

Terms and Conditions

Quality Control Management of Maharashtra Citizen (QCMMC)

1. Introduction

These Terms and Conditions govern the use of services, programs, certifications, memberships, training activities, inspections, audits, assessments, and other activities conducted by **Quality Control Management of Maharashtra Citizen (QCMMC)**. By registering, applying for membership, participating in any program, or using QCMMC services, the user agrees to abide by these Terms and Conditions.

The purpose of QCMMC is to promote quality standards, consumer awareness, transparency, ethical business practices, and citizen welfare through quality management initiatives across Maharashtra.

2. Definitions

For the purpose of these Terms and Conditions:

- **QCMMC** refers to Quality Control Management of Maharashtra Citizen, including its management, authorized representatives, auditors, inspectors, trainers, and employees.
- **Member** means any individual, organization, institution, business, or professional registered with QCMMC.
- **Applicant** means any person or entity applying for membership, certification, accreditation, training, or services.
- **Certification** means any certificate, approval, recognition, rating, or quality mark issued by QCMMC.
- **Service** means any inspection, audit, consultation, assessment, training, certification, survey, awareness program, or related activity.

3. Eligibility

To obtain services from QCMMC:

1. The applicant must provide complete and accurate information.
2. The applicant must comply with all applicable laws of India and Maharashtra.
3. The applicant must not engage in illegal, fraudulent, or unethical activities.
4. QCMMC reserves the right to request supporting documents for verification purposes.

QCMMC may reject any application without assigning a reason if it finds that the applicant does not meet eligibility requirements.

4. Membership Conditions

4.1 Membership Registration

Membership may be granted to:

- Individual citizens
- Business organizations
- Educational institutions
- Government and semi-government bodies
- NGOs and social organizations
- Professional service providers

4.2 Membership Validity

Membership validity shall be determined according to the category selected and the fees paid.

4.3 Membership Renewal

Members must renew their membership before the expiry date to continue enjoying benefits and recognition.

4.4 Membership Suspension

Membership may be suspended if:

- False information is submitted.
- Fees remain unpaid.
- Ethical violations occur.
- The member misuses QCMMC certification or logo.

5. Quality Inspection and Assessment Services

QCMMC may conduct:

- Quality inspections
- Facility assessments
- Compliance audits
- Consumer satisfaction surveys

- Product evaluations
- Service quality reviews

The applicant shall:

- Provide unrestricted access to relevant facilities and records.
- Cooperate with auditors and inspectors.
- Provide accurate information during assessments.

Failure to cooperate may result in suspension or termination of services.

6. Certification and Recognition

6.1 Grant of Certification

Certification shall be granted only after successful completion of applicable assessment procedures.

6.2 Validity of Certification

Certification remains valid only for the period specified on the certificate.

6.3 Use of Certification

Certified entities may:

- Display certification in offices.
- Use certification status in promotional materials.
- Mention certification on websites and business documents.

However, they shall not:

- Misrepresent the scope of certification.
- Alter certificates.
- Use expired certificates.

6.4 Revocation of Certification

QCMMC may revoke certification if:

- Fraud is detected.
- Significant non-compliance is identified.
- Certification fees remain unpaid.
- Misuse of certification occurs.

7. Fees and Payments

7.1 Service Charges

Fees may apply for:

- Membership
- Certification
- Inspection
- Audit
- Training programs
- Consultancy services
- Renewal activities

7.2 Payment Terms

- Payments must be made before service commencement unless otherwise agreed.
- All fees are payable in Indian Rupees (INR).

7.3 Refund Policy

Refunds may be granted only under exceptional circumstances approved by QCMMC management.

No refund shall be issued after substantial service delivery has commenced.

8. User Obligations

All users agree to:

1. Act honestly and ethically.
2. Provide accurate information.
3. Respect QCMMC staff and representatives.
4. Follow applicable laws and regulations.
5. Protect confidential information received during interactions.

Users shall not:

- Engage in fraudulent activities.
- Impersonate another person or organization.
- Submit false complaints.

- Misuse QCMMC intellectual property.

9. Training and Educational Programs

QCMMC may organize:

- Workshops
- Seminars
- Awareness campaigns
- Skill development programs
- Quality management training

Participants are responsible for:

- Attending sessions regularly.
- Following instructions provided by trainers.
- Maintaining discipline during events.

Certificates of participation may be issued based on attendance and performance criteria.

10. Complaint Management

Citizens, members, and organizations may submit complaints regarding:

- Service quality
- Consumer grievances
- Ethical violations
- Certification concerns

Complaints must:

- Be submitted in writing.
- Include supporting evidence where available.
- Contain accurate and truthful information.

QCMMC reserves the right to reject anonymous or malicious complaints.

11. Appeals Process

Applicants may appeal decisions related to:

- Certification denial

- Membership suspension
- Service-related disputes

Appeals must be submitted within 30 days of receiving the decision.

The decision of the designated appeal committee shall be final and binding.

12. Confidentiality

QCMMC shall maintain confidentiality regarding:

- Business information
- Technical information
- Personal information
- Financial information

Confidential information shall not be disclosed except:

- With written consent.
- When required by law.
- When directed by a competent authority.

13. Data Protection and Privacy

QCMMC may collect:

- Name
- Address
- Contact details
- Identification information
- Business information

Collected information shall be used for:

- Registration
- Verification
- Communication
- Certification management
- Service delivery

QCMMC shall implement reasonable safeguards to protect user data.

14. Intellectual Property Rights

All intellectual property including:

- Logos
- Trademarks
- Reports
- Training materials
- Publications
- Assessment methodologies

remain the exclusive property of QCMMC.

Unauthorized reproduction, distribution, or modification is prohibited.

15. Website Usage Policy

Users of QCMMC websites or online platforms shall not:

- Upload malicious software.
- Attempt unauthorized access.
- Interfere with system operations.
- Distribute unlawful content.

QCMMC reserves the right to suspend access for violations.

16. Limitation of Liability

QCMMC provides assessments and certifications based on information available at the time of evaluation.

QCMMC shall not be responsible for:

- Business losses.
- Loss of profits.
- Reputational damages.
- Third-party claims.
- Future performance of certified entities.

Users accept that certification does not guarantee future compliance or performance.

17. Force Majeure

QCMMC shall not be liable for delays or failure in service due to circumstances beyond reasonable control, including:

- Natural disasters
- Floods
- Earthquakes
- Pandemics
- Government restrictions
- Strikes
- Technical failures

18. Suspension and Termination

QCMMC may suspend or terminate membership, certification, or services if:

- Terms and Conditions are violated.
- Fraudulent activity is detected.
- Fees remain unpaid.
- Activities damage QCMMC's reputation.

Termination does not relieve the user of outstanding obligations.

19. Amendments

QCMMC reserves the right to amend these Terms and Conditions at any time.

Updated versions shall become effective immediately upon publication on official platforms.

Continued use of services constitutes acceptance of revised terms.

20. Governing Law and Jurisdiction

These Terms and Conditions shall be governed by:

- The Constitution of India
- Applicable Central Government laws
- Applicable State Government laws of Maharashtra

Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of courts located in Maharashtra.

21. Declaration

By registering with QCMMC, applying for certification, participating in training, or using any service, the user confirms that:

- All information provided is true and accurate.
- The user has read and understood these Terms and Conditions.
- The user agrees to comply with all QCMMC rules, policies, procedures, and future amendments.