	Pre-assessment guidelines and forms (based on ISO/IEC 17043:2010)	NABL 182
39.	Assessment forms and checklist (based on ISO/IEC 17043: 2010)	NABL183
40.	Application Form for Reference Material Producer (RMP)	NABL190
41.	Specific Criteria for Reference Material Producer Accreditation	NABL191
42.	Pre-Assessment Guidelines & Forms (based on ISO Guide 34:2009)	NABL192
43.	Assessment Forms And Checklist (based On ISO Guide 34:2009)	NABL 193
44.	Procedure for dealing with Changes in Accredited Conformity Assessment Body's Operations	NABL 201
45.	Pre-Assessment Guidelines and Forms (based on ISO 15189:2012)	NABL 208
46.	Pre-Assessment Guidelines and Forms (based on ISO/IEC 17025:2005)	NABL 209
47.	Assessor Guide	NABL 210
48.	Assessment Forms & Checklists (based on ISO/ IEC 17025:2005)	NABL 215
49.	Procedures for Dealing with Adverse Decisions	NABL 216
50.	Assessment Forms & Checklists (based on ISO 15189:2012)	NABL 217
51.	Desktop Surveillance	NABL 218
52.	Bio-data of Assessors	NABL 221
53.	Contract between NABL and Assessors	NABL 230
54.	Directory of Accredited Testing Laboratories	NABL 400
55.	Directory of Accredited Calibration Laboratories	NABL 500
56.	Directory of Accredited Medical Testing Laboratories	NABL 600
57.	Directory of Accredited PTP	NABL 700
58.	Directory of Accredited RMP	NABL 800

Note: All NABL documents can be downloaded free of cost from NABL website: www.nabl-india.org.

16. Contact Addresses

Secretariat: **National Accreditation Board for Testing and Calibration Laboratories (NABL)**
NABL House,
Plot No. 45, Sector 44,
Gurgaon - 122002,
Haryana, India
Tel. no.: +91-124-4679700 (30 lines)
Fax: +91-124-4679799
E-mail: info@nabl-india.org
Website: www.nabl-india.org

Website : www.nabl-india.org

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