



BUREAU OF INDIAN STANDARDS

CITIZEN'S CHARTER

This Charter is a declaration of our commitment to achieve excellence in the formulation of Indian 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.

1. OUR VISION

The Bureau of Indian Standards (BIS), the National Standards Body of India, resolves to be the leader in matters concerning Standardization, Certification and Quality.

2. OUR OBJECTIVES

- To provide harmonious development of standards
- To satisfy the customer's need for quality and safety of goods and services through operation of Certification schemes.
- To generate awareness on standards, standard mark, and safety and quality of products through seminars, awareness programmes and publicity Campaigns.
- To provide effective and timely services.

3. OUR MISSION

3.1 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.

3.2 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.

4. OUR KEY SERVICES

4.1 Formulation of Indian Standards

4.2 Certification Schemes

4.2.1 Product Certification Schemes

- i) Scheme for Domestic
Manufacturers
- ii) Scheme for Foreign
Manufacturers
- iii) ECO Mark Scheme
- iv) Halmarking of Gold and Silver jewellery & artefacts
- v) Registration Scheme

4.2.2 Management Systems Certification

- i) Quality Management Systems Certification scheme (QMS)
- ii) Environmental Management Systems Certification scheme
(EMS)
- iii) Occupational Health & Safety Management Systems Certification
scheme
(OHSMS)
- iv) Food Safety Management Systems Certification scheme (FSMS)
- v) Service Quality Management Systems Certification scheme (SQMS)
- vi) Hazard Analysis Critical Control Point certification scheme (HACCP)
- vii) Energy Management System (EnMS)
- viii) Integrated(QMS and HACCP)

4.3 Training Services

- i) Open Programmes
- ii) In-house programmes

iii) International Training Programmes for developing countries in the fields of Standardization and Quality Assurance, Laboratory Quality Management Systems and Management Systems.

4.4 Information Services

i) Library Services

ii) SSI Facilitation Cell has been set up at BIS HQs. At regional and branch offices, information/assistance is provided by Head of Regional/Branch Office as per **Annex I**.

iii) Technical Information services at HQs.

iv) WTO-TBT Enquiry Point

4.5 Sale of Indian and Overseas Standards and BIS Publications

4.5.1 E-sale of Indian Standards

4.6 Standards Promotion through

i) Consumer Awareness Programmes

ii) Educational Utilization of Standards Programmes

iii) Industrial Awareness Programmes

iv) Publicity through Press and Media

5. IDENTIFICATION OF LEVELS & CONTACT POINTS FOR OBTAINING SERVICE

The organization Chart of BIS is given at our website www.bis.gov.in. Nodal Officer as mentioned in **Annex-I** may be contacted for further details.

6. CLIENT GROUPS/STAKEHOLDERS/USERS

Our clients include Government organizations, Public Sector Undertakings, Industry and Consumers.

7. TIME NORMS FOR THE KEY SERVICES

Time Norms for the key services are given in **Annex II**. In case of noncompliance, the PGO in the respective office of BIS may be contacted (as given in **Annex I**).

8. SERVICE QUALITY & SERVICE DELIVERY STANDARDS

BIS is committed to provide quality service as per service delivery norms prescribed in **Annex II**.

9. PROCESS/PROCEDURES TO ACCESS SERVICE BENEFITS

9.1 Formulation of National Standards

BIS formulates Indian Standards for various sectors that have been grouped under 14 Departments like Chemical, Food and Agriculture, Civil, Electro Technical, Electronics & Information Technology, Mechanical Engineering, Management & Systems, Metallurgical Engineering, Petroleum Coal & Related Products, Medical Equipment and Hospital Planning, Textile, Transport Engineering, Production & General Engineering and Water Resources. Any query/proposal on Standards formulation can be made to DDG (Standardization) or Head of the concerned Technical Department at Headquarters, New Delhi.

9.2 Certification Schemes

The Bureau operates a Product Certification Scheme, which is governed by The Bureau of Indian Standards Act, 1986 and Rules and Regulations framed there under. The BIS Product Certification Scheme operates in an impartial, non-discriminatory and transparent manner and aims at providing quality products to the consumer. Presence of BIS Standard Mark on a product indicates conformity to the relevant Indian Standard and before granting licence to any manufacturer, it is ensured that the applicant has all required manufacturing, testing facilities to manufacture and test product through competent technical person as per relevant Indian Standard.

Any query/proposal on Product Certification Scheme can be made to DDG(Certification) or DDG of the region or, Head of the concerned Branch office. For queries relating to Hallmarking, it can be made to DDG (HM) or Head Hallmarking Department in the Hqrs or to concerned Head of the Branch Office.

9.3 Training Services

Bureau of Indian Standards has set up National Institute of Training for Standardization (NITS) to meet the training needs of industry, Government and Service sector. The Institute is operating from its campus at NOIDA. It also has six training centres at the BIS offices in Kolkata, Mumbai, Chennai, Jaipur, Bhopal and Bangalore.

Any query/proposal relating Training Services can be made to Deputy Director General, Training or, Head, NITS, Noida.

9.4 Information Services

9.4.1 BIS provides Technical Information Services to Industry, importers, exporters, individuals and government agencies in response to their enquiries.

All details relating to above services are available at BIS web site; www.bis.gov.in

9.4.2 At BIS Head Quarters, SSI facilitation Cell performs as Information facilitation counter. In Regional and Branch offices, Head or Nodal officer (as per **Annex. I**) performs this job.

10. PUBLIC GRIEVANCES REDRESSAL MECHANISM

10.1 All complaints against poor quality of ISI marked products/Hallmarked jewellery and artefacts, or Services provided by BIS can be sent to Public Grievance Officers (PGOs) appointed by BIS at all locations where BIS offices exist. The PGOs after necessary verification of supporting documents forward the complaint to Consumer Affairs Department (CAD) at Head Quarters for recording of the complaint centrally. The addresses, telephone/fax nos. and emails of Nodal officer and Public Grievance officers (PGOs) are given in **Annex I**.

10.2 Complaints against ISI marked products/Hallmarked jewellery and artefacts or for services provided by BIS, can be lodged in writing or online on BIS website www.bis.gov.in.

10.3 All recorded complaints relating to ISI marked products/Hallmarked jewellery and artefacts will be redressed within a period of three months of their recording. In case of complaints for services provided by BIS relating to its activities such as Product Certification, Standard Formulation, Management System Certification, Compulsory Registration Scheme, Sale of Standards and Publications, Training etc, redressal will be done within one month of recording of the complaint.

10.4 Monitoring of complaints is done centrally by CAD on monthly basis through Management Control Report (MCR).

10.5 The procedure for complaint redressal in respect of ISI marked products/hallmarked jewellery/artefacts is given in **Annex IIIA** and that in respect of services provided by BIS is given in **Annex IIIB**.

10.6 In case, complainant is not satisfied with the redressal of the complaint, he/she may prefer an appeal before ADG, BIS within 30 days time.

11. WEBSITE AND RELEVANT INFORMATION

11.1 BIS has website www.bis.gov.in in which forms, processes, procedures in respect of various BIS activities are available. Besides, The BIS Act, Rules and Regulations etc. are also available on the web site.

12. ONLINE CHARTER

12.1 BIS Citizen's Charter is hosted on BIS website.

13. RIGHT TO INFORMATION ACT

13.1 BIS is implementing The RTI Act 2005 and has appointed Central Public Information Officers (CPIOs) and Appellate Authorities at different Regional Offices/Branch Offices throughout the country. The information relating to RTI is available on BIS website www.bis.gov.in.

14. OUR EXPECTATIONS

a) Standard Formulation

- i) Any proposal for formulation of Indian Standard on new subject 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 duly filled in proforma available on BIS web site for proposing new subject for national standardization.
- ii) 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.
- iii) BIS expects that other technical experts/stakeholders to comment on the draft Indian Standard, when put in public domain through BIS website.

b) Certification

All applicants are expected to ensure that the applications for the grant of licences under Certification Schemes are complete in all respects for speedy processing.



- i) In case of Product Certification, the applicant is expected to have the complete infrastructure to manufacture and test the product as per relevant Indian standard. The applicant shall be ready for BIS visit to his manufacturing unit, pay required charges and ensure timely compliance to BIS instructions issued from time to time.
- ii) For Management System Certification, the organization shall be ready for the audit and give compliance report on the non-conformities issued to them within the stipulated time frame.

Annex I

LIST OF NODAL OFFICER AND PUBLIC GRIEVANCE OFFICER (PGOS)

Sl. No.	Nodal Officer	EPABX	Head of HQ/RO/BO	FAX No.	E MAIL
1	Head (Consumer Affairs Department), Bureau of Indian Standards, ManakBhavan, 9, Bahadur Shah Zafar Marg New Delhi-110002	STD-011 23230131, 23233375, 23239402	23235069	23235069	cad@bis.gov.in
2	Deputy Director General CENTRAL REGIONAL OFFICE, Bureau of Indian Standards, Manakalaya 9, Bahadur Shah Zafar Marg New Delhi-110002	STD-011 23230131, 23233375, 23239402	23237617	23238911	cro@bis.gov.in
3	Deputy Director General EASTERN REGIONAL OFFICE, Bureau of Indian Standards 1/14, C.I.T. Scheme VII M, V.I.P. Road, Kankurgachi, Calcutta-700054	STD-033 23208499, 23208561- 62, 23208662, 23202910	23209474	23209474	ero@bis.gov.in
4	Deputy Director General NORTHERN REGIONAL OFFICE Bureau of Indian Standards Plot No. 4-A, Sector 27-B, Madhya Marg, Chandigarh - 160 019.	STD-0172 2650206, 2650290	0172- 2650259	0172- 2650259	nro@bis.gov.in
5	Deputy Director General SOUTHERN REGIONAL OFFICE Bureau of Indian Standards CIT Campus, IV Cross Road, Chennai-600113	STD-044 22542519, 22541216, 22541442	22542365	22541087	sro@bis.gov.in



6	Deputy Director General WESTERN REGIONAL OFFICE, Bureau of Indian Standards Manakalaya, E-9, MIDC Behind Marol Telephone Exchange Andheri (East), Mumbai- 400093	STD:022 28327891- 92, 28329295	28218093	28253433	wro@bis.gov.in
7	Head AHMEDABAD BRANCH OFFICE Bureau of Indian Standards 3 rd Floor, Navajivan Amrut Jayanti Bhavan, Behind Gujarath Vidya pith, Off. Ashram road, Ahmedabad 380014	STD-079 27540317, 27540318, 27540319, 27540320	27540314	079- 27540636	ahbo@bis.gov.in
8	Head BANGALORE BRANCH OFFICE, Bureau of Indian Standards Peenya Industrial Area, 1 st Stage, Bangalore-Tumkur Road, Bangalore-560058	STD-080 28394955- 56, 28396324 28398860 28392296	28395604	28398841 28395604	bnbo@bis.gov.in
9	Head BHOPAL BRANCH OFFICE Bureau of Indian Standards Comercial-Cum Office Complex, Opposite Dushera Maidan, E-5, Arera Colony, Bittan Market, Bhopal-462016	STD: 0755 2423449, 2423452, 2420493 2423454 2442550	2423453	2423451	bplbo@bis.gov.in
10	Head BHUBANESHWAR BRANCH Bureau of Indian Standards OFFICE, 6t Flor, Gruha Nirman Bhawan (OSHB Building), Sachivalaya Marg Bhubaneshwar- 751001	STD-0674 2394193 2391727	2390847	0674- 2393039	bhbo@bis.gov.in

11	Head COIMBATORE BRANCH OFFICE Bureau of Indian Standards 5th Floor, Kovai Tower, 44 BalaSundaram Road, Coimbatore-641018	STD-0422 2240141, 2245622, 2249016	2248892	2246705	ctbo@bis.gov.in
12	Head, DEHRADUN BRANCH OFFICE, Bureau of Indian Standards C-43, Sector 1, Defence Colony, Dehradun	0135- 2665129, 2665130	0135- 2665071	2665272	dhbo@bis.gov.in
13	Head FARIDABAD BRANCH OFFICE, Bureau of Indian Standards SCO – 21, Sector 12, Faridabad-121001	STD-0129 2292175, 2292179	2292173	2291860	frbo@bis.gov.in
14	Head GHAZIABAD BRANCH OFFICE, Bureau of Indian Standards Savitri Complex 116,G.T.Road, Ghaziabad- 201001	STD-0120 2861175, 2861498	2861174	2862195	gzbo@bis.gov.in
15	Head GUWAHATI BRANCH OFFICE, Bureau of Indian Standards 2nd Floor, West End Block HOUSEFED Building Complex Last Gate, Dispur Guwahati 781 006	STD-0361- 2224670	2224670	2525937	ghbo@bis.gov.in
16	Head HYDERABAD BRANCH OFFICE, Bureau of Indian Standards Plot no 1, Sy no 367/1 Industrial Development Park, Moulaali, Hyderabad -500 040	STD-040 27249993, 27249996, 27249997, 27249998	27249993	27249993	hbo@bis.gov.in



17	Head JAIPUR BRANCH OFFICE Bureau of Indian Standards Prithavi Raj Road Opp-Bharat Overseas Bank Limited C-Scheme Jaipur 302 001	STD-0141 2223281, 2223282, 2223283	2223286	2223281	jpbo@bis.gov.in
18	Head JAMSHEDPUR BRANCH OFFICE Bureau of Indian Standards F/10-A, Namdih Road P.O. Burmamines, Jamshedpur - 831007 (Jharkhand)	0657- 2345481, 2345498	0657- 2345481, 2345498	0657- 2345498	jdbo@bis.gov.in
19	Head LUCKNOW BRANCH OFFICE Bureau of Indian Standards 4th Floor, B-2 Block PICUP BHAWAN Gomti Nagar Lucknow - 226 010	STD-0522 2306664	2306664	2306664	lkbo@bis.gov.in
20	Head NAGPUR BRANCH OFFICE Bureau of Indian Standards NIT Building II Floor Gokul Path Market Nagpur-440010	STD-0712 2565171, 2554268	2540807	2554267	ngbo@bis.gov.in
21	Head PARWANOO BRANCH OFFICE Bureau of Indian Standards House no. 15, Sec 3 District Solan – 173 220	STD-01792 235437,235 338 235439	235436	235435	nlbo@bis.gov.in
22	Head PATNA BRANCH OFFICE Bureau of Indian Standards Patliputra Industrial Estate, Patna800013	STD-0612 2262808 2271625	2275342	2275342	ptbo@bis.gov.in
23	Head PUNE BRANCH OFFICE Bureau of Indian Standards MAIDC Building, First Floor, Plot No. 657-660, Market Yard, Gultekdi, PUNE –411037	STD-020 24274803, 24274806	24264911	24268659	pnbo@bis.gov.in



24	Head RAJKOT BRANCH OFFICE Bureau of Indian Standards F P No. 364/P, Ward no. 13, Opposite Crystal Mall, Next to Bharat Petrol Pump, Kalawad Road, Rajkot- 360005	STD-0281 2385157 2385160 2384042	0281- 2563981 2563982 2563984 2563978	0281- 2563981	rjbo@bis.gov.in
25	Head, KOCHI BRANCH OFFICE, Bureau of Indian Standards Vankarath Towers, 2nd Floor N. H. Bye - Pass Road, Signal Junction Palarivattom, Kochi 682024	STD-0484- 2341174/75/ 76	2341066	0484- 2341176	kobo@bis.gov.in
26	Head VISHAKHAPATANAM BRANCH OFFICE Bureau of Indian Standards 'C' Block, First Floor, UdyogBhawan, VUDA Complex, Siripuram Vishakhapatnam-530003	STD-0891- 2712833, 0891- 2712834	2712833	2712837	vzbo@bis.gov.in
27	Head National Institute of Training for Standardization (NITS) Bureau of Indian Standards Plot No.A-20-21, Institutional Area, Sec 62 Gautam Budh Nagar NOIDA-201307	STD-0120- 4670232	0120- 4670232	0120- 4670227	nits@bis.gov.in
28	Head JAMMU & KASHMIR BRANCH OFFICE Bureau of Indian Standards Lane No. 4, SIDCO Industrial Complex, Bari Brahmana, Jammu – 181133 (J&K)	01923- 222690, 222696	01923- 222690, 222696	01923- 222690, 222696	jkbo@bis.gov.in
29	Head, HARYANA BRANCH OFFICE Bureau of Indian Standards Plot No. 4-A, Sector 27- B, Madhya Marg, Chandigarh - 160 019.	2659065 (Telefax)	2659065 (Telefax)	2659065 (Telefax)	mdch1@bis.gov.in



30	Head, CHANDIGARH BRANCH OFFICE-I Bureau of Indian Standards Plot No. 4-A, Sector 27- B, Madhya Marg, Chandigarh - 160 019.	2659072 (Telefax)	2659072 (Telefax)	2659072 (Telefax)	mdch2@bis.gov.in
31	Head, CHANDIGARH BRANCH OFFICE-II Bureau of Indian Standards Plot No. 4-A, Sector 27- B, Madhya Marg, Chandigarh - 160 019.	2659021 (Telefax)	2659021 (Telefax)	2659021 (Telefax)	mdch3@bis.gov.in
32	Head, DELHI BRANCH OFFICE-I Bureau of Indian Standards Manakalaya 9, Bahadur Shah Zafar Marg, New Delhi-110002	23237401	23237401		dlbo1@bis.gov.in
33	Head, DELHI BRANCH OFFICE-II Bureau of Indian Standards Manakalaya, 9, Bahadur Shah Zafar Marg, New Delhi-110002	23232922	23232922		dlbo2@bis.gov.in
34	Head, CHENNAI BRANCH OFFICE-I Bureau of Indian Standards CIT Campus, IV Cross Road, Chennai-600113	044- 22541220	044- 22541220	044- 22541220	cnbo1@bis.gov.in
35	Head, CHENNAI BRANCH OFFICE-II Bureau of Indian Standards CIT Campus, IV Cross Road, Chennai-600113	044- 22541076	22541076	22541076	cnbo2@bis.gov.in
36	Head, MUMBAI BRANCH OFFICE-I Bureau of Indian Standards E9, Behind Marol Telephone Exchange, Andheri (East), Mumbai 400 093.	022- 28327893	28327893	28327893	mubo1@bis.gov.in



37	Head, MUMBAI BRANCH OFFICE-II Bureau of Indian Standards Manakalaya, E9, Behind Marol Telephone Exchange, Andheri (East), Mumbai 400 093.	022- 28235680	28235680	28235680	mubo2@bis.gov.in
38	Head, KOLKATA BRANCH OFFICE Bureau of Indian Standards 1/14 CIT Scheme VII M, V.I.P. Road, Kankurgachi, Kolkata 700 054.	23208373	23208373	23208373	kkbo@bis.gov.in
39	Head, RAIPUR BRANCH OFFICE Bureau of Indian Standards GovindSarang Complex 2nd Floor, New Rajendra Nagar Raipur - 492006 (Chhattisgarh)	0771- 2419404, 2412235	0771- 2419404	0771- 2419404	hrpbo@bis.gov.in
40	Head, DURGAPUR Bureau of Indian Standards Technical Block Building Adjacent to Research & Control Laboratory, Durgapur Steel Plant Durgapur - 713203	0343- 2583178	0343- 2583178	0343- 2583178	dpbo@bis.gov.in

Annex II

Time Norms for Key Services

Sl. No.	ACTIVITY	TIME
1	FORMULATION OF INDIAN STANDARDS	Priority1: 12 months Priority 2: 24 months Normal : 28 months
2.	CERTIFICATION SCHEMES	
	a)Product Certification	Normal procedure:4 months Simplified procedure:1 month
	i) Scheme for Domestic Manufacturers	
	ii) Scheme for Foreign Manufacturers	6 months
	iii) ECO Mark Scheme	4 months
	iv) Hallmarking of Gold and Silver Jewellery & artefacts	7 Working days
	v) Registration Scheme	20 Working days
	b) Management System Certification	3 months for all
	i) Quality Management Systems (QMS)	
	ii)Environmental Management Systems (EMS)	
	iii)Occupational Health & Safety Management Systems (OHSMS)	
	iv) Food Safety Management System (FSMS)	
	v) Service Quality Management Systems (SQMS)	
	vi) Hazard Analysis Critical Control Point certification scheme (HACCP)	
	vii) Energy Management System (EnMS)	
	viii) Integrated(QMS and HACCP)	

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
	c) International training programme in the field of standardization , Quality and Laboratory, Management Systems for Developing Countries	As per training calendar of NITS
4	INFORMATION SERVICES	
	a) Library Services	
	i) Issue of standards/books	Across the counter
	ii) To become Member of Library	15 Working days
	b) Single Window Facilitation Cell	Across the counter
	c) WTO Enquiry Point	
	i) Acknowledgement of an enquiry	5 Working days
	ii) Dissemination of TBT(Technical Barrier to Trade) notification	5 Working days from date of hosting on WTO website
5	SALE OF STANDARDS AND PUBLICATIONS (see Note 1)	Across the counter By Post : Within 2 weeks
6	STANDARDS PROMOTION through	
	a) Consumer Awareness Programmes	Within 15 days from the date of receipt of request.
	b) Educational Utilization of Standards Programmes	
	c) Industrial Awareness Programmes	
7	GRIEVANCES REDRESSAL	Three months
8	IMPLEMENTATION OF RTI ACT' 2005	Within 30 days of receipt of request.

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

Note 2 – Under Certification scheme, 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.

Annex IIIA

PROCEDURE FOR COMPLAINT REDRESSAL IN RESPECT OF ISI MARKED PRODUCTS/HALLMARKED JEWELLERY/ARTEFACTS

Complaints can be lodged online at BIS website www.bis.gov.in, complaints@bis.gov.in, or through mobile application. Alternately, complaint can be sent in writing to BIS Hqs/Regional offices/Branch offices. In case of online complaint, complaints through mobile application acknowledgement is sent immediately assigning a complaint number.

- Written complaints are recorded centrally by Consumers Affairs Department (CAD) at BIS Head Quarters. Therefore any complaint sent to Branch office or Regional office is also recorded centrally. A Complaint number is given and the complaint is acknowledged by CAD.
- Complainant should give his/her contact details along with details of product and problem encountered and remedy requested to facilitate recording of the complaint and for investigation thereof. If the complaint is lacking in some required information, the complainant will be requested by the concerned office of BIS (Hqs/Regional/Branch Office) to furnish additional details required for recording of the complaint.
- Action on the complaint will be made by contacting the complainant (by concerned Branch office at complainant end) and carrying out investigation at licensee end (i.e. manufacturer of the product) by concerned Branch Office
- In case of violation of BIS Act, Rules, Regulations, actions such as; stop marking, deferment of renewal of licence, cancellation of licence will be taken against the licensee as per prescribed procedures.
- All recorded complaints will be redressed in 3 months time.
- To know the status of complaint, the complainant may contact CAD at Head Quarters or, concerned BIS office (Regional office or, Branch office). For complaints registered online, the status of complaint will be available on BIS website and can be seen by logging in complaint No. and e mail id of the complainant.
- In case, complainant is not satisfied with the redressal of the complaint, he/she may prefer an appeal before ADG, BIS within 30 days time.

Contact details

Head

Consumer Affairs Department,

Bureau of Indian Standards, Manakalaya

9 Bahadur Shah Zafar Marg, New Delhi-2

Tel. No: 23235069 **E mail:** cad@bis.gov.in, complaints@bis.gov.in

Annex IIIB

PROCEDURE FOR COMPLAINT REDRESSAL IN RESPECT OF BISSERVICES

Complaints can be lodged online at BIS website www.bis.gov.in, complaints@bis.gov.in, or through mobile application. Alternately, complaint can be sent in writing to BIS Hqs/Regional offices/Branch offices. In case of online complaint, complaints through mobile application acknowledgement is sent immediately assigning a complaint number.

- Written complaints are recorded centrally by Consumers Affairs Department (CAD) at BIS Head Quarters. Therefore any complaint sent to Branch office or Regional office is also recorded centrally. A Complaint number is given and the complaint is acknowledged by CAD.
- Complainant should give specific complaint with necessary details to facilitate its recording.
- The complaint will be investigated/Inquired and remedial action will be taken accordingly.
- All recorded complaints will be redressed in one month's time.
- In case, complainant is not satisfied with the redressal of the complaint, he/she may prefer an appeal before ADG, BIS within 30 days time.

Contact details

Head

Consumer Affairs Department,

Bureau of Indian Standards, Manakalaya

9 Bahadur Shah Zafar Marg, New Delhi-2

Tel. No: 23235069 **E mail:** cad@bis.gov.in, complaints@bis.gov.in

- If the complaint is related to allegations of corruption on the part of officers/staff, the same can be registered online under the category;

Lodge complaints pertaining to BIS officer/staff (Vigilance related).

Such complaints can also be registered directly to Chief Vigilance Officer, Manakalya, 4th Floor, Bureau of Indian Standards, 9, Bahadur Shah Zafar Marg, New Delhi-110 002, Telephone No. 23235336.