Annex – Template for Service Level Standards

Name of the Agency: Central Drugs Standard Control Organisation (CDSCO)

Imports:

Upon submission of Bills of Entry, it is forwarded by the Customs (System) to the Agency:

(i) From the time a Bill of Entry is referred to the agency, what is the time taken by the Agency for giving NOC in case the NOC may be granted only based on documents checks by the agency? 

*Expected time taken (service level standard) in hours:*

2 – 3 hours

(ii) From the time a Bill of Entry is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks and physical inspection by the agency(without involving lab-testing): 

*Expected time taken (service level standard) in hours:*

24 – 48 hours

(iii) From the time a Bill of Entry is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks, physical inspection, drawing of samples and testing by a laboratory: 

*Expected time taken (service level standard) in hours:*

48 – 72 hours (Under Letter of Guarantee*)

**Important:** If there are different types of lab tests for testing different parameters/items, details of such tests undertaken and time taken may be provided separately for each type of test. *The time taken by the laboratories for testing is from 3 to 60 days depending on nature and complexity of drug, vaccines, biological products etc.*

(iv) [Fill only if applicable] From the time a Bill of Entry is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks, physical inspection, and any preventive action e.g. fumigation/quarantine period is required: 

*Expected time taken (service level standard) in hours: N.A*

**Important:** If there are different types of preventive actions/processes need to be taken, please provide the details of such actions/processes to be undertaken and time taken may be provided separately for each type of action/process.
Exports:

Upon submission of Shipping Bills, it is forwarded by the Customs (System) to the Agency:

(i) From the time a Shipping Bill is referred to the agency, what is the time taken by the Agency for giving NOC in case the NOC may be granted only based on documents checks by the agency?
   *Expected time taken (service level standard) in hours: 2 hours*

(ii) From the time a Shipping Bill is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks and physical inspection by the agency(without involving lab-testing):
   *Expected time taken (service level standard) in hours: 4 - 6 hours*

(iii) From the time a Shipping Bill is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks, physical inspection, drawing of samples and testing by a laboratory:
   *Expected time taken (service level standard) in hours: 4 – 6 hours*

   Presently, no sampling is being done in case of export consignments. However, when so required based on some complaints or intelligence information, if it is done, it may take 3 to 21 days for testing depending on nature and complexity of drug which includes sterile and non sterile.

   **Important:** If there are different types of lab tests for testing different parameters/items, details of such tests undertaken and time taken may be provided separately for each type of test.

(iv) [Fill only if applicable] From the time a Shipping Bill is referred to the agency, what is the time taken by the agency to grant NOC in case NOC must be granted after document checks, physical inspection, and any preventive action e.g. fumigation/quarantine period is required:
   *Expected time taken (service level standard) in hours: N.A.*

   **Important:** If there are different types of preventive actions/processes need to be taken, please provide the details of such actions/processes to be undertaken and time taken may be provided separately for each type of action/process.