

| Sl. No. | Type of Service | Procedure for accessing service | Time frame for service delivery | Contact/ Coordinating inmates |
|---|----------------------------|--|---|---|
| STANDARD & QUALITY CONTROL AUTHORITY | | | | |
| 1 | Laboratory Testing Service | Put up a letter of request with the samples to the Engineer | On the spot | Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer) |
| | | Pay the test fees and handover the payment receipt to the Engineer | 1 hour | Accounts, MoWHS |
| | | Request with sample handed over to the Distributor | On the spot | Wangda Jamtsho or Cheki Gyeltshen |
| | | Samples distributed to the Technicians | On the spot | Wangda Jamtsho or Cheki Gyeltshen |
| | | Samples tested by Technicians | As per the standard durations* required for individual test | Wangda Jamtsho or Cheki Gyeltshen |
| | | Test Reports received by the Engineer for analysis and checking | 1-2 hours | Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer) |
| | | Report handed over to the distributor | On the spot | Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer) |
| | | Distributor hands over the official test reports to the clients | On the spot | Wangda Jamtsho or Cheki Gyeltshen |
| | | Total | Varies | |
| 2 | Field Testing Service | Submit a letter of request to the Engineer | On the spot | Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer) |
| | | Engineer checks the schedule of the personnel informs the client on available date to carryout the field testing | On the spot | Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer) |
| | | Junior Engineers visits the site and carries out the tests | Varies | Wangda Jamtsho or Cheki Gyeltshen |
| | | Report check and analysis by Engineer | 1-2 hours | Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer) |
| | | Report handed over to the client | On the spot | Wangda Jamtsho or Cheki Gyeltshen |
| | | Total | Varies | |

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| 3 | Product Certification (Indian or other foreign country products) | Submit an application either directly or through a dealer | | |
| | | Submit the following documents: 1. Copy of latest BIS certificate/endorsement letter 2. Copy of latest ISO Certificates if any 3. Copy of any other certificates from international standards bodies/institutions such as IEC, CAS, BS, etc 4. Company profile and complete address 5. Product Catalogue and price list 6. Proof of approval/enlistment in other countries 7. Test Reports (own testing and/or third party testing) 8. Samples of products wherever feasible | 1 day | D.R. Chhetri Ph# (02)325104/328298/326905 |
| | | Scrutiny of documents by a committee | 1 day | D.R. Chhetri Ph# (02)325104/328298/326905 |
| | | Visit to the company wherever possible and report preparation | Varies depending the location of the company and the number of products to be inspected | D.R. Chhetri Ph# (02)325104/328298/326905 |
| | | Review of company visit report and other documents | Varies depending on the number and type of products | D.R. Chhetri Ph# (02)325104/328298/326905 |
| | | Accord of product/brand approval | Varies depending on the number and type of products | D.R. Chhetri Ph# (02)325104/328298/326905 |
| | | Total | Varies | |
| *Standard Laboratory and Field Testing Durations | | | | |
| 1 | Soil Testing | | | |
| | i. SPT Test - Bearing Capacity | Test | Varies depending on the location of site | |
| | ii. Direct Shear Test | Test | 2 days | |
| | iii. Bulk/Dry density | Test | 2 days | |
| | iv. Moisture content | Test | 2 days | |

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| 1 | v. Atterberg limits | Test | 2 days | |
| | vi. Shrinkage Limits | Test | 2 days | |
| | vii. Specific gravity | Test | 4 hours | |
| | viii. Sieve Analysis | Test | 2 days | |
| | ix. Field density by core cutter | Test | 2 days | |
| | x. Consolidation test | Test | 7 days | |
| | xi. Proctor Compaction test | Test | 1 day | |
| | xii. CBR Test (Lab Test) | Test | 7 days | |
| | xiii. Plate Load Test | Test | 2 days | |
| | 2 | Tests on coarse aggregates | | |
| i. Abrasion Test | | Test | 2 hours | |
| ii. Impact Test | | Test | 1 hour | |
| ii. Aggregate Crushing Value Test | | Test | 1 hour | |
| iv. Specific Gravity | | Test | 1 day | |
| v. Flakiness/elongation | | Test | 3 hours | |
| vi. Slake durability | | Test | 1 day | |
| vii. Soundness test | | Test | 10 days | |
| viii. Water absorption test | | Test | 2 days | |
| ix. Bulk density | | Test | 1 day | |
| 3 | Tests on fine aggregates | | | |
| | i. Bulking of sand | Test | 1 day | |
| | ii. Grain size analysis | Test | 2 days | |
| | iii. Fineness modulus of sand | Test | 2 hours | |
| | iv. Bulk density | Test | 1 day | |
| 4 | Test on Bitumen | | | |
| | i. Penetration Test | Test | 1 day | |
| | ii. Flash and fire point test | Test | 1 day | |
| | iii. Softening Test | Test | 1 day | |
| | iv. Residue by heating/evaporation | Test | 1 day | |
| | v. Bitumen Content Test | Test | 1 day | |
| | vi. Stripping Value test | Test | 2 days | |
| 5 | Test on Steel | | | |
| | i. Tensile Strength on mild/Tor steel | Test | 6 hours | |

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| | ii. Tensile Strength on water pipes | Test | 4 hours | |
| | iii. Bending Test on pipes | Test | 5 hours | |
| | iv. Unit weight and dimensional tolerance | Test | 1 hour | |
| 6 | Physical Test on Cement | | | |
| | i. Compressive Strength | Test | 30 days | |
| | ii. Fineness Test | Test | 3 hours | |
| | iii. Consistency Test | Test | 1 day | |
| | iv. Setting Time-Initial & final | Test | 2 days | |
| | v. Soundness test | Test | 4 days | |
| 7 | compressive Strength on Building Materials | | | |
| | i. Concrete cubes (standard size) | Test | 2 hours | |
| | ii. Bricks (standard sizes) | Test | 5 days | |
| | iii. Hollow Blocks (standard sizes) | Test | 1 day | |
| | iv. Masonry Blocks (standard sizes) | Test | 1 day | |
| 8 | Test on cement concrete | | | |
| | i. Concrete Mix Design | Test | 14 days | |
| | ii. Slump test | Test | 1 hour | |