

MSME Testing Centers- Quality Facilitation for MSMEs

Q 1 . What are the functions of MSME Testing Centres?

Ans : • To promote Standardisation in MSME sector: MSME TCs provides common testing facilities to ensure that the products manufactured by the MSME units are of national/international standards.

- To help the MSMEs for improving and maintaining the quality of Raw Materials/Intermediate/Final products etc.
- To help the MSMEs to improve their process by providing calibration facility for Measuring Instruments.
- To provide testing facility for export products through Export Facilitation Centres.

Q 2 . Where are these Testing Centers located ?

Ans : Ministry of MSME is having a network of 4 MSME Testing Centres & 7 MSME Testing Stations across the country. These MSME Testing Centres and Testing Stations are equipped with state-of-the-art testing and calibration facilities for helping MSMEs/Non-MSMEs and also Government, Ministries/Departments/Organisations to get their raw materials & products tested & instruments calibrated in the field of Mechanical, Chemical, Electrical and Metallurgy Engineering.

These MSME Testing Centres and Stations also offer different training courses in the field of testing for students of Science/Engineering Graduates/Diploma/ITI and employees of MSMEs & PSUs, etc.

The details of Testing Centres and Testing Stations are as below:

a. TESTING CENTRES

1. MSME TC, New Delhi web- (www.msme-tc-nr.gov.in)
2. MSME TC, Kolkata web (www.rtcer.nic.in)
3. MSME TC, Mumbai web- (www.msmetcmumbai.gov.in)
4. MSME TC, Chennai web- (www.msmetc.com)

b. TESTING STATIONS

1. MSME-Testing Station, Hyderabad
2. MSME-Testing Station, Bangaluru
3. MSME-Testing Station, Kolhapur
4. MSME-Testing Station, Puducherry
5. MSME-Testing Station, Ettumanur
6. MSME-Testing Station, Bhopal
7. MSME-Testing Station, Jaipur

Q 3 . What is the additional benefit to MSEs ?

Ans : Small and Micro Enterprises (SMEs) can avail concession in testing charges upto 20 % on the normal test charges. SMEs can avail the concession on charges on submitting copy of the UAM/Udyam Registration certificate at the time booking the sample.

Q 4 . What is the test / calibration sample? Will Testing Centres draw the sample and test / calibrate?

Ans : The specimen and product submitted for testing / calibration is considered as sample. Drawing the sample from a lot (That is sampling) is not coming under the scope of the of NABL accreditation. Please note that all the Test Reports are issued to the specific sample submitted by the Customer.

Q 5 . What is needed for submitting the sample?

Ans : (a) A letter from the customer clearly stating the description of the product, identification marks (if any), tests to be performed or parameter to be calibrated, product specification(Indian Standards IS no). grade of the product.
(b) Copy of online Payment receipt. If customer is belonging to SMEs, a copy of UR.
(c) Required quantity of Sample

Q 6 . Can we send the sample by post or courier?

Ans : Yes, Sample can be sent by courier or post along with letter and receipt of payment as stated above.

Q 7 . How do customer know the Test / Calibration charges ?

Ans : 1Customers can obtain All the Test / Calibration charges by sending enquiry through email/ post to respective tESTING Centres/Testing Stations.

Q 8 . Should charges have to be paid in advance before submitting the samples ?

Ans : Yes. Full test charges have to be paid in advance before submitting the sample.

Q 9 . Charges given is inclusive of GST?

Ans : No. The Charges given are not inclusive of GST. GST levied on the total test charges including postal charges. The percentage of GST varies as and when Government issues notification. At present GST charged @ 18%.

Q 10 . Can I pay the test charges by Cash OR Demand Draft OR through Credit / Debit / Net Banking?

Ans : NO, as per central Govt policy not service charges shall be paid by Cash/DD/ Net Banking. All Charges shall be paid only through online Non-Tax Receipt Portal (NTRP) portal only (www.bharthkosh.gov.in).

Q 11 . Can I pay the test charges, compartmentally?

Ans : Yes. Customers are allowed to pay the charges compartmentally. But the payment should have been made fully, before the sample is booked for testing / calibration.

Q 12 . On submission of sample, what type of acknowledgement will be issued to me?

Ans : Customers are required to fill a contract form with the help of CSC officials where you will be informed a Customer reference ID. Customers shall enquire the status of their Test Report quoting the Reference ID.

Q 13 . How would I get ITC (Input Tax Credit)?

Ans : MSME-TCs files GST returns regularly on a monthly basis. So after the filing of GSTR – 2B, you can see the total Input Tax Credit available in your GST account_

Q 14 . How do I get the Test / Calibration Report?

Ans : We will send a Link for Downloading Test / Calibration Report in Softcopy to your Registered E- mail (Passwords & User Id Also provided into this mail).The original copy will be despatched through Speed Post of Gol.

Q 15 . Is there any provision to collect Test report / calibration Certificate directly from the office?

Ans : Yes. The visiting person should produce a proper authorization letter duly signed from the original Customer for collection of report at the Customer Service Cell. The test/calibration report shall be handed over to him immediately.

Q 16 . How do I collect Equipment's (s)/Instrument (s)/ Testing Sample after completion of test/calibration?

Ans : To collect / return back the residual sample after testing and calibrated items after calibration, prior written request to be done at the time of submission of job. You have to submit an authorised letter to this office regarding collection of samples/items. Then we will issue you a gate pass which will allow you to take your material/equipment out from our Testing centre. You must collect the items mentioned in your letter within 3 months from completion of Test/Calibration.

Q 17 . What are testing / calibration facilities available in MSME Testing Centres ?

Ans : • Physical testing and Chemical Testing/Analysis of Ferrous/Non ferrous materials

- Paints and Chemicals
- Export food products for radionuclide
- Water (Potable & Construction purpose)
- Packaged Drinking Water and Packaged Natural Mineral Water (all tests including microbiology and Radiology Analysis as per Indian Standards)
- Building materials- Cement, Bricks, aggregate, plywood, wood, tiles, concrete cubes, paver blocks, Manhole cover, etc
- Cables & conductors
- Transmission line accessories
- Domestic Electrical appliances
- Leather Goods and Footwear
- Other products like -milk can, wash basin / SS Sink etc.

The above details are indicative, you may contact MSME Testing Centres for specific testing queries.

Q 18 . What Accreditations and recognitions MSME Testing Centres have got?

Ans : • NABL accreditation as per ISO/IEC 17025:2017 for all laboratories.
• AERB recognized testing for presence of radioactive material such as Alpha, Beta & Gamma emitters
• BIS recognition for testing of products
• Well recognized and acknowledged by IGCAR, Kalpakkam/RITES/AAI/ State & Central PWD/Railways/Defence Establishment, TANGEDCO, NTPC, NLC, etc

Above Accreditations will vary from TCs to Tcs.

Q 19 . I am a Contractor performing work for a Government Department / PSU. I am making the payment. Will you issue the Test Report in the name of assignee Govt. Department / PSU ?

Ans : If contractor produces a letter from the Government Department / PSU, the Report will be issued in the name as mentioned in their letter. However, if contractor does not have any such letter, he has to give a letter in his letter head or plain paper, requesting to issue the Test Report in another Name & Address. While issuing the Test Report, contractor's letter reference will be mentioned in the Test Report.

Q 20 . What is the lead time taken to test my sample and time taken to issue the Test Report ?

Ans : The time taken for completing of tests and issue of Test Report will be informed at the time of submitting the sample. Because, the lead time varies depending upon the number of test(s) / type(s) of tests requested at the time of booking the sample. The lead time completely depends on the Test Specification. In addition, issue of Test Reports will depend upon the work load of our laboratory personnel. It depends on other factors like, Power failure, Breakdown of testing machines, man power shortage etc. However, we will ensure our level best to deliver the Test Report in time.

Q 21 . How to challenge the Test Results?

Ans : Customers are allowed to witness the test method being performed at our Centre on payment of witness charges per person. In case the remains of the submitted samples can be taken for re-test, customers can witness the same by paying the test charges + witness charges, again. If the samples are perishable in nature, customer can again submit his sample for test and witness the same on payment of required charges. Please note that all the Test Reports are issued to the specific sample submitted by the Customer. Therefore, TCs will not be responsible for variation in test results, in case of submission of fresh samples

Q 22 . In case of correction required in the Test Report, how would it be done?

Ans : In case of Technical Error or due to typing error, the same may be reported to our CSC in writing. Necessary action will be taken in consultation with the concerned Lab, revised Test Report will be issued by us at no cost. Correction required from customer side like change of address etc. revised Test Reports will be given on written request. But issue of Revised Test Report for free of cost, cannot be claimed as a matter of right.

Q 23 . Whether MSME- TC can help a unit to export their products?

Ans : MSME-TC can help a unit with proper guidance about testing requirements for exporting of products through Export Facilitation Centre (EFC).

Q 24 . What is BIS

Ans : BIS Bureau of Indian Standards. BIS Certification is a means for providing third party guarantee of quality, safety and reliability of products to the customer. BIS Certification is voluntary in nature; however, the Government of India has made BIS certification mandatory for certain products taking into consideration public health. BIS is the nodal agency in India to represent at International level for formulation of standards' of the products.

Q 25 . WHAT IS NABL

Ans : NABL is the National Accreditation Board for Testing and Calibration Laboratories. It is a self-governing body under the guidance of Science and Technology. India aims to provide certification for testing and calibration in Indian clinical laboratories.

It is the only government-approved certification body. NABL, which provides third-party assessments of laboratory quality and technical capabilities, also shares links with the Asia Pacific Laboratory Accreditation Collaboration and International Laboratory Accreditation Collaboration.

Q 26 . WHAT IS ILAC

Ans : ILAC is the International Organisation for Accreditation Cooperation operating in accordance with ISO/IEC 17011 and involved in the assessment and accreditation of calibration laboratories (using ISO/IEC 17025), testing laboratories (using ISO/IEC 17025), medical testing laboratories (using ISO 15189) and inspection bodies (using ISO/IEC 17020).

Q 27 . WHAT IS APLAC

Ans : APLAC is Asia Pacific Laboratory Accreditation Cooperation. APLAC is an organisation of laboratory accreditation bodies in the Asia Pacific area that have expressed a desire to cooperate in fostering the development of competent laboratories in member economies. Cooperation is to include: - Exchange of information. -

Q 28 . WHAT IS FPO

Ans : FPO stands for Fruit Products Order. Food process order or FPO mark is issued by the Ministry of Food processing Industry which also develops the standards for this mark. The mark was named after the law called Fruit Products offer.

Q 29 . What is EU STANDARDS?

Ans : European Standards (ENs) are documents that have been ratified by one of the three European Standardization Organizations (ESOs), CEN, CENELEC or ETSI; recognized as competent in the area of voluntary technical standardization as for the EU Regulation 1025/2012.

Q 30 . What is quality control orders?

Ans : Quality Control. A system for verifying and maintaining a desired level of quality in a product or process by careful planning, use of proper equipment, continued inspection, and corrective action as required

Q 31 . What is BEE Star rating scheme and how it is related with Testing

Ans : BEE rating is an energy efficiency standard for appliances sold in India. These star labels are issued by the Bureau of Energy Efficiency (BEE), which is an Indian government agency that falls under the Ministry of Power. Whenever you're shopping for appliances such as refrigerators, air conditioners, or geysers, you might have noticed star rating stickers on the appliances. These are called BEE star labels and they show how much electricity the appliance consumes in a year.

Q 32 . How CHAMPIONS Portal can help a MSME Unit to produce / maintain its Quality Product?

Ans : MSME can get a guideline through the CHAMPIONS portal regarding testing of their products in MSME – TC / TS in the selection of right specification as well as to maintain their Equipment / Instruments up to the Standard by getting calibrated from TC/TS.