

CITIZEN CHARTER

CENTRAL LABORATORY & PUBLIC HEALTH LABORATORY

CENTRAL LABORATORY : Engineering Department

Address : Dudheshwar Water Works Compound, Dudheshwar, Ahmedabad-380 004, Gujarat, India.

Head of Office : Scientist In- charge (Head of Department)

Phone & email : 079- 25631105, 25630438, centrallab@ahmedabadcity.gov.in

Particulars of Organization/Function and duties:

The Central Laboratory, Ahmedabad Municipal Corporation (AMC) this is one of the ISO 9001: 2015 Accredited Laboratories among the Gujarat State Municipalities. The accreditation number being QAC/R91/4650, registration dated 10/March/2014. The Central Laboratory is engaged in testing of Water, Wastewater and Water Treatment Chemical Testing Services for Physico-Chemical & Microbiological Parameters as per International, national standards or originator's guidelines.

There are three divisions viz:

- Water Quality Monitoring (WTP)
- Industrial Wastewater Quality Monitoring (ETP)
- Sewage Quality Monitoring (STP)

Water Quality Monitoring (WTP)

This is one of the major tasks undertaken by the Central Laboratory. Drinking water sample is collected and analysed for Physico-chemical and bacteriological analysis on a "day-to-day" basis. The water samples are collected from:

Source: Water treatment plants, French wells and Isolated AMC Bore Wells in and around Ahmedabad City.

Intermediate Stations: Water Distribution Stations.

Consumer end; from all the 48 wards of the Six zone of Ahmedabad city.

Drinking water samples collected by the Health Department and Engineering Department, is analysed at the Central Laboratory, from all the seven zone of AMC. Approximately 6500 to 7000 samples are analysed at the central laboratory every month. An equal no of samples are checked for residual chlorine level also, every month. Central Laboratory, AMC has thus achieved the sampling frequency as well as quality of water supply as prescribed by the WHO guidelines and Indian Standard Specifications - IS 10500: 2012, for Drinking Water Quality.

Moreover, attend complains from the Citizens, Engineering Department, Health Department, Municipal Councilors etc.

Industrial Wastewater Quality Monitoring (ETP)

Since the inception of local body governance in Ahmedabad, keen interest is taken that environmental pollution is controlled and contained. The rapid industrialization is not only causing health hazards to the citizens of Ahmedabad, but also deteriorates the environment and contaminates the water source. The Central laboratory, AMC, monitor all the CETP's of the GIDC's surrounding Ahmedabad and other scattered, localized and individual industrial units and control its wastewater discharge into the AMC-Drain. GPCB norms in total are adopted by AMC for discharge of treated effluent into the Municipal-drain.

Industrial units found not adhering to the effluent discharge norms, immediately reports to the higher authorities and corrective measures are undertaken. Approximately 1000 to 1700 industrial samples are collected every year and analyzed at the Central laboratory for various parameters.

Sewage Quality Monitoring (STP)

Performance evaluation of STPs run by AMC is carried out and same reported to higher authorities. Central laboratory collects the sewage samples from various stages of treatment from all the STPs. In all approximate no. of 900 samples are collected every year for performance evaluation purpose and study. More than 90 % of the samples collected are found as per GPCB Sewage Disposal Standards.

Other than this, the Central laboratory also monitors the River Sabarmati and various Lakes of Ahmedabad city for water quality and environment safety purpose. In all 1300 samples per year are collected and reported to the higher authorities.

The central laboratory does as one of its function and for the convenience of the Citizens of Ahmedabad "Paid Samples". To avail this facility, Citizens has to fill up and submit Analysis Requisition Form. Nominal Analysis Charges as approved by the A.M.C. Resolution No. 224, dated 30-04-2013, is charged and provides the analysis report to the party.

PUBLIC HEALTH LABORATORY : Health Department

Address : 1st floor, Navrangpura Urban Health Center, Off CG Road, Ahmedabad-380 009, Gujarat, India.

Head of Office : Laboratory officer (Head of Department)

Phone & email : 9726416135, 7819862835, phl@ahmedabadcity.gov.in

Particulars of Organization/Function and duties:

Food Samples are analyses at this laboratory under following categories

- NABL Accredited Laboratory
- Food Samples under the Food Safety and Standards Act-2006 taken by Food safety officers of Health Flying Squad
- Informal Samples from Health Department of A.M.C
- Sample receives from the citizens and Food Business Operators are also analysed with testing Fee.
- Some Food Samples from the Government Department like Civil Supply Department, Food & Drugs Department, Mid Day Meal Scheme and Custom Department as imported food sample.

Procedure following for decision making

Opinion about food sample adulteration is taken by considering analytical data given by analysts considering standards and provisions of Food Safety and Standards Act-2006

Rules/regulations/instructions/manuals/records held

- Records of the pass sample as per FSSA. Act at this lab is kept for one year.
- Record of substandard sample or misbrand sample or unsafe sample as per FSSA. Act at this lab is kept for discharge of case in the court.

Facilities available to citizens

- Samples received from the citizens are tested by taking testing fee
- Citizens are given guidance for the provisions of the FSSA Act- 2006
- Samples received from the Food Business Operators and analysed by taking testing fee.