

BIS New Delhi	QUALITY SYSTEM PROCEDURE (IS 15700 : 2005 Clause 7.3)		Doc. No. BIS/SQ/P/03 Issue No.: 01 Page 1 of 3 Page Rev. No: 0  Effective Date: 13-02-06
	Complaints Handling for ISI Mark Product		
Prepared by : Nodal Officer	Approved by : DG, BIS	Issued by : Nodal Officer	

1. **Purpose** : Procedure for Handling of Complaints
2. **Scope** : Applicable to Service Quality requirement as per IS 15700 : 2005
3. **Overall Responsibility** : Nodal Officer

4. **Procedure** :

S. No.	Activity	Description	Responsibility
1.	Receipt of Complaints	<p>-Formally acknowledge the complaint, within seven days of its receipt indicating due date redressal</p> <p>-ascertain whether the complaint pertains to product carrying Standard Mark offered by BIS.</p> <p>-request the complainant for providing additional information related to the complaint which could be useful in arranging investigation / redressal.</p> <p>-Assess the seriousness &amp; severity of complaint</p> <p>-forward copies of the complaint and the acknowledgement letter to SP&amp;CAD along with the complaint data sheet duly filled in (see Appendix 1). ( If registered at RO/BO)</p> <p>- The complaints on which immediate action has been taken or resolved at the point at which they are made, need not be registered</p>	<p>All concerned PGOs</p> <p>-do-</p> <p>-do-</p> <p>-do-</p> <p>-do-</p>

2.	Recording of Complaints	<p>-All complaints shall be recorded centrally at HQ and assigned SI No. of the complaint</p> <p>-Convey complaint no. to the concerned ROs/BOs which shall be quoted in all future correspondence related to the complaint.</p> <p>-maintain a register of all complaints pertaining the complainants under their respective jurisdiction and keep track of their progress towards redressal and send a monthly statement on the same to SP&amp;CAD.</p>	<p>SP&amp;CAD</p> <p>-do-</p> <p>Concerned PGO &amp; SP&amp;CAD</p>
3.	Investigation of Complaint	<p>- the investigations shall be completed by the concerned BO so that the complaints are redressed within one month of its registration.</p> <p>The investigation of complaint shall consist of one or more of the following actions:</p> <p>a) Establishment of genuineness of complaint by physical verification of the product under complaint and noting down the marking details on the product and / or its packing /container.</p> <p>b) Ascertaining details of the complained material such as, quantity under complaint and that held in stock, name of manufacturer, source of purchase, date of purchase installation, etc. Copies of relevant documents shall also be obtained from the complainant.</p> <p>c)If the BIS certified material has been accepted after inspection by another Agency such as DGS&amp;D full particulars about inspections may be obtained. The inspection Agency may</p>	<p>Licensee End (LE) and Complainant End (CE)</p> <p>-do-</p> <p>-do-</p> <p>-do-</p>

		<p>be contacted to obtain copies of inspection note and other terms of contract.</p> <p>-Investigation at complainant end should normally precede the investigation at the licensee end. CEBC shall ensure that its report in the prescribed proforma (see Appendix 2), reach the licensee end BO soon after the investigations are completed.</p> <p>-The report of investigations at the licensee's end shall be submitted in the prescribed proforma even if the same is carried out during the course of visit to the licensee for periodic or other inspection (see Appendix ).</p> <p>-</p>	<p>complainant end BO</p> <p>Licensee end BO</p>
4.	Drawal of samples	<p>-Draw sample from the stock under complaint</p> <p>-If stocks are inadequate, sample may be drawn from the same batch / control unit from the source from where the complained material was purchased.</p> <p>-In case the complaint batch sample is not available at source of purchase and instead material pertaining to nearby lot /batch / control unit is available, a market sample could be drawn / purchased from the same for review of licensee's performance only.</p> <p>Note: Decision on the particular complaint is not to be taken on the basis of such market sample.</p> <p>- Examination of records of the lot / batch / control unit of the complained</p>	<p>CE / LE BO</p> <p>- do -</p> <p>- do -</p> <p>LE BO</p>

		material as maintained by the licensee and the over all assessment of its performance during the period of manufacture.	
5.	After completion of investigation	<p>-In case complaint is found to be not genuine, the complainant shall be informed accordingly and case put up for closure to the respective DDGRs.</p> <p>-Redressal may be arranged straight away if the product is not expensive.</p> <p>-In case the complaint is established by way of independent test report of the complaint sample or even by testing / observation during visit to the complainant steps shall be taken to advise the licensee to arrange redressal of the complainant by way of replacement / repairs depending upon the product under complaint. Depending upon the gravity of the findings in the investigation of a complaint, strict action, both punitive as well as corrective, should be taken against the licensee.</p> <p>-Complainant shall be requested to give a satisfaction letter for the redressal arranged, (in case he is not willing to provide the same the justification for the decision taken along with alternative internal and external recourse available for appeal shall be intimated through a Registered AD letter and complaint shall be processed for closure).</p> <p>-The proposal for closure of complaint shall be put up in the prescribed proforma (see Appendix 4). Copy of complaint closure proforma carrying orders of DDGRs shall be forwarded to SP&amp;CAD.</p> <p>-While deciding upon closure of</p>	<p>CE / LE BO</p> <p>LE BO</p> <p>- do -</p> <p>CE / LE BO</p> <p>LE BO</p> <p>DDGRs</p>

	<p>complaint, it shall ensure that the corrective actions taken by the licensees for avoiding recurrence of such failures and / or actions taken after stoppage of marking, if imposed in view of the complaint have been duly verified and reported by the BO.</p> <p>-In case, the matter relating to the complaint has been referred to a Court of Law or to a Consumer Redressal Forum (i.e. has become sub-judice) or has been referred for arbitration, the complaint could be processed for closure.</p> <p>-If a complaint against BIS certified product is found to be genuine, the cancellation of the licence may be considered depending upon the seriousness of the complaint, in case it is established that any licensee has intentionally produced substandard product. In such cases, cancellation of not only of that particular licence but of all other licences, held by that licensee, should be done in consultation with ADG/DG.</p> <p>-The final decision / action taken shall be conveyed to the complainant</p> <p>-“Stop Marking” should be invariably imposed on the license if the complaint sample fails in testing in the case of complaints by large – scale buyers. If, however, the concerned RO / BO feels that there is sufficient justification for not imposing “Stop Marking”, such justification should be recorded on the closure proforma submitted to DDGRs.</p> <p>-In case of food products under mandatory certification (and for any other identified product where stricter</p>	<p>LE BO</p> <p>LE BO</p> <p>CE BO</p> <p>LE BO</p>
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		<p>norms are to be applied), “Stop marking” shall be imposed if complaint sample fails in testing in critical requirements.</p> <p>Note: Copy of Test Report of complaint sample shall not be given to the complainant. In case, it is insisted upon, then only the findings should be conveyed.</p> <p>-Any complaint which has been closed for actions as considered necessary may be reopened if desired</p> <p>. Efforts shall be made to dispose off the complaints within a month of their registration. All complaints pending for more than a month shall be put up to ADG / DG for review and direction every month.</p> <p>-To respond to cases where normal service delivery mechanism does not respond</p>	<p>DDGM</p> <p>SP&amp;CAD</p> <p>Ombudsman</p>
6.	Anonymous / pseudonymous complaints	Discrete investigations shall be carried out to verify the genuineness of anonymous / pseudonymous complaints relating to BIS Certified Products and if necessary, actions shall be initiated in consultation with the DDG / ADG.	RO / BO

Ref: My documents / procedure format (1)

## Feedback Prog from Customer visiting SSI Facilitation Cell

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SI No.	Question
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1. Name & Address
  
2. Are you
  - a) BIS licensee / Applicant
  - b) Student / Teacher
  - c) BIS Committee Member
  - d) Other (Specify)
  
3. How many times you had to visit BIS office for the same same work during last 1 year
  
4. Your suggestion for improving the service :

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For each of the following question, please tick mark (√) on any one of 1,2, & 3

1. means satisfied
2. means dissatisfied
3. means needs improvement

SI No.	Question	1	2	3
1.	Promptness of BIS official in rendering services			
2.	Cooperative attitude of BIS official			
3.	Behaviour of BIS official			
4.	Overall level of satisfaction of services of BIS			

## BUREAU OF INDIAN STANDARDS

### Complainant Feed Back Proforma

1. Name of the Complainant :
2. Address of the Complainant :
3. Field of Complaint : Product / Service
4. Source of Complaint : online / letter
5. Kindly tick as appropriate and score off if not applicable

Sl No.	Service Description	Evaluation of Service by Customer			Remarks
		Satisfactory	Unsatisfactory	Needs improvement	
1.	Response to Complaint				
2.	Promptness in attending to complaint				
3.	Service provided by BIS official (s) during investigation				
4.	Quality of Service				
5.	Overall Satisfaction Level				

6. Suggestion(s), if any, for Improvement :

(Signature of Complainant)

**Standards Promotion, Consumer Affairs & Public Grievances Department**

**Subject : Objectives of SP&CAD  
2006**

**23 Feb**

The department through resources available aims to achieve the following, to the satisfaction of the Citizens :

- **To establish, Implement and review the Mission and Vision of the organization through Citizen Charter**
- **To redress the complaints within the stipulated time as specified in the Citizen Charter**
- **To establish, implement and maintain the Requirements for Service Quality as per IS 15700 : 2005**
- **To disseminate the information as sought under RTI Act 2005 within a period of 30 days**
- **To organize Consumer Awareness, Educational Utilization and Industrial Awareness Programmes as per the targets set for the department**
- **To provide information on queries on various activities of the Bureau through a Single Window of SSI Facilitation Cell**
- **To provide Consumer Feedback to the concerned Consumer Policy Related Committee at International Level from time to time**