

# BIS in the service of common consumers



**BUREAU OF INDIAN STANDARDS**



## **BIS in the Service of Common Consumers**

Since its inception in 1947, the Bureau of Indian Standards has been engaged in formulating Indian Standards, laying down quality parameters for the production of goods in the country. These standards are prepared by Technical Committees which are represented by diverse interests including scientists, technologists, manufacturers, purchasers and consumers. The Bureau has published over 17500 Indian Standards covering product specifications, methods of test, codes of practice, glossaries of terms, etc. Of these, nearly 2500 Indian Standards are of direct relevance to the common consumers.

### **BIS Certification Marks Scheme**

The Bureau operates a Certification Marks Schemes under the *Bureau of Indian Standards Act*, 1986 to help the consumer identify products, the quality of which is assured by the Bureau. Under the scheme, interested manufacturers are granted licences to mark their products with the Bureau's Standard Mark, known as ISI after the

Bureau satisfies itself to the effect that:

- The manufacturer has a satisfactory infrastructure for manufacturing the product in question with an effective quality control mechanism,
- The manufacturer has testing facilities in accordance with the relevant Indian Standards;
- The manufacturer has qualified quality control and testing personnel;
- The sample drawn from the declared production conforms to the relevant Indian Standards; and
- The manufacturer agrees to operate the Scheme of Testing and Inspection provided by the Bureau.

About 1145 products are covered under the Bureau's Certification Marks Scheme through about 16700 licences. Of these, about 30 percent products are of common consumer interest, some of the items of common consumer interest covered under BIS Certification are biscuits; chewing gum and bubble gum; condensed milk; custard powder; common salt; coffee powder; laundry soap; toilet soap; safety razor blades; dry batteries for flashlights; plain knitted cotton vests; sports goods; paper adhesives; liquid gum and office paste; dry distemper; door closers; aluminium utensils; pressure cookers; gas





stoves for use with liquefied petroleum gases; enamelware for home use; cycle tyres etc.

### **Mandatory Certification**

To provide greater thrust to consumer protection and ensure better consumer satisfaction, the Government of India has made BIS Certification mandatory for items of mass consumption involving public health and safety. About 120 items have been notified for this purpose. In these cases, the entire production has to conform to the relevant Indian Standards, some of the items covered under mandatory BIS certification are food additives, milk powder, LPG cylinders, cement, oil pressure stoves, general service electric lamps, electric irons, electric immersion water heaters, electric stoves, packaged mineral and drinking water etc. The complete list of products covered under mandatory certification is given on BIS website : [www.bis.org.in](http://www.bis.org.in).

### **Quality Monitoring Mechanism**

To ensure the conformance of the quality of goods to the specified standard, the Bureau carries out regular monitoring of the operation of its

Certification Marks Scheme through its network of regional, branch and inspection offices located throughout the country by way of :

- surprise inspection of the licensed units for satisfactory operation of the Scheme of Testing and Inspection;
- testing of samples of certified products in the factory for their conformity to the relevant Indian Standards;
- drawing factory samples for testing in independent laboratories;
- purchasing market samples of BIS marked products for independent testing; and
- proper assessment of complaints; if any.

The licence is granted initially for a period of one year and is considered for renewal for another year on the basis of rigorous evaluation of satisfactory operation of the BIS Certification Marks Scheme.

Consumers are advised to buy products carrying the Bureau's Standard Mark and enjoy the benefit of protection provided by their coverage under the BIS Certification Marks Scheme.





**The Bureau of Indian Standards also operates the following Additional Certification Schemes :**

**Hallmarking of Gold Jewellery —**

Hallmarking of Gold Jewellery is a purity certification scheme of the Bureau. Hallmarked jewellery has to go through stringent norms of manufacture and quality control. Hallmarked jewellery; is assessed and marked by the BIS recognized Assaying & Hallmarking Centres only. The Hallmark indicates that the Jewellery; article has been independently tested and assures that the gold used in manufacturing it, conforms to the marked fineness. BIS logo is marked on BIS Hallmarked Jewellery along with fineness (e.g. 916 for 22 carat), A&HMC's logo (Assaying & Hallmarking Center's Mark) — where the jewellery has been assayed and Hallmarked, Code letter i.e. year of Hallmarking on jewellery as decided by BIS, e.g. letter D denotes year 2004 and Jeweller's logo i.e. logo of certified jewellery/jewellery manufacturer.

**Certification Schemes for Imported Goods —** BIS also operates two certification schemes for imported goods, one for the foreign

manufacturers and the other for Indian importers. The schemes are essentially similar to BIS Product Certification Schemes for domestic industry barring slight modifications necessary for operation of such schemes. However, in case of products covered under mandatory certification, only foreign manufacturers can seek BIS licence and for products other than these products both foreign manufacturer and Indian importers can seek BIS licence.

**ECO Marks Scheme —** The Bureau is operating the ECO Mark Scheme for labelling of household and other consumer products which meet certain environmental criteria along with quality requirements prescribed in relevant Indian Standards.

**System Certification —** In addition to Product Certification Schemes, BIS also operates different system certification schemes like QSC, EMS, HACCP etc.

**i) Quality System Certification -** The Bureau is operating the Quality System Certification Scheme as per IS/ISO 9000 series of standards. This scheme is governed by the *Bureau of Indian Standards Act, 1986* and has been accredited by Raad voor Accreditatie (RvA),





Netherlands. Under this scheme, the capability of supplier of goods or services is certified to IS/ISO 9000 for ensuring the quality of goods and services satisfying the consumers as relevant to the particular contracts entered into between the respective parties.

**ii) Environmental Management System Certification** - The Bureau

is operating EMS Certification Scheme against IS/ISO 14000 standards under the *BIS Act*, 1986.

**iii) Hazard Analysis and Critical Point (HACCP)** - The Bureau is also


operating certification against IS 15000 standards under the single audit scheme to ensure consistent high quality of food safety, compliance with regulations, international acceptance, global competitiveness and total customer satisfaction, for the food processing units. The procedure for grant of licence and fee structure is parallel to our Quality System Certification Scheme.

**iv) Occupational Health and Safety Management System Certification**

- The Bureau is also operating Certification against IS 18001 standards - This can be a stand-

alone specification or may be integrated into an organization's existing environmental management system.

**How the Consumers Can Help the Bureau to Serve Them Better**

They should patronise goods bearing the BIS Standard Mark  because :

- such goods are produced under a well defined Scheme of Testing and Inspection provided by the Bureau;
- the Bureau's Standard Mark is applied on products only after ascertaining their conformity to the relevant Indian Standard;
- the manufacturer's quality control system and conformity of products bearing the Standard Mark to the relevant Indian Standard is monitored independently by competent engineers and scientists of the Bureau through its network of regional, branch and inspection offices spread all over the country by surprise inspection and testing ISI marked products at the factory and in independent laboratories.

In case of any complaint about the quality of BIS certified products, the consumers should get in touch with the nearest office of the Bureau.







Product Certification Mark



Quality Systems Certification Mark



Environment Friendly Products Mark



Hallmarking of Gold Jewellery

*Brought out in Consumer Interest by :*  
**Standards Promotion, Consumer Affairs & Public Grievances Department**

**BUREAU OF INDIAN STANDARDS**

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