



CLIENT SERVICE CHARTER

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Preamble

Citizens' Charter Citizens are understood as any stakeholder with significant impact and influence on the Institute ranging from customers, vendors, investors, partners, Government and society at large. JNARDDC's Citizen's Charter contains three broad areas. First part outlines Scope of the Charter and General Information about the Institute. Second part contains the information on management commitment to the Citizens, details of Institute services and Citizens' obligations, thereby making Citizens better informed and empowering them to demand better services and products. In the last part, it describes Citizens' Service Delivery, by managing the key ingredients for high quality service delivery, standard products and building its own capacity to continuously improve delivery through feedback mechanism.

PART-I: GENERAL

Scope

The charter demonstrates our ability to consistently provide quality and efficient services that meet requirements of our Citizens with applicable legal, statutory and regulatory requirements. It aims to enhance Citizens' satisfaction and to continually improve our service delivery process. General Information about Institute:

Organization

Jawaharlal Nehru Aluminium Research Development and Design Centre (JNARDDC), Nagpur, is a Central Government Autonomous Body under Ministry of Mines. This "Centre of Excellence" was set up in 1989 with a view to provide major R&D support system for the emerging modern aluminium industry in India.

JNARDDC is an ISO/IEC-17025:2017 & ISO-17034:2016 NABL accredited lab and is also recognized as a scientific & industrial research organization by the Department of Scientific & Industrial Research, Ministry of Science & Technology, Government of India. It is the only



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institute of its kind in India pursuing the cause of R&D from bauxite to finished product under one roof.

The Centre aims to integrate advanced technologies from both domestic and international sources to enhance the production of alumina, aluminium, and aluminium alloys. It also focuses on developing technical expertise for core engineering processes and downstream sectors. Additionally, the Centre offers specialized training for personnel working in the Indian aluminium industry. A new strategic objective has been introduced to promote and develop the recycling industry, fostering the transition to a circular economy within the Non-Ferrous Metal Sector.

JNARDDC has made key contributions in the areas of beneficiation, characterization, technological evaluation, upgradation of bauxites, Bayer process modelling, reduction of energy consumption and environmental pollution in smelter, development of alloys, product development, effective utilization of aluminium industry residue such as red mud, dross, spent pot lining and scrap for both primary and secondary industry. The annual reports are available at http://www.jnarddc.gov.in/en/rti/rti_annual_report.aspx

Designated Sector Expert

JNARDDC is the designated aluminium sector expert for the following key authorities: -

NITI Aayog -

- REE (Rare earth element) from red mud and coal fly ash
- Strategy paper on Resource efficiency in the aluminium sector

Bureau of Energy Efficiency (BEE), Ministry of Power -

- Sector expert for “National Mission for Enhanced Energy Efficiency”-PAT 2/3/4 cycle



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BIS, Bureau of Indian Standards for standards -

- Guidelines for Al-scrap
- The standard for aluminium alloys

MoM (Ministry of Mines) –

- Recycling Promotion Division to carry out the functions as stipulated in the “National Non-Ferrous Metal Scrap Recycling Framework 2020.”
- Implementing Agency of the S&T (Mines) – PRISM program to promote start-ups and MSMEs.

Referee Lab for Coal -

- JNARDDC is nominated third party referee lab for coal sample analysis by Ministry of Coal / Power.



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➤ MISSION

Provide modern technological inputs to aluminium industries and other sectors for value addition, reduction in energy / material consumption and environmental pollution based on optimum utilisation of existing facilities and further development of technical capabilities

➤ VISION

Develop indigenous technologies and provide value addition services to both primary and secondary aluminium industries with a special emphasis on energy reduction and environmental sustenance through scientific research and development for industrial growth and socio-economic development

➤ OBJECTIVES

The primary objectives of JNARDDC (Jawaharlal Nehru Aluminium Research Development and Design Centre) are:

- To assimilate and adapt the technologies suitable for raw materials available in India to produce alumina and aluminium and to develop indigenous know-how and basic engineering packages for future alumina and aluminium plants to be set up in the country.
- To undertake research programs especially in the area of reduction in material and energy consumption and to provide analytical services to the industries.
- To set up and operate data banks in the areas of bauxite, alumina and aluminium production for the benefit of the industries.
- To provide training to the personnel employed in the Indian aluminium industry through organization of workshops, seminars and group training programs.
- To provide technological assistance to the secondary aluminium industry especially in the areas of downstream processes and wastes recycling.
- Promotion and development of the recycling industry and transition to a circular economy in the Metal sector.



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➤ **Our Services and Products :**

The details of our services and products are given in **Annexure-I**.

JNARDDC



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PART II: COMMITMENT

Commitment between two entities i.e. JNARDDC and Citizens requires mutual appreciation of objectives of Citizen's Charter, management commitment and obligation of citizens to facilitate the process of service delivery.

The main objectives of the Citizen Charter of JNARDDC are given below:

- Ensuring citizen-centric focus across all its processes by adopting excellence enabler for improvement of services and products.
- Demonstrating transparency and openness of its business operations by hosting the Citizens Charter on the JNARDDC's website i.e. www.jnarddc.gov.in
- Ensuring effective citizen communications channels
- Working towards delight of citizens by full proof processes and in case of exigencies leveraging its service recovery processes like handling complaints, grievance redressal etc.

Management's Commitment:

The Management of JNARDDC is totally committed towards excellence in public service delivery through good governance by a laid down process of identifying Citizens, our commitment to them in meeting their expectations, and our communication to them of our key policies in order to make the service delivery process more effective. For achieving this, we shall endeavour towards the following commitment:

- Provide quality related services/products to the specifications and standards stipulated by laid down norms such as NABL and others.
- Ensure delivery of our services/products as per agreed terms and delivery schedule.
- Build world class workforce by training & motivating personnel at all levels; to identify problems and to suggest solutions and take remedial measures



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- Attain national and international benchmarks in all spheres of working and strive to attain international standard to become globally competitive through sustained R&D efforts
- Remain sensitive towards environment management and safety
- Maintain the highest ethical standards in all our endeavours, business and economic activities
- Commit to do duties to the best of our ability, intensity and efficiency with the prime motto of fulfilling the Citizens' requirements and to rise to their expectations and beyond
- To meet the statutory/regulatory requirements related to products, services, safety, security, finance and Human Resources
- Make sincere efforts in meeting all our social obligations towards our Citizens
- Prompt redressal of Citizens' grievance

➤ **List of Stakeholders/Clients**

The list of clients are namely divided into the following categories: (The tentative list is share in **Annexure-II**)

- Primary aluminium industry
- Secondary aluminium industry
- Non-ferrous recycling industry
- Academia, R&D, Govt. etc.
- Other commercial agencies

Expectations from the Citizens:

To provide efficient services to the Citizens and satisfying their expectations, JNARDDC perceives the following expectations from various categories of Citizens:

Customers

- Participation in service delivery process and periodical reviews
- Be acquainted with the policies, systems, technologies & maintenance procedures and service related criteria.
- Indicate realistic & reasonable schedule and make prompt payment.
- Comply with product/service instructions & timely maintenance procedure.

Government

- Timely clearances/approvals from controlling agencies/ministries/ Departments
- Adherence to the statutory rules and regulations.
- Periodic review/interaction between JNARDDC and Ministry of Mines.

Vendors/Project Contractors

- Strict adherence to time and delivery schedules as per tenders or purchase orders.
- Adherence to the statutory safety guidelines
- Achievement of economy on services/products without compromising the quality standards.
- Maintenance of reasonable and competitive rates through continuous improvement, reengineering and restructuring.
- Up-gradation & expansion of employee knowledge and skills and create an ambience for nurturing & growing talents.



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Alliance/ MOU Partners

- Compliance with terms of agreement/memorandum of understanding
- Strict adherence to time and delivery schedules as per tenders or purchase orders
- Strive to achieve best in class quality standards in terms of products, services and employee skills.

Investors / Bankers / Financial Service providers

- To supply complete and correct information to enable correct decision making
- To adhere to fair, transparent and consistent practices/code in financial dealings
- Society
- Appreciation of services delivered under the social responsibility
- Increased use of the feedback mechanism under the Citizen's charter in order to assist the Institute to incorporate better service standards

PART III: CITIZEN SERVICE DELIVERY

Based upon their impact and influence on JNARDDC, the various categories of Citizens as defined by us are provided in the exhibit 1.

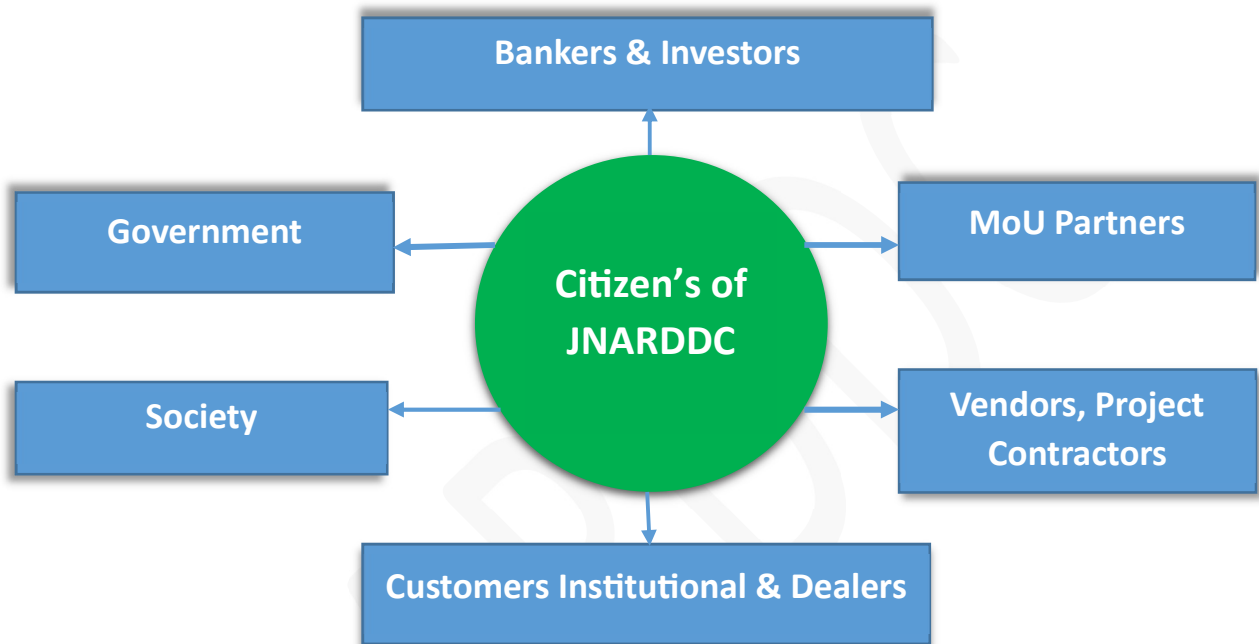


Exhibit-1

➤ **SERVICES PROVIDED TO CLIENT**

The services provided by JNARDDC can be categorized under the following:

- Project & Consultancy Services
- Testing services
- Training Services
- Sale of products

The details of each service along with timelines for delivery are given in **Annexure-I**



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Review of the Citizen's Charter and Service Delivery

Dynamic reviews follow effective implementation and monitoring to verify the effectiveness and continued relevance of the Charter. The Charter shall be reviewed annually based on the experiences and feedback received from Citizens. The Citizen's Charter shall be reviewed with changing requirement to ensure its suitability, adequacy, efficiency and effectiveness. This review shall include assessing opportunities for improvement and the need for changes, including service quality policy and objectives.

This will help in ensuring that the review of the Citizen's Charter is participative and takes care of all Citizens. It will also ensure that the charter is serving its purpose.

Review output shall include any decisions and actions related to:

- Improvement in product/service quality standards.
- Improvement in Citizens' satisfaction.
- Improvement in the management systems for service quality, Citizen's Charter, and
- Complaints handling



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➤ GRIEVANCE REDRESSAL

Feedback Mechanism

JNARDDC endeavors to issue a prompt acknowledgement and redresses complaints of its Citizens. A formal procedure and robust mechanism is in vogue for most of its Citizens. The Citizen may lodge its complaint either in the prescribed format or by an ordinary letter or by email to the below mentioned id.

S No	Name of the Public Grievance Officer	Contact No.	Email Id
1	Mr Nitin Warhadpande Sr Scientific Officer-II CTSC Incharge	07104-221892	testingcell@jnarddc.gov.in
2	Mr M T Nimje HoD (Al Electrolysis)	07104-220465	mtnimje@jnarddc.gov.in

Time limit for reply / redressal

All such complaints received by post or email shall be entered in the complaint register. The time limit to reply / redress the complaint will be 15 days from the date of receipt of email.

In the event of non-receipt of any reply or non-redressal of the grievance by officer at sl.no.1, the complainant can forward his grievance to the senior officer at sl.no.2. The grievance shall be replied by the senior office within 7 (seven) days of receipt of email.

Annexure-I

List of services provided by JNARDDC along with timelines

Alumina Department		
S N	Type of testing service	Standard Timeline (Working days)
1	Fine Grinding by impact mill 160UPZ	3
2	Bomb Digestion (including liquor, chemical & mineralogical analysis of Mud)	5
3	Autoclave Digestion (- do -)	5
4	Precipitation Study (including liquor analysis & granulometry)	5
5	Available Alumina	3
6	MHA (Mono Hydrate Alumina)	3
7	Bulk Density (powder)	2
8	Angle of Repose (powder)	2
9	Desilication test at specified conditions (including liquor analysis , chemical & mineralogical of Mud)	5
10	Sodium Aluminate liquor Analysis	3
11	Total Organic Carbon by TOC Analyser	3
12	THA (Tri Hydrate Alumina)	3
13	Rheology (Slurry, liquid & paste)	2
14	COMBINE THA AND MHA	5
15	Whiteness	2
16	Mud/ Jar Settling test	5

Electrolysis Department (Physical Testing)		
S N	Type of testing service	Standard Timeline (Working days)
1	True / Real Density	2
2	APPARENT Density	2
3	Particle Size Distribution	2
4	Thermogravimetric Analysis (20,10,5 Degree) (As per temperature)	2
5	Differential Scanning Calorimetry (20,10,5 Degree) (As per temperature)	2
6	Pore Size Distribution (MIP - Mercury Intrusion Porosimetry)	2
7	Fluorine Analysis	3
8	Cyanide Analysis	3
9	Pore Size Distribution (BET Surface Area Analyser)	2



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Downstream Division		
S N	Type of testing service	Standard Timeline (Working days)
1	Sample Preparation for Tensile Test, Compressive strength bend strength (Three point Bend)	2
2	Rockwell Hardness	2
3	Microhardness (Vicker)	2
4	Aluminium Melting Furnace (20 Kg : 800 degrees)	2
5	Spectro-chemical Analysis (Spark OES (Optical Emission Spectrometry) : Al)	2
6	Electrical Conductivity	1
7	Cupping Test	2
8	Compressive / Tensile Strength	2
9	Electrical Resistivity	2
10	Scanning Electron Microscope (SEM-EDS: Energy Dispersive Spectroscopy)	2
11	Metallography	2
12	Anodization	2
13	Heat Treatment	2
14	Extrusion Press	3
15	Billet Casting	3
16	Extrusion : Die Design & Simulation	5
16	Coating thickness	1
17	Aluminium Certified Reference Materials (CRMs) product	2

COAL Division		
SN	Type of testing service	Standard Timeline (Working days)
1	Proximate Analysis	5
2	Ultimate Analysis	5

Analytical Division		
SN	Type of testing service	Standard Timeline (Working days)
1	XRD (X-ray diffraction) Analysis : (Phase Identification & Quantitative Mineralogy for Bauxite)	3
2	Wet Chemical Analysis	3
3	XRF (X-ray Fluorescence) Analysis	2
4	Spectro-chemical analysis by ICP-OES - Inductively Coupled Plasma Optical Emission Spectroscopy	3
5	Rare Earth Element (REE) and Critical Mineral Analysis by ICP-MS (Inductively Coupled Plasma Mass Spectrometry)	3
5	Flame Photometer / Spectrometer	2
6	Mercury Analysis by DMA (Direct Mercury Analyzer)	2
7	TCLP (Toxicity Characteristic Leaching Procedure) / STLC (Soluble Threshold Limit Concentration) IN Waste	3
8	Reactive Silica	3
9	Glow Discharge Spectrometer -GDS	2
10	Gold Analysis using Fire Assay / ICP-MS (Inductively Coupled Plasma Mass Spectrometry)	3

Bauxite Department		
S N	Type of testing service	Standard Timeline (Working days)
1	Sample Preparation (Screening, sieving, homogenising (Coal, Ores & Rocks)	2
2	Sieve Analysis by Rotap	2
3	Magnetic Separation study by WHIMS (Wet High-Intensity Magnetic Separation) & DMS (Dry Magnetic Separation)	3
4	Bond Work Index	3
5	Calcination test	2
6	Petrology / Ore Microscopic Study	5
7	Bulk Density	2

NB - This excludes the time required for administrative procedures for sample receiving and result despatch.

Annexure-II

List of major clients of JNARDDC.

CTSC (OTHERS)	
SN	
1.	Cilicant Pvt Ltd, Gurgaon
2.	Chakra Innovation, Pune
3.	Gamma iron Limited, Sindhudurg
4.	JAMP Industries , Nagpur
5.	NEW tech Dies, Nagpur
6.	Prarish Minerals, Nagpur
7.	Hindalco, Belgavi
8.	Adani Metal, Ahmedabad
9.	Rizwan Kazmi (Hindalco), Ranchi
10.	Inpsectorate Griffith India Pvt Ltd
11.	UTKAL ALUMINA, Odisha
12.	Global One Trading, Vishakhapatnam
13.	VK Metcast Pvt Ltd, New Delhi
14.	Bindal Agro Mineral Industries, Kampthee
15.	Avinash Lime works, Manjra
16.	MADHYA PRADESH MINING CORPORATION LIMITED, KATNI, BHOPAL
17.	Abhitech Energycon Ltd, Mumbai
18.	Renuka Equipments, Nagpur
19.	Shree Anand Janak Swaroop Minerals, Jabalpur
20.	OM SHIV SHAKTI IRON Industries, Hyderabad
21.	Ashwamedh Eng., Nagpur
22.	Mahabal Enviro, Nagpur
23.	RAIN CII Carbon (Vizag), Vishakhapatnam
24.	Jindal Aluminium, Bangalore
25.	Enviro Techno Consultant Nagpur
26.	Anacon Laboratories, Nagpur
27.	Multi Nano Sense Tech, Nagpur
28.	Sampatlal Industries, Katni, MP
29.	BAJAJ Steel Industries, Nagpur
30.	VNIT, Nagpur
31.	Sanjay Mahalkar, Goa
32.	Ishwar Mining
33.	Narottamdas Executive, Nagpur
34.	Beersheba Mines & Minerals
35.	Sanvijay Alloys & Power ltd, Chandrapur
36.	Sanket Sangani, Dwarka



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37.	BITS Pilani, Rajasthan
38.	The Central India Mining & Marketing Corp. , Katni, MP
39.	Lilananad Magesites Pvt Ltd, Porabandar
40.	Gimpex Pvt Ltd, Chennai
41.	Manikji Metachem, Murtizapur
42.	GMDC Ltd., Ahmedabad
43.	Modern Insulators, Rajasthan
44.	MOIL Limited, Balaghat
45.	SUNFLAG STEEL , Nagpur
46.	MAXEL Tekventures, Nagpur
47.	NML, Jamshedpur
48.	Scottish Chemical Industries, Nagpur
49.	HINDALCO Innovation Centre
50.	Himson Industrail Ceramics, Surat
51.	Elemech Labs Pvt Ltd, Pune
52.	NAGA ABRASIVE, Chennai
53.	Sakshi Chem Science Pvt Ltd
54.	Sri kalishwari Metal powders Pvt Ltd, Sivakasi, Chennai
55.	Shankarlal Agrawal Science College, Gondia
56.	S P REFRACTORY, NAGPUR
57.	LUPIN INDIA PVT LTD, PUNE
58.	EVONITH, WARDHA
59.	JACTO , GUJARAT
60.	TRADEWEL INDUSTRIES, RAIGARH
61.	SAIBABA INDUSTRIES, GONDIA
62.	PROMPT INDUSTRIES, JAIPUR
63.	RATNASHRI, GUJARAT
64.	BINDAL AGRO, KAMPTEE
65.	LATA MEDICAL, NAGPUR
66.	KCS, RAJASATHAN
67.	Bhairav Extrusion Ltd (Mumbai)
68.	SUNALCO ALU PRODUCT PVT LTD.
69.	Sri Vivekananda Research Lab
70.	DHAATU FABEX
71.	NALCO, Bhubaneshwar
72.	NEPPTUNE
73.	VERTEX
74.	DURGA Aluminium
75.	STAR AUTOCAST
76.	ASPHIRE, Faridabad
77.	RAJDHANI REFINARY
78.	KRISHNA ALEX PVT LTD, KOLKATA
79.	ALSMITHS INDUSTRIES, KOLKATA
80.	PRSTINE INDUSTRIES, KOLKATA



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81.	Hindalco Industries, silvassa
82.	Sun Metal Industries, Raebareli (UP)
83.	ALUMEX INDUSTRIES PVT LTD
84.	RATNSHRI ALUMINIUM PVT LTD, Mohasabana, Gujarat
85.	Regal Aluminium
86.	J.M Industries, Ahmednagar
87.	RC Aluminium, Durg
88.	Bhagavati Metal, Guwahati
89.	Pulkit Energy, Bhiwadi (RJ)
90.	KHETAN AJINKYA, Jamshedpur
91.	Riddhi Siddhi Aluminium, Sangli
92.	ALOM EXTRUSION, Balasore (Odisha)
93.	Bimal Aluminium Pvt Ltd, Yamunanagr
94.	Ganesha Aluminium, Jalgaon
95.	Gangotri Metals, Raipur
96.	YCCE, NAGPUR
97.	NEERI (CSIR) NAGPUR
98.	MAHATMA GANDHI INSTITUTE FOR RURAL INDUSTRIALIZATION, Maganwadi, Wardha
99.	NIT, NAGPUR
100.	Vidharbha Institute of Science & Humanities, Amravati
101.	SGS PVT LIMITED, BHUBANESHWAR
102.	NAGPUR CERAMICS
103.	SAINATH INDUSTRIES, RAIPUR
104.	Bureau Veritas
105.	Inpsectorate Griffith India Pvt Ltd
106.	Gandhidham, Gujarat
107.	SAMPATAL INDUTRIES
108.	Sharad Minechem,Gujarat
109.	Chakr Innovation Pune
110.	SLM Metal Pvt. Ltd.Odisha
111.	Cilicant Pvt Ltd
112.	Eaton Ltd, Hadapasar,Pune
113.	Utkal alumina
114.	Animesh recycling
115.	MOIL, NAGPUR
116.	MECL , NAGPUR
117.	VARRON AUTOCAST
118.	UltraTech Cement Limited (Aditya Birla Group)Unit : Awarpur Cement
119.	WCL, BALLARPUR
120.	GLOBAL ONE TRADING
121.	MADHYA PRADESH MINING CORP. LIMITED
122.	MAHARASHTRA GEOLOGY, CHANDRAPUR
123.	Uni Deritend Limited, Tumsar



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124.	BILASRAIKA SPONGE IRON INDIA PVT LTD
125.	TELANGANA
126.	VK Metcast
127.	KALYANI STEEL
128.	NALCO, DHAMANJODI
129.	Mass Engineers
130.	Solar industries Indis Ltd
131.	Chakdoh Amravati road, Nagpur
132.	Gemco kati Exploration Pvt ltd
133.	Innocule Materials & Additives pvt ltd Odisha
134.	REAL ISPAT ENERGY PVT LTD
135.	BHATAPARA- CG
136.	LUXORA, MUMBAI
137.	BITS , PILANI
138.	CSIR- AMPRI, Bhopal
139.	Cement Corporation of India Ltd, Rajbhan Cement Factory, HP

CTSC (COAL)	
SN	Client Name
1.	INSPECTORATE GRIFFITH INDIA PVT.LTD., NAGPUR & KOLKATA (BUREAU VERITAS)
2.	KCS Quality Inspection Private Limited, NEW DELHI
3.	Quality Austria Central Asia Pvt Ltd (QACA), Noida
4.	Quality Services & Solutions Pvt. Ltd. (QSSPL), Mumbai
5.	NEPA LTD, NEPANAGAR
6.	Maharashtra State Power Generation Company Limited Bhusawal Thermal Power Station, Jalgaon
7.	VIKAS COAL AND MINERALS PRIVATE LIMITED, CHANDRAPUR
8.	The Andhra Pradesh Mineral Development Corporation LTD (APMDC), Singrauli
9.	Auro Infra PVT Ltd., AURO MINING, Chandrapur
10.	COLLECTOR OFFICE, YAVATMAL
11.	Cotecna Inspection India Pvt. Ltd., Singrauli
12.	Cotecna Inspection India Pvt. Ltd., Indore
13.	Cotecna Inspection India Pvt. Ltd., Konchar
14.	Cotecna Inspection India Pvt. Ltd., Kolkata
15.	EMTA Coal Limited, Nagpur
16.	JHABUA Power Limited, Seoni
17.	Mitra S K Private Ltd, Katni
18.	NTPC, MOUDA
19.	RAVI ENERGIE PVT LTD, Vadodara
20.	SGS India Pvt Ltd, Dhanbad



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21.	ULTRATECH Cement Limited, Shahdol
22.	VEDANTA Limited, Lanjigarh
23.	WALNI COALFIELD LTD, Saoner
24.	Quality Council of India (QCI), Delhi
25.	Coal controller's Organisation, CCO BILASPUR
26.	Coal controller's Organisation, CCO DHANBAD
27.	Coal controller's Organisation, CCO NAGPUR
28.	Coal controller's Organisation, CCO RANCHI
29.	Coal controller's Organisation, CCO SAMBALPUR
30.	Coal controller's Organisation, CCO KOTHAGUDEM
31.	YAZDANI International Pvt Ltd
32.	Primus SAM Private Limited, Nagpur
33.	CSIR – Central Institute of Mining and Fuel Research, CIMFR NAGPUR
34.	CSIR – Central Institute of Mining and Fuel Research, CIMFR BILASPUR
35.	CSIR – Central Institute of Mining and Fuel Research, CIMFR DHANBAD
36.	CSIR – Central Institute of Mining and Fuel Research, CIMFR RANCHI
37.	MAGAENCO NAGPUR
38.	MAGAENCO MUMBAI
39.	Dr. Amin Controllers Pvt Ltd, Belpahar (Jharsuguda)