

CONSUMER PROTECTION IN BUREAU OF INDIAN STANDARDS (BIS)

OVERVIEW:

Bureau of Indian Standards (BIS) is a National Standard Body of India. BIS is working under the support of Ministry of Consumer affairs, Food and Public Distribution, Government of India. Through the standardization, testing and certification, the BIS has been providing various benefits to the national economy in the way of providing quality and reliable goods that are safe for internal and external consumption, minimizing health hazards to consumers, promoting export and import substitutes etc.

BIS is involved in the following activities

1. Standards Formulation
2. Product Certification Scheme
3. Compulsory Registration Scheme
4. Foreign Manufacturers Certification Scheme
5. Hall Marking Scheme
6. Laboratory Services
7. Laboratory Recognition Scheme
8. Sale of Indian Standards
9. Consumer Affairs Activities
10. Promotional Activities
11. Training Services, National & International level
12. Information Services

GROUND FOR COMPLAINTS:

Complaints can be registered with the BIS on the following grounds

1. Quality of BIS certified product.
2. Products under Registration Scheme.
3. Hallmarked products.
4. Services of BIS such as sales, library, technical information services and general services etc.
5. Activities of BIS such as Standard Formulation, Product and Management Systems Certification, Laboratory testing etc.
6. Unauthorized use of BIS Standard Mark by licensees/applicants/others.
7. Irregularities in operation and misuse of license by BIS licensees.
8. False or misleading advertisements and claims by licensees or applicants or non-licensees.
9. Delay in grant or renewal of licenses and delays in inclusion of additional varieties.
10. Regarding the services rendered by BIS officers and employees.

COMPLAINT REDRESSAL SYSTEM:

The complaint regarding BIS certified products can be redressed through the following procedures

- Through Online Complaint Registration on BIS website www.bis.gov.in
Refer to the link given below for online complaint registration on the BIS website
http://bis.org.in/other/online_application_icare.asp
- Also by personally contacting or writing to Public Grievance officer of the nearest Regional/ Branch office of BIS or directly to the Head (Consumer Affairs Department).

ACT:

The Bureau of Indian Standards Act, 2016:

It is an Act to provide for the establishment of a national standards body for the harmonious development of the activities of standardization , conformity assessment and quality assurance of goods, articles, processes, systems and services and for matters connected therewith or incidental thereto. (Definition as per the Act)

<http://www.indiacode.nic.in/acts-in-pdf/2016/201611.pdf>

CONTACT DETAILS:

The link given below will guide the consumers towards the contact details of BIS.

<http://bis.gov.in/dir/mails.asp>

PROCEEDING IN ACCORDANCE WITH THE CONSUMER PROTECTION ACT 1986:

One can file a case in the respective consumer forums/Commission either in case of getting relief or to appeal.

http://clap.nls.ac.in/?page_id=102

REFERENCE:

<http://bis.gov.in/dir/mails.asp>

http://www.bis.org.in/bis_overview.asp

http://www.bis.org.in/other/consumer_affairs.asp

<http://www.bis.gov.in/>

<http://www.indiacode.nic.in/acts-in-pdf/2016/201611.pdf>