



# R F D

Results Framework Document  
for  
BUREAU OF INDIAN STANDARDS

(2011-2012)

## Section 1: Vision, Mission, Objectives and Functions

### 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.

### Mission

BIS Act 1986 provides for the establishment of a Bureau for the harmonious development of the activities of standardization, marking and quality certification of goods and for matters connected therewith or incidental thereto

### Objectives

- 1 To provide efficient timely service for harmonious development of standards.
- 2 To satisfy the customer's need for quality and safety of goods and services through operation of Certification Schemes of BIS
- 3 To generate awareness on standards, standard mark, and safety & quality of products through Seminars, Awareness Programmes and Publicity Campaigns

### Functions

- 1 The Bureau of Indian Standards was established through an Act of Parliament known as THE BUREAU OF INDIAN STANDARDS ACT 1986. The major functions of Bureau of Indian Standards are to: establish, publish and promote the Indian Standard, in relation to any article or process;
- 2 recognize as an Indian Standard, any standard established by any other Institution in India or elsewhere, in relation to any article or process;
- 3 specify a Standard Mark to be called the Bureau of Indian Standards Certification Mark which shall be of such design and contain such particulars as may be prescribed to represent a particular Indian Standard;
- 4 grant, renew, suspend or cancel a licence for the use of the Standard Mark
- 5 seek recognition of the Bureau and of the Indian Standards outside India on such terms and conditions as may be mutually agreed upon by the Bureau with any corresponding institution or organization in any country

## Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	VeryGood	Good	Fair	Poor
						100%	90%	80%	70%	60%
[1] To provide efficient timely service for harmonious development of standards.	45.00	[1.1] Formulation of standards	[1.1.1] Manuscript sent for Printing	No.	30.00	330	297	264	231	198
		[1.2] Review of existing standards	[1.2.1] Decision Taken on Review Status	No.	15.00	3400	3060	2720	2380	2040
[2] To satisfy the customer's need for quality and safety of goods and services through operation of Certification Schemes of BIS	35.00	[2.1] Grant of Licences	[2.1.1] Decision taken to Grant Licence	No	35.00	4000	3600	3200	2800	2400
[3] To generate awareness on standards, standard mark, and safety & quality of products through Seminars, Awareness Programmes and Publicity Campaigns	9.00	[3.1] Seminars, Awareness Programmes and Publicity Campaign	[3.1.1] Programmes organized	No.	9.00	150	135	120	105	90
* Efficient Functioning of the RFD System	11.00	Timely submission of RFD for 2011-12	On-time submission	Date	2.00	31/03/2011	03/04/2011	04/04/2011	05/04/2011	06/03/2011
		Timely submission of Results for 2011-12	On-time submission	Date	1.00	01/05/2012	03/05/2012	04/05/2012	05/05/2012	06/05/2012
		Finalize a Strategic Plan for RC	Finalize the Strategic Plan for next 5 years	Date	2.00	10/12/2011	15/12/2011	20/12/2011	24/12/2011	31/03/2011
		Identify potential areas of corruption related to organisation activities and develop an action plan to mitigate them	Finalize an action plan to mitigate potential areas of corruption.	Date	2.00	10/12/2011	15/12/2011	20/12/2011	24/12/2011	31/03/2011
		Implementation of Sevottam	Create a Sevottam compliant system to implement, monitor and review Citizen's Charter	Date	2.00	10/12/2011	15/12/2011	20/12/2011	24/12/2011	31/12/2011
			Create a Sevottam Compliant system to redress and monitor public Grievances	Date	2.00	10/12/2011	15/12/2011	20/12/2011	24/12/2011	31/12/2011

\* Mandatory Objective(s)

### Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value for FY 09/10	Actual Value for FY 10/11	Target Value for FY 11/12	Projected Value for FY 12/13	Projected Value for FY 13/14
1 To provide efficient timely service for harmonious development of standards.	Formulation of standards	Manuscript sent for Printing	No.	322	338	330	--	--
	Review of existing standards	Decision Taken on Review Status	No.	2895	4296	3400	--	--
2 To satisfy the customer's need for quality and safety of goods and services through operation of Certification Schemes of BIS	Grant of Licences	Decision taken to Grant Licence	No	4112	4582	4000	--	--
3 To generate awareness on standards, standard mark, and safety & quality of products through Seminars, Awareness Programmes and Publicity Campaigns	Seminars, Awareness Programmes and Publicity Campaign	Programmes organized	No.	145	156	150	--	--
* Efficient Functioning of the RFD System	Timely submission of RFD for 2011-12	On-time submission	Date	--	--	03/04/2011	--	--
	Timely submission of Results for 2011-12	On-time submission	Date	--	--	03/05/2012	--	--
	Finalize a Strategic Plan for RC	Finalize the Strategic Plan for next 5 years	Date	--	--	15/12/2011	--	--
	Identify potential areas of corruption related to organisation activities and develop an action plan to mitigate them	Finalize an action plan to mitigate potential areas of corruption.	Date	--	--	15/12/2011	--	--
	Implementation of Sevottam	Create a Sevottam compliant system to implement, monitor and review Citizen's Charter	Date	--	--	15/12/2011	--	--
		Create a Sevottam Compliant system to redress and monitor public Grievances	Date	--	--	15/12/2011	--	--

\* Mandatory Objective(s)

## Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

### 1. Standards Formulation

The activity involves Formulation of new and revised standards and review of existing Indian standards as per the provisions of the BIS Act 1986. This is done based on the needs of various stakeholders and also technological advancements. BIS participates in regional and international standardization activities to safeguard India's interest by way of providing technical, policy and other inputs.

a) No. of Standards formulated - The stage at which finalized draft standard is sent for Printing is considered as Standard Formulated

b) Review of Existing Standards –Standards are reviewed as considered necessary but at least once in five years to establish whether these are still current and to be reaffirmed or requires revision/ issuing of amendments or to be declared obsolete and withdrawn. The stage at which decision is taken regarding review status is considered as Standard Reviewed

### 2. Certification Schemes

Operation of certification activities related to products and services to manufacturers/ organizations by grant of licence and surveillance thereafter. Product (including hallmarking of gold and silver) certification provides third party assurance that standard marked product meets the requirements of the relevant Indian Standard. Management System Certification provides an assurance that an organization has the ability to meet such requirements consistently.

The stage at which decision is taken to grant a licence is considered as "Grant of Licence."

### 3. Generation of Awareness through Seminars and Awareness Programmes

BIS strives to generate awareness on standards, standard mark and safety & quality of products through Seminars, Awareness Programmes and Publicity Campaigns.

### 4. Proposed Measurement Methodology

All the above parameters are measured in numbers. These are reported and monitored on monthly/quarterly basis.

## Section 5: Specific Performance Requirements from other Departments

### 1. COMMITMENTS/ ASSISTANCE FROM GOVT OF INDIA

BIS is financially self sustaining. However, for some administrative decisions it is dependent on MoCA. It is expected that such decisions will be expeditious and in furtherance of the interest of BIS.

### 1. EXPECTATIONS FROM OTHER STAKEHOLDERS

#### a) Standards Formulation

i. Any proposer for formulation of Indian Standard on new subject shall send the draft standard/essential requirements stating therein the other national and international standards available. Also in case of a product standard, the number of manufacturers and the approximate annual production so as to establish the need for the standard.

ii. Views of all members of the technical committees are sought by circulation of documents for comments. It is expected that the members of Technical Committees should respond to correspondence from BIS timely. It is also expected that they should attend the meetings regularly. The comments shall be clear and without any ambiguity.

#### b) Certification

All applicants are expected to ensure that the applications for the grant of licences under Certification Schemes are complete in all respect for speedy processing. In case of product certification, we expect the applicant to have the complete infrastructure to manufacture, test and supply the product as per the relevant standard, be ready for BIS visit to manufacturing unit, timely dispatch of samples to labs and pay test charges without any delay. For management system certification the organization shall comply with all the requirements laid down in the respective management system standard.

#### c) Awareness towards Quality and Standards

To build climate of quality consciousness in the country it is necessary to generate awareness among industry, consumer organizations, professional institutions etc. To meet this objective BIS organizes various Seminars, Awareness Programmes and Publicity Campaigns. It is expected that all stakeholders actively participate in these programmes, disseminate the knowledge gained down to all concerned.

## Section 6: OutCome/Impact of Department/Ministry

OutCome/Impact of Department/Ministry	Jointly responsible for influencing this outcome / impact with the following department (s) / ministry(ies)	Success Indicator	FY 09/10	FY 10/11	FY 11/12	FY 12/13	FY 13/14
1 Formulation of standards & Review of Standards	Committee Members	Manuscript sent for Printing/ Decision taken on Review Status	320/ 2620	325/ 3982	330/3400	--	--
2 Grant of Licences	Applicants	Decision taken to Grant Licence	3650	4292	4000	--	--
3 Seminars, Awareness Programmes and Publicity Campaign	Resource Persons and Participants of the Programmes	Programmes organized	240	286	150	--	--