

शरद गुप्ता, आई ए एस
महानिदेशक
SHARAD GUPTA, IAS
DIRECTOR GENERAL



भारतीय मानक ब्यूरो
मानक भवन, 9 बाहदुरशाह जफर मार्ग, नई दिल्ली-110002
BUREAU OF INDIAN STANDARDS
MANAK BHAVAN, 9 BAHADUR SHAH ZAFAR MARG, NEW DELHI-110002

FOREWORD

With the publication of this Citizen Charter, we are endeavouring to provide transparent, accountable and efficient service. We aim to continually improve our services and service delivery processes. The success of this Charter will depend on the feedback from citizens.

The Citizen Charter has been cast so as to bring it in line with IS : 15700 Quality Management Systems – Requirements for Service Quality by Public Service Organizations.

It is desirable that public services should not be run to suit the wishes and convenience of service providers but to suit the wishes and convenience of its stakeholders. An organization must continually improve its services to perform its role more effectively. Moreover, the users of a service should know what they could expect from it. The Citizen Charter takes into account customers' expectations and minimum acceptable levels of service to enhance the satisfaction of customers and the stakeholders.

I hope the publication of this Citizen Charter of BIS will generate considerable interest among customers and all other stakeholders and will result in substantial improvement in delivery of our services.

Sharad Gupta

Place: New Delhi
Date: 29-10-2008

CITIZENS' CHARTER

'BUREAU OF INDIAN STANDARDS'

This charter is a declaration of our commitment to achieve excellence in the formulation of national standards, implementation of the Product Certification Scheme, Management Systems Certification Scheme, Training Services, Information Services, Sale of Standards and other BIS Publications and Standards Promotion and Consumer Awareness for the benefit of consumers and the public at large. The Charter has been prepared in consultation with all stakeholders including customers of the Bureau. This Charter is also available in regional languages.

OUR VISION

The Bureau of Indian Standards (BIS), the National Standards Body of India, resolves to be the leader in all matters concerning Standardization, Certification and Quality. In order to attain this, we are committed to:

- Provide efficient, timely, transparent and reliable service without any discrimination,
- satisfy the customer's need for quality of goods and services, and
- work and act in such a way that each task performed as individuals or as corporate entity, leads to excellence and enhances the credibility and image of the organization.

BIS would strive to achieve these objectives by working in close co-operation with all concerned and by adopting Service Quality Management Systems, motivating and ensuring active participation of all its employees and stakeholders. BIS would endeavour to continually improve the effectiveness of its services, through periodic review of Citizens' Charter.

OUR MISSION

BIS has been established under BIS Act 1986 for the harmonious development of the activities of standardization, marking and quality certification of goods and for matters connected therewith or incidental thereto.

We dedicate ourselves to achieve excellence through effective implementation of Bureau of Indian Standards Act, 1986 and Rules and Regulations framed there under and provide prompt and efficient services to all concerned.

OUR SERVICES

- Formulation of National Standards
- Certification Schemes
 - a) Product Certification
 - i) Scheme for Domestic Manufacturers
 - ii) Scheme for Foreign Manufacturers
 - iii) Scheme for Indian Importers
 - iv) ECO Mark Scheme
 - v) IECCEE-CB Scheme (International Electrotechnical Commission Electrical Equipment and Components Certification Scheme)
 - v) IECQ Scheme (International Electrotechnical Commission Quality Assessment Scheme for Electronics Components)
 - vii) Hallmarking of Gold and Silver jewellery & artifacts
 - viii) IEC Ex Scheme (International Electrotechnical Commission Scheme for Certification of Electrical Equipments for use in explosives environment)
 - b) Management Systems Certification
 - i) Quality Management Systems (QMS)
 - ii) Environmental Management Systems (EMS)
 - iii) Occupational Health & Safety Management Systems (OHSMS)
 - iv) Hazard Analysis and Critical Control Point (HACCP) Scheme
 - v) Food Safety Management Systems (FSMS)
 - vi) Information Security Management Systems (ISMS)
 - vii) Service Quality Management Systems (SQMS)

- Training Services
 - a) Open Programmes
 - b) In-house Programmes

- Information Services
 - a) Library Services
 - b) Single Window Facilitation Cell
 - c) WTO Enquiry Point

- Sale of Indian and certain Overseas Standards and BIS Publications

- Standards Promotion & Consumer Awareness
 - a) Consumer Awareness Programmes
 - b) Educational Utilization of Standards Programmes
 - c) Industrial Awareness Programmes

The addresses, telephone/fax nos. and emails of the nodal officer for implementation of Citizens' Charter and the branch heads who are also the Public Grievance officers (PGOs), are given in Annex I. Efforts shall be made to redress the grievance within a period of one month of its receipt.

Details of BIS services and Complaint Handling procedure are available on our website www.bis.org.in .

TIME NORMS FOR THE KEY SERVICES

Time Norms for the key services are given in Annex II. In case of non-compliances, the PGO in the respective office of BIS may be contacted.

OUR EXPECTATIONS

- Help BIS for harmonious development of Standardization activity in India
- Provide input to and / or participate in Standardization activity, where possible to protect consumers interests in terms of their safety and health and to enhance quality and productivity of Indian industry and service organizations
- Participate in International Standardization activity, where possible to safeguard India's interest.
- Promote quality among the common man and society by purchasing ISI marked goods.
- Inform BIS about misuse of BIS Certification Marks logo and/or use of BIS Certification Marks without holding licence from BIS.

The Bureau shall strive to adhere to its commitments contained in the CHARTER to ensure service to all concerned.

Annex II

Time Norms for Key Services

| Sl No. | Activity | Time |
|--------|---|---|
| 1. | Formulation of Indian Standards | Priority I : 12 Months Priority II : 20 Months Normal : 28 Months |
| 2. | Certification Schemes | |
| | a) Product Certification | |
| | i) Scheme for Domestic Manufacturers | Normal Procedure: 4 Months Simplified Procedure: 1 Month |
| | ii) Scheme for Foreign Manufacturers | 6 Months |
| | iii) Scheme for Indian Importers | 4 Months |
| | iv) ECO Mark Scheme | 4 Months |
| | v) IECEE-CB Scheme | 15 Working days (see Remark 1) |
| | vi) IECQ Scheme | 15 Working days (see Remark 2) |
| | vii) Hallmarking of Gold and Silver jewellery & artifacts | 7 Working days |
| | viii) IEC Ex Scheme | Not yet operational |
| | Certification Schemes (continued) | |
| | b) Management Systems Certification | |

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|----|--|--|
| | <ul style="list-style-type: none"> i) Quality Management Systems (QMS) ii) Environmental Management Systems (EMS) iii) Occupational Health & Safety Management Systems (OHSMS) iv) Hazard Analysis and Critical Control Point (HACCP) Scheme v) Food Safety Management System (FSMS) vi) Information Security Management System (ISMS) vii) Service Quality Management Systems (SQMS) | 3 Months for all |
| 3. | Training Services | |
| | a) Open Programmes | As per Training Calendar of NITS |
| | b) In-House Programmes | Within one month from date of receipt of request |
| 4. | Information Services | |
| | a) Library Services | |
| | <ul style="list-style-type: none"> i) Issue of standards/books ii) To become Member of Library | <p>Across the counter</p> <p>15 Working days</p> |
| | b) Single Window Facilitation Cell | Across the counter |
| | Information Services (continued) | |

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| | c)WTO Enquiry Point i) Acknowledgement of an enquiry ii) Dissemination of TBT(Technical Barrier to Trade) notification | 5 Working days 5 Working days from date of hosting on WTO website |
| 6. | Sale of Standards and Publications (see Note 1) | Across the counter By Post : Within 2 weeks |
| 7. | Standards Promotion & Consumer Awareness | |
| | a) Consumer Awareness Programmes b) Educational Utilization of Standards Programmes c) Industrial Awareness Programmes | Within 15 days for all (Programmes from date of receipt of request) |
| 8. | Grievance Redressal | Three months |

Note 1 – For sale of foreign standards time norms may vary which will be informed to the purchaser, subject to its availability.

Note 2 – The actual time taken may exceed if some actions are pending on the part of the applicant. Further, in case of Foreign Manufacturers scheme, getting visa and other clearances may take additional time.

Remark 1: Application to be submitted along with the Test Report from CB testing laboratories (Central Power Research Institute (CPRI) Bangalore or CPRI Bhopal)

Remark 2: This period is in addition to the period taken by Standardization Tasting and Quality Certificate (STQC) Directorate to Plan and visit the manufacturers.

Annex I

LIST OF NODAL OFFICERS AND PGOs

| | | EPABX | Head of HQ/RO/BO | Fax No. | e-mail |
|----|--|---|-----------------------|--------------------|--|
| 1. | Nodal Officer Head (Standards Promotion & Consumer Affairs Department) Bureau of Indian Standards Manak Bhavan, 9, Bahadur Shah Zafar Marg New Delhi-110002 | STD-011 23230131, 23233375, 23239402 | 23235069 | 23235069 | spcad@bis.org.in |
| 2. | Deputy Director General CENTRAL REGIONAL OFFICE Manakalaya 9, Bahadur Shah Zafar Marg New Delhi-110002 | STD-011 23230131, 23233375, 23239402 | 23237617, 23233841 | 23238911 | ddgc@bis.org.in |
| 3. | Deputy Director General EASTERN REGIONAL OFFICE 1/14, C.I.T. Scheme VII M V.I.P. Road, Kankurgachi, Calcutta-700054 | STD-033 2 3378499, 23378561- 62, 23378662, 23592910 | 23379474 | 23377459 | ero@bis.org.in |
| 4. | Deputy Director General NORTHERN REGIONAL OFFICE SCO 335-336, Sector 34-A Chandigarh-160022 | STD-0172 2609285, 2664750, 2624136, 2624145 | 2603843 | 2602025 2606083 | nro@bis.org.in |
| 5 | Deputy Director General SOUTHERN REGIONAL OFFICE CIT Campus, IV Cross Road Chennai-600113 | STD-044 2542315, 2541584, 2541984 | 2350365 | 2541087 | sro@bis.org.in |
| 6. | Deputy Director General WESTERN REGIONAL OFFICE Manakalaya, E-9, MIDC Behind Marol Telephone Exchange Andheri (East) Mumbai-400093 | STD:022 28327891-92, 28235681-82 | 2 8218093 | 28364820 | wro@bis.org.in |

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|----|---|---|----------|----------|--|
| 7. | Head AHMEDABAD BRANCH OFFICE 'Pushpak' Nurmohamed Shaikh Marg Khanpur Ahmedabad - 380001 | STD-079 25601348,2560134 9, 25601265 | 25601431 | 25601440 | abo@bis.org.in |
| 8. | Head BANGALORE BRANCH OFFICE Peenya Industrial Area, 1st Stage, Bangalore-Tumkur Road, Bangalore-560058 | STD-080 2 8394955-56, 28396324 | 28395604 | 28398841 | bnbo@bis.org.in |
| 9. | Head BHOPAL BRANCH OFFICE Comercial-Cum OfficeComplex, Opposite Dushera Maidan, E-5, Arera Colony ,Bittan Market, Bhopal-462016 | STD: 0755 2423449, 2423452, 2420493 | 2423453 | 2423451 | bplbo@bis.org.in |
| 10 | Head BHUBANESHWAR BRANCH OFFICE Plot No.62-63, Unit VI, Ganga Nagar, Bhubaneshwar-751001 | STD-0674 2403627 | 2403139 | 2403139 | bhbo@bis.org.in |
| 11 | Head COIMBATORE BRANCH OFFICE 5 th Floor, Kovai Tower, 44 Bala Sundaram Road, Coimbatore-641018 | STD-0422 2210141, 2201016, 2215084, 2215984 | 216705 | 2216705 | cbto@bis.org.in |
| 12 | Head FARIDABAD BRANCH OFFICE SCO – 21, Sector 12, Faridabad- 121001 | STD-0129 2292175, 2292179 | 2292173 | 2291860 | fdo@bis.org.in |
| 13 | Head GHAZIABAD BRANCH OFFICE Savitri Complex 116,G.T.Road, Ghaziabad- 201001 | STD-0120 2861996, 2861498 | 2861174 | 2862195 | gzbo@bis.org.in |

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| 14 | Head GUWAHATI BRANCH OFFICE 53/5, Ward No.29 R.G.Barua Road, 5th By-lane, Apurba Sinha Path, Guwahati- 78100 | STD-0361 2456508, 2454679 | 2541137 | 2456508 | gbo@bis.org.in |
| 15 | Head HYDERABAD BRANCH OFFICE 5-8-56C, L.N.Gupta Marg Nampally Station Road, Hyderabad-500001 | STD-040 23201083, 23201768, 23201053, 23204809 | 23201084 | 23201241 | hbo@bis.org.in |
| 16 | Head JAIPUR BRANCH OFFICE E-52, Chitaranjan Marg C-Scheme Jaipur-302001 | STD-0141 2372925, 2376736, 2373879 | 2368550 | 372940 | jbo@bis.org.in |
| 17 | Head KANPUR BRANCH OFFICE 117/418 B, Sarvodaya nagar Kanpur-208005 | STD-0512 2218292, 2295839 | 2295839 | 2218774 | kbo@bis.org.in |
| 18 | Head LUCKNOW BRANCH OFFICE Seth Bhavan, Second Floor Behind Leela Cinema, Naval Kishore Road Lucknow-226001 | STD-0522 2615698 | 2230731 M-9415110059 | 2 615698 | lbo@bis.org.in |
| 19 | Head NAGPUR BRANCH OFFICE NIT Building II Floor Gokul Path Market Nagpur-440010 | STD-0712 2565171, 2554268 | 2565171 | 2554267 | nbo@bis.org.in |
| 20 | Head PARWANOO BRANCH OFFICE House no. 15, Sec 3 District Solan (H.P) – 173 220 | STD-01792 235437,235338235 439 | 235436 | 235435 | nlbo@bis.org.in |
| 21 | Head National Institute of Training for Standardization (NITS) Plot No.A-20-21, Institutional Area Sec 62 Gautam Budh Nagar NOIDA-201307 | STD-0120 2402206,2402207 | 2402203 2402202 | 2402203 2402202 | nits@bis.org.in |

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|----|--|-------------------------|--------------|---------------------|--|
| 22 | Head PATNA BRANCH OFFICE Patliputra Industrial Estate, Patna-800013 | STD-0612 2262808 | 2275342 | 2262305 | pbo@bis.org.in |
| 23 | Head PUNE BRANCH OFFICE MAIDC Building, First Floor, Plot No. 657-660, Market Yard, Gultekdi, PUNE -411037 | STD-020 24268659 | 2461096 | 24268659 | pune@bis.org.in |
| 24 | Head RAJKOT BRANCH OFFICE 'Sahajanand House' 3rd Floor bhaktinagar Circle, 80 feet road Rajkot-360002 | STD-0281 2378251 | 2378251 | 2378251 | rbo@bis.org.in |
| 25 | Head THIRUVANATHAPURAM BRANCH OFFICE T.C.No.14/1421, University P.O.Palayam Thiruvanathapuram-695034 | STD-0471 2558416/7/8 | 2322104 | 2327215, 2322117 | tbo@bis.org.in |
| 26 | Head VISHAKHAPATANAM BRANCH OFFICE 'C' Block, First Floor, Udyog Bhawan VUDA Complex, Siripuram Vishakhapatanam-530003 (Andhra Pradesh) | STD-0891 2712833 | 2712833 | 2712837 | vbo@bis.org.in |
| 27 | Aurangabad Inspection Office | 2324016 | 95240-324016 | - | - |
| 28 | Bhilai Inspection Office | 0788-2220507 | 0788-2892345 | 2279146 | bisbhilai@sancharnet.in |
| 29 | Jamshedpur Inspection Office | 0657-2273498 | 0657-2271791 | 2271791 | bisjsr@sancharnet.in |
| 30 | Rourkela Inspection Office | 0661-2510222 | 0661-2510222 | - | ior@bis.org.in |
| 31 | Durgapur Inspection Office | 0343-2583178 | 0343-2583178 | - | bisdgf@sancharnet.in |

