



# NATIONAL CERTIFICATION EXAMINATION FOR ENERGY MANAGERS AND ENERGY AUDITORS



## NOTIFICATION

**Notification No: 03/2020-21**

**Released Date: 19<sup>th</sup> March 2020**

**Subject: National Certification Examination Query Management System- Reg**

National Productivity Council (NPC) being the National Certifying Agency (NCA), for conduct of National Certification Examination for Energy Managers and Energy Auditors on behalf of Bureau of Energy efficiency (BEE), replies to all queries raised by the candidate in a timely manner.

The resolution is done at 3 levels as briefed below:

Level	e-mail	Remarks
1	<a href="mailto:examcell@em-ea.in">examcell@em-ea.in</a> No "CC" is entertained	If satisfactory resolution is not done within <b>5 working days</b> for your query/complaint, you shall escalate to "Level 2"
2	<a href="mailto:coordinator@em-ea.in">coordinator@em-ea.in</a> No "CC" is entertained	After escalating to "Level 2" and still didn't receive any satisfactory resolution <b>within 5 working days from the date of escalation</b> you shall escalate to "Level 3"
3	<a href="mailto:coe@em-ea.in">coe@em-ea.in</a> <b>cc to:</b> <a href="mailto:d.sreenivasulu@npcindia.gov.in">d.sreenivasulu@npcindia.gov.in</a>	If resolution not achieved after escalating up to level 2. The candidate shall choose to send an e-mail appeal to the Controller of Examination for final resolution.

All are requested to the hierarchy of escalation for resolving their raised query/complaints, so that every one's time is optimally utilized.

**CONTROLLER OF EXAMINATION**