



## **BUREAU OF INDIAN STANDARDS**

### **CITIZEN'S CHARTER**

This Charter is a declaration of our commitment to achieve excellence in the harmonious development of the activities of Standardisation, Marking and Quality Certification of goods, services, articles, systems and processes and for matters connected therewith or incidental thereto for the benefit of consumers and the public at large. The Charter has been prepared in consultation with all stakeholders of the Bureau of Indian Standards.

#### **1 OUR VISION**

The Bureau of Indian Standards (BIS), the National Standards Body of India, resolves to be the leader in all matters concerning Standardisation, Conformity Assessment and Quality. In order to attain this, BIS would strive:

- a) To provide efficient timely service;
- b) To satisfy the customers' needs for quality; and
- c) To work and act in such a way that each task performed as individuals or as a corporate entity, leads to excellence and enhances the credibility and image of the organization.

#### **2 OUR OBJECTIVES**

- a) Harmonious development of Standardisation, Marking and Quality Certification;
- b) To provide new thrust to Standardisation and Quality Control; and
- c) To evolve a national strategy to according recognition to standards and integrating them with growth & development of production and exports.

#### **3 OUR MISSION**

We dedicate ourselves to achieving excellence for effective and timely implementation of the objectives laid down in the *Bureau of Indian Standards Act, 2016* and to providing prompt and efficient services to all stakeholders.




#### **4 OUR KEY SERVICES**

##### **4.1 Harmonious Development of Indian Standards**

##### **4.2 Conformity Assessment Schemes**

#### 4.2.1 Product Certification

The following product certification schemes are operated by BIS:

- a) Scheme – I (Marks Scheme) 
- b) Scheme – II (Registration Scheme) 
- c) Scheme – IV (Certificate of Conformity)
- d) Scheme – X (Certification) 

The above product certification schemes are applicable to domestic manufacturers and the foreign manufacturers who intend to export their products to India.

#### *Hallmarking*

The Hallmarking scheme consists of the following:

- a) Registration of Jewellers for selling hallmarked gold and silver jewellery/artefacts;
- b) Recognition of Assaying & Hallmarking Centres (AHCs) for testing and hallmarking of gold and silver jewellery/artefacts; and
- c) Grant of licence to Refineries for refining and hallmarking gold bullion & coins.

#### 4.2.2 Management Systems Certification

BIS has been operating Management Systems Certification scheme (MSCs) since 1991. Initially, BIS started the scheme with Quality Management System Certification (IS/ISO 9001) and over the years it has gradually expanded its activities to various other Management Systems. The details of various MSC schemes operated by BIS can be accessed through the following link:

<https://www.bis.gov.in/system-certification-overview/>

These MSCs are operated in line with one of the following schemes, under BIS (Conformity Assessment) Regulations 2018 as applicable:

- a) Scheme – III (Conformity assessment scheme for grant of license to use Standard Mark or Certificate of Conformity for Management Systems as per Indian Standard);
- b) Scheme – VIII [Conformity assessment scheme for grant of license or Certificate of Conformity for process as per standard(s)]; and
- c) Scheme – IX (Conformity assessment scheme for grant of license to use or apply Standard Mark for goods and articles conforming to Indian Standard combined with conformity of Management System to Indian Standards and conformity of process requirements).

### **4.3 Laboratory Services**

- a) Testing of products under the Conformity Assessment Schemes of BIS;
- b) Recognition of laboratories under Laboratory Recognition Scheme as Group-1 laboratories;
- c) Empanelment of Government laboratories of National Repute as Group-2 laboratories; and
- d) Internship in the laboratories of BIS.

### **4.4 Training Services**

- a) Open Programmes;
- b) In-house Programmes;
- c) International Training Programmes for developing countries in the fields of Standardisation & Quality Assurance, Laboratory Quality Management System and other management systems;
- d) Capacity Building Programmes for Government officials and Public Sector Undertakings (PSUs); and
- e) Internship Scheme.

### **4.5 Information Services**

- a) Technical Information Services at Headquarters;
- b) World Trade Organisation – Technical Barriers to Trade (WTO-TBT) enquiry point; and
- c) Library Services.

### **4.6 Sale of Standards and BIS Publications**

The Indian Standards are accessible through the link <https://standardsbis.bsbedge.com/>, where all the indigenous standards are made available free of cost. To purchase hard copy of adopted International Standards, Publication & Sales Department at BIS Headquarters or Regional Offices or Branch Offices may be contacted as per the details available on the official website of BIS, i.e. <https://www.bis.gov.in/directory/directory/>

### **4.7 Standards Promotion**

- a) Consumers:
  - 1) Awareness Campaigns and Programmes; and
  - 2) Quality Connect Campaigns.
- b) Industries:
  - 1) Awareness on Standards and Quality Control Orders (QCOs); and
  - 2) Capacity Building Programmes including product specific capsule courses.
- c) Academia:
  - 1) Standards Clubs.

d) Government:

- 1) State Level Committees on Standardisation; and
- 2) Sensitisation Programmes for Government officials.

## **5 IDENTIFICATION OF LEVELS AND CONTACT POINTS FOR OBTAINING SERVICE**

The Organisation Chart of BIS is given at the official website of BIS [www.bis.gov.in](http://www.bis.gov.in). Heads of the concerned departments at BIS HQs/Branch offices/Regional office/Laboratories may be contacted for further details.

## **6 STAKEHOLDERS**

Our stakeholders include Government Organisations, PSUs, Laboratories, Industry and Consumers.

## **7 TIME NORMS FOR KEY SERVICES**

BIS is committed to providing quality services as per time norms given in Annexure A.

## **8 PROCESS/PROCEDURES TO ACCESS SERVICE BENEFITS**

### **8.1 Formulation of National Standards**

BIS formulates Indian Standards for various sectors that have been grouped under 16 Technical Departments, namely Ayush, Chemical, Civil, Electronics & Information Technology, Electro-technical, Food & Agriculture, Management & Systems, Mechanical Engineering, Medical Equipment & Hospital Planning, Metallurgical Engineering, Petroleum Coal & Related Products, Production & General Engineering, Service Sector, Textiles, Transport Engineering and Water Resources. Any information/proposal on Standards formulation can be addressed to DDG (Standardisation -1 and Standardisation -2) or Head of the concerned Technical Department at Headquarters, New Delhi as per the contact details available on the official website of BIS.

#### **‘Know your Standards’ Feature**

This feature presents a repository of various Indian Standards formulated by BIS. Indian Standards can be searched either by IS number or a keyword. Standards on ECO mark or those adopted from International Standards can also be searched/downloaded through this feature. Other details such as amendments, cross referred Standards and composition of corresponding technical committees can also be accessed through the link:

[https://www.services.bis.gov.in/php/BIS\\_2.0/bisconnect/knowyourstandards/indian\\_standard\\_s/isdetails](https://www.services.bis.gov.in/php/BIS_2.0/bisconnect/knowyourstandards/indian_standard_s/isdetails)

### **8.2 Conformity Assessment Schemes**

#### **8.2.1 Product Certification**

Under the provisions of the *BIS Act 2016*, Rules and Regulations framed thereunder, BIS has been authorised to undertake Conformity Assessment of goods, services, articles, systems and

processes as per the relevant schemes given in the *BIS (Conformity Assessment) Regulations, 2018*. The Conformity Assessment Schemes are based on the principles laid down in IS/ISO/IEC 17067.

For obtaining BIS licence, the manufacturer must have requisite manufacturing infrastructure, appropriate process controls, quality control and testing capabilities for the product as per relevant Indian Standard Specification (ISS) and the product shall also be conforming to all requirements laid down in the relevant ISS, which are ensured by BIS before Grant of License to the applicant.

Conformity of the product to the relevant standard(s) is established through third party laboratory testing or testing in the manufacturing premises or a combination of both. Post successful verification, BIS grants licence to the manufacturer. An applicant desirous of obtaining a BIS license can apply through e-BIS website at [www.manakonline.in](http://www.manakonline.in). For further details on guidelines for Grant of License (GoL) / Certificate of Conformity (CoC), please visit [www.bis.gov.in](http://www.bis.gov.in) >> product certification >> product certification process.

Any query/proposal on Product Certification schemes can be addressed to DDG (Certification) or DDG of the region or Head of Concerned Branch Office.

### *Hallmarking*

For hallmarking of jewellery, a jeweller who wants to sell hallmarked jewellery has to obtain a registration from BIS. The guidelines and procedure for the Registration of jewellers are available at <https://www.bis.gov.in/hallmarking-overview/jewellers-registration-scheme/>. The registration process is online through [www.manakonline.in](http://www.manakonline.in) which is integrated with National Single Window System (NSWS). The registration is granted instantly, is free of cost and is valid for lifetime.

A registered jeweller can submit the jewellery for hallmarking to any of the BIS recognised Assaying and Hallmarking Centres (AHCs). These AHCs are the testing centres where the jewellery is tested and after testing, the Hallmark (consisting of BIS Standard Mark, purity of gold in carats & fineness and a 6 digit alphanumeric HUID code) is applied on the jewellery which is found meeting the requirement of the standard. The guidelines for the AHCs are available at <https://www.bis.gov.in/hallmarking-overview/hallmarking-centre/>. An AHC can apply for recognition to BIS online through [www.manakonline.in](http://www.manakonline.in). The recognition is granted after verifying the infrastructure and competence requirements. The list of recognised AHCs is available on the BIS website link <https://www.manakonline.in/MANAK/AHCListForWebsite>

A consumer can purchase Hallmarked jewellery from any of these registered jewellers. The list of registered jewellers is available on the BIS website link <https://www.bis.gov.in/hallmarking-overview/jewellers-registration-scheme/list-of-licensed-jewellers/>

Consumers may also get their jewellery tested from any of the BIS Recognised AHCs. AHCs undertake testing of jewellery/samples of common consumers and issue test report on priority on chargeable basis. In case the Hallmarked jewellery brought by the consumer is found to be of lesser purity than that marked on jewellery, then the buyer/customer shall be entitled for compensation which shall be two times the amount of difference calculated on the basis of shortage of purity for the weight of such article sold and the testing charges. Guidelines on testing of old gold lying with the consumers from BIS recognised AHCs can be accessed using the link <https://www.bis.gov.in/hallmarking-overview/consumer-protection>

### **8.2.2 Management Systems Certification**

The Management Systems Certification Department at HQs New Delhi, is the policy making department which also coordinates the Systems Certification activities of the country in a uniform and impartial manner as per ISO/IEC 17021-1.

The Management Systems Certification (MSC) activity is de-centralised to its five regional offices headed by the Deputy Director General (Region) and it is coordinated by the Management Systems Certification Officer (MSCO) of the region. Organisations interested in obtaining licence for any management system should ensure that they have the ability to provide products/services that consistently meet the customer and regulatory requirements as per the applicable standard.

An applicant desirous of obtaining a MSC license can visit official website of BIS [www.bis.gov.in](http://www.bis.gov.in) >> BIS Login >> Management Systems Certification >> Apply for new licence.

Any query/proposal on MSC schemes can be addressed to DDG (MSC) or DDG of the region.

### **8.3 Laboratory Services**

BIS has established a network of eight laboratories to support its Conformity Assessment Schemes. The laboratories of BIS are utilised only for the internal testing requirements of BIS and do not carry out commercial testing. BIS also grants recognition to any laboratory in India or in any other country under Laboratory Recognition Scheme (LRS) as Group-1 laboratories, for carrying out testing of samples for the Conformity Assessment Schemes. In addition to the recognition of laboratories under LRS, BIS empanels the Government laboratories of national repute as Group-2 laboratories and utilises their services for testing of products which require highly specialised equipment and expertise.

For testing of products, the Indian Standard wise details of the laboratories under BIS network are available on the official website of BIS and Laboratory Information Management System (LIMS) Portal ([www.lims.bis.gov.in](http://www.lims.bis.gov.in)). For submission of test request, the applicants are required to follow the procedure as given in the Manakonline portal ([www.manakonline.in](http://www.manakonline.in)).

For recognition under LRS or for empanelment of government laboratories, the application can be submitted using LIMS portal. The prerequisites and procedure for applying for recognition are given under 'Laboratory Services' section on the official website of BIS.

For participating in the internship at the laboratories of BIS, the application can be submitted to an individual BIS laboratory. The details of the internship scheme are given under 'Laboratory Services' section on the official website of BIS.

Queries related to the laboratory activity of BIS can be made to DDG (Labs) or to the Head of Laboratory Policy and Planning Department (LPPD) or to the Head of the Laboratory Recognition and Management Department (LRMD) at the BIS Headquarters as per the contact details available on the official website of BIS.

### **8.4 Training Services**

BIS has set up a National Institute of Training for Standardisation (NITS) at Noida, to meet the training needs of industry, Government and service sector. Trainings are also conducted at BIS offices as and when required.

Any query/proposal relating to training services can be made to the concerned Deputy Director General or Head (NITS) as per the contact details available on the official website of BIS.

## **8.5 Information Services**

**8.5.1** BIS provides Technical Information Services to industry, importers, exporters, individuals and Government agencies in response to their enquiries. All details relating to the above services are available on the official website of BIS.

### **8.5.2 Library Services**

The library of BIS is a National Resource Centre for information on Standards and related matters to meet the needs of industry, trade, Government, researchers and consumers. Details can be accessed through: [https://www.services.bis.gov.in/php/BIS\\_2.0/Library/](https://www.services.bis.gov.in/php/BIS_2.0/Library/)

Membership of the library is available to individuals and organisations for reference purposes only. For procedure to become a member of library, one can go through the given link: [https://www.services.bis.gov.in/php/BIS\\_2.0/Library/wp-content/uploads/2021/04/Library-membership.pdf](https://www.services.bis.gov.in/php/BIS_2.0/Library/wp-content/uploads/2021/04/Library-membership.pdf)

## **9 PUBLIC GRIEVANCE REDRESSAL MECHANISM**

**9.1** The complaints related to quality of BIS certified products, unauthorised use of BIS Standard Marks, violation of QCOs, misleading advertisements and services provided by BIS may be lodged using BIS CARE Mobile App or BIS Complaint Portal through the link: <https://www.bis.gov.in/consumer-overview/consumer-overviews/> or by writing email to Complaint Management and Enforcement Department (CMED) at [complaints@bis.gov.in](mailto:complaints@bis.gov.in)

**9.2** All registered complaints will be redressed within a period of 90 days (excluding testing time of product under complaint) of registration of the complaint.

**9.3** The guidelines for dealing with complaints related to quality of BIS certified products are available on the official website of BIS and can be accessed using the following path:

www.bis.gov.in > Consumer Engagement > FAQ

or through the following web-link:

<https://www.bis.gov.in/consumer-overview/consumer-overviews/for-consumers-faq>

Procedure for complaint redressal in respect of services provided by BIS is given in Annexure B.

**9.4** Complaints having Vigilance Angle/Corruption related issues against any of the BIS Officials can be made as per the procedure given in Annexure C.

## **10 WEBSITE AND RELEVANT INFORMATION**

**10.1** Various forms, processes, procedures, etc. in respect of BIS activities are available on the



official website of BIS. Besides, the *BIS Act*, 2016, Rules and Regulations are also available on the website.

## **10.2 BIS Care App**

BIS CARE App is a tool for consumer empowerment. Consumers can verify the genuineness of BIS Standard Marks by entering the licence number/registration number. Consumers can also verify the details of hallmarked articles or jewellery by using the HUID number. Consumers can report instances of misuse or sub-standard products by registering complaints using the ‘Complaints’ feature of the app. It also assists manufacturers by providing a direct access to the list of products under mandatory certification under various schemes of BIS. Not only this, they can also search standards against a product by using the ‘Know your Standards’ feature of the app.

The app is available in 12 languages, including 10 regional Languages, Hindi and English and can be downloaded from Google Play Store and Apple App store.

### *e-BIS*

e-BIS is a one stop destination for our stakeholders to access the services offered by BIS across its verticals. The e-BIS platform includes software applications for core activities of BIS:

- a) Manakonline — To cater to the activities of Conformity Assessment for products;
- b) Standardisation Portal — To cater to the activities pertaining to Standardisation activity;
- c) LIMS Portal — To cater of the activities of laboratory testing and recognition/empanelment of outside laboratories;
- d) Hallmarking Portal — To cater to end-to-end hallmarking process incorporating the roles and functionalities for jewellers, AHCs and BIS;
- e) CRS Portal — To cater to the activities of Registration of Electronics and IT products;
- f) MSCD Portal — To cater to the activities of Management System Certification;
- g) Training Portal — To cater to the activities of Training services offered by BIS; and
- h) Standards Promotion Portal — To cater to the activities of Standards Promotion and Complaints Management.

The e-BIS platform can be accessed through the link: [www.manakonline.in](http://www.manakonline.in)

## **11 ONLINE CHARTER**

BIS Citizen’s Charter is hosted on the official website of BIS (<https://www.bis.gov.in>).

## **12 RIGHT TO INFORMATION ACT**

BIS is implementing the *Right to Information (RTI) Act*, 2005 and has appointed Central Public Information Officers (CPIOs) and Appellate Authorities at different departments of BIS Headquarters, Regional Offices and Branch Offices throughout the country. The information related to RTI is available on the official website of BIS.



### 13 EXPECTATIONS FROM STAKEHOLDERS

- a) Any proposal for formulation of Indian Standard on new subjects should be accompanied by adequate justification and relevant document(s) with essential requirements stating therein the other national and international standards on the subject, if available. Additionally, such proposals should be accompanied by the duly filled proforma available on the official website of BIS for proposing new subject for national Standardisation.
- b) Views of all members of the concerned technical committees are sought by circulation of documents. It is expected that the members of Technical Committees send their comments within the given time frame. The comments forwarded on the circulated document by the members should be clear and without any ambiguity. It is also expected that members attend the Technical Committee meetings regularly and effectively contribute in time bound manner.
- c) BIS expects other technical experts/stakeholders to comment on the draft Indian Standards when put in public domain through the official website of BIS.
- d) All applicants are expected to ensure that the applications under Conformity Assessment Schemes are complete in all respects for speedy processing.
- e) Consumers are expected to give priority to BIS certified products to nurture quality ecosystem in the country. If they come across sub-standard quality of BIS certified products, the same should be reported to BIS by lodging a complaint.

NOTE — In case of any query/suggestion pertaining to any service, Head of the concerned Branch office/Regional Office/Laboratory or Department at BIS HQs may be contacted as per the contact details available on the official website of BIS (<https://www.bis.gov.in/directory/directory/>). Alternatively, the same may be sent to Head (Complaints Management and Enforcement Department) at [complaints@bis.gov.in](mailto:complaints@bis.gov.in) , Tel: +91-11-23230131 (Ext. 8572).

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**Annexure A**

**TIME NORMS FOR KEY SERVICES**

<b>Sl No.</b>	<b>ACTIVITY</b>	<b>TIME</b>
<b>1.</b>	<b>FORMULATION OF INDIAN STANDARDS</b>	<p><b>Priority I:</b> Indigenous Standard — 9 months Adoption of ISO/IEC Standard — 6 months</p> <p><b>Priority II:</b> Indigenous Standard — 18 months Adoption of ISO/IEC Standard — 9 months</p> <p><b>Priority III:</b> Indigenous Standard — 24 months</p>
<b>2.</b>	<b>CONFORMITY ASSESSMENT SCHEMES</b>	
	<b>a) Product Certification</b>	
	1) Scheme for Domestic Manufacturers	Option 1 — 90 days Option 2 — 30 days
	2) Scheme for Foreign Manufacturers	6 months
	3) Hallmarking of Gold and Silver Jewellery & Artefacts	Instant Online Registration
	4) Registration Scheme	20 working days
	<b>b) Management Systems Certification</b>	90 days
<b>3.</b>	<b>INFORMATION SERVICES</b>	
	<b>a) Library Services</b>	
	1) Membership of Library	7 working days
	<b>b) WTO Enquiry Point</b>	
	1) Acknowledgement of an enquiry	5 working days
	2) Dissemination of TBT (Technical Barrier to Trade) notification	5 working days from date of hosting on WTO website
<b>4.</b>	<b>SALE OF STANDARDS AND PUBLICATIONS through</b>	
	a) Publication Department of BIS Headquarters	1 working day
	b) Regional/Branch Offices of BIS	1 working day

	c) e-Sale through (Outsourced Agency)	Within 1 day
<b>5.</b>	<b>GRIEVANCES REDRESSAL</b>	90 days
<b>6.</b>	<b>IMPLEMENTATION OF RTI ACT</b>	As per <i>RTI Act</i> , 2005

## Annexure B

### **PROCEDURE FOR COMPLAINT REDRESSAL IN RESPECT OF BIS SERVICES**

- a) Complaints related to services provided by BIS may be lodged using BIS CARE Mobile App or through BIS Complaint Portal through following path:

www.bis.gov.in > Consumer Engagement > FAQ

or through the following link:

<https://www.bis.gov.in/consumer-overview/consumer-overviews/>

- b) Complaints may also be lodged by writing email to Complaint Management and Enforcement Department (CMED) at [complaints@bis.gov.in](mailto:complaints@bis.gov.in) or to Public Grievance Officers (PGOs) appointed by BIS at all locations where BIS office exists. In case of complaints lodged through BIS CARE App or Complaint Portal, acknowledgement is sent immediately to the complainant, assigning a complaint number.
- c) Complainant should give specific complaint with necessary details to facilitate its recording.
- d) The complaint will be investigated/inquired into and remedial action will be taken accordingly within the redressal time of 90 days. To know the status of complaint, the complainant may contact CMED at BIS Headquarters or concerned BIS Office as per the details available on the official website of BIS (<https://www.bis.gov.in/directory/directory/>).

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## Annexure C

### VIGILANCE MATTERS

#### a) **Vigilance Angle in a Complaint**

Vigilance Department of BIS deals with complaints having Vigilance Angle/Corruption related issues against BIS Officials. Any complaint which has a vigilance angle is said to be a Vigilance Complaint. As per Para 1.4 of CVC's Vigilance Manual 2021, Vigilance Angle is defined as being obvious in the following acts:

- 1) Demanding and/or accepting gratification other than legal remuneration in respect of an official act or for using his influence with any other official;
- 2) Obtaining valuable thing, without consideration or with inadequate consideration from a person with whom he has or is likely to have official dealings or his subordinates have official dealings or where he can exert influence;
- 3) Obtaining for himself or for any other person any valuable thing or pecuniary advantage by corrupt or illegal means or by abusing his position as a public servant;
- 4) Possession of assets disproportionate to his known sources of income; and
- 5) Cases of misappropriation, forgery or cheating or other similar criminal offences.

#### b) **Procedure to Lodge Vigilance Complaint**

A complaint having vigilance angle can be lodged by any of the following means:

- 1) Writing the complaint through physical mode addressed to:

**Chief Vigilance Officer**

Bureau of Indian Standards, Manakalaya, 4<sup>th</sup> Floor,  
9, Bahadur Shah Zafar Marg, New Delhi-110002; Telephone No 011-23235336.

- 2) Writing email to CVO, BIS at [cvo@bis.gov.in](mailto:cvo@bis.gov.in) **OR** to the Vigilance Department of BIS at [vigilance@bis.gov.in](mailto:vigilance@bis.gov.in)
- 3) Alternatively, the complaints may also be registered in the Vigilance Portal of BIS at the following link:  
[https://www.services.bis.gov.in/php/BIS\\_2.0/vigilance/](https://www.services.bis.gov.in/php/BIS_2.0/vigilance/) >> Register Complaint.
- 4) Complaint can also be made to CVC through its online portal <https://portal.cvc.gov.in/>
- 5) If the complainant desires to keep his/ her identity strictly confidential, the complaint can be made under the **Public Interest Disclosure and Protection of Informers (PIDPI) Resolution** in a closed/ secured envelope addressed to "Secretary, Central Vigilance Commission". Information regarding the same can be found on CVC's website at the following link:

<https://www.cvc.gov.in/?q=citizens-corner/whistle-blower-complaints>

**c) Important Instructions for Lodging Vigilance Complaints**

In accordance with CVC/DoPT instructions on the subject matter:

- 1) The complaint SHOULD NOT BE Anonymous or Pseudonymous. The complainant is required to mention his/her name, complete correspondence address and contact details properly in the complaint. Even in case of complaints sent by email, the complainant is required to give all details as mentioned. The address so given by the complainant in his complaint is subject to verification and only after genuineness of a complainant is established, actions will be initiated on the complaint, ELSE no action will be taken on the complaint and it will be simply filed;
- 2) The complainant must respond to the verification/ confirmation being sought from them;
- 3) Complaint has to be specific and contain verifiable allegations. The complainant must give specific verifiable evidences to substantiate his allegations. Complaints having incomplete/vague/non-specific allegations/generic observations will be filed without any action; and
- 4) The complaint should not be biased or based on any personal grievances, not having any vigilance angle as such.

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