



CITIZEN CHARTER

VISION

To become a leader in providing efficient & timely services to our clients/citizens to ensure their Complete satisfaction.

MISSION

We aim to achieve this through effective & efficient infrastructure and experienced, qualified & competent professionals in a transparent manner with process approach.

KEY SERVICES

- Training on various International/National Management System Standards.
- Consultancy
 - Product Certification for Manufacturers (Domestic & Overseas)
 - Management System Certification for Product & Service Industry (Domestic & overseas)
 - REACH Certification for Domestic Exporters
 - Standard Formulation for Indian Standards
 - Setting up Testing Laboratories (Industrial & Commercial)
- Internal Audit for various Management System Certification as per IS/ISO 19011.
- Third Party Inspection for Manufacturers/Organized customers as per ISO/IEC 17020.

MEASURABLE SERVICE NORMS

Activity

Time norms (Working days)

- **Training**
 - Response to emails of prospective trainees 2
 - Training calendar (1 Jan – 31 Dec) display on website 15*
 - Distribution of certificate 1
 - Evaluation of training 2

*15 days before the commencement of next year
- **Consultancy (Except Setting up of Testing Laboratories)**
 - Acknowledgment of clients email 1
 - Detailed response to clients emails along with Techno Commercial Proposal 2
 - Signing of Consultancy Agreement 3
 - Preparation and sending of documentation 5
 - Reviewing of documentation at each stage 2
 - Submission of application 2
 - Follow-up the stages of application at each stage till completion of project 2

- **Consultancy for Setting up of Testing Laboratories**
 - Acknowledgment of clients email 1
 - Detailed response to clients emails along with Techno Commercial Proposal 2
 - Signing of Consultancy Agreement 3
 - Visit the applicant's laboratory premises 5
 - Review of entire setup of the laboratory vis-à-vis the requirement of the client 2
 - Submission of application to NABL and/or BIS for accreditation as per IS/ISO/IEC 17025 3
- **Internal Audit**
 - Acknowledgment of clients email 1
 - Detailed response to clients emails along with Techno Commercial Proposal 2
 - Signing of Consultancy Agreement 3
 - Plan of Internal Audit (physical or virtual) 2
 - Submission of Audit Report to the client 1
- **Third Party Inspection**
 - Acknowledgment of clients email 1
 - Detailed response to clients emails along with Techno Commercial Proposal 2
 - Signing of Consultancy Agreement 3
 - Plan for Inspection at manufacturer, trader or purchaser/customer's premises 5
 - Submission of Inspection Report 5

NOTE: Remedies (Depending on the nature of Non-Compliance) are available to the clients/citizens for Non-Compliance of these norms.

CONTACT DETAILS OF THE PUBLIC GRIEVANCE OFFICER (PGO)

Name - **Kunika Mahajan**

Designation - **Assistant Manager (Technical)**

Contact no - **+91 9557636006**, Email - **kunika@kmaglobaltraining.com**

GRIEVANCE REDRESSAL PROCESS

- **Submission:** The complaints may be submitted on the prescribed format either on portal, e-mail or in person.
- **Acknowledgment:** All complaints are acknowledged within one working day.
- **Redressal Period:**
 - Non-significant complaints – 7 days
 - Significant complaints – 30 days
- **Escalation:** Unredressed Complaints grievances may be escalated to the higher Authorities (Director, Technical) and can be further escalated to the Court of Law.

The detailed Standard Operating Procedure (SOP) is given at below link:

EXPECTATION FROM THE CLIENTS/CITIZENS

- To follow all the instruction of the Certifications Body/Regulatory Body.
- To uphold honesty & integrity in all interactions with the organization.
- To comply with all applicable Laws, Rules, and Regulations.
- To provide accurate, factual & timely information when required.
- To remit all the fee/charges to the Certification Body/Regulatory Body and the KMA Global as per the time specified by the Agency.

This Citizen Charter is issued on 1/1/2025 Consultation of all stake holders have been held in preparation of this charter and will be reviewed once in every three years.

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