

PROCEDURE
FOR
HANDLING
COMPLAINTS



BUREAU OF INDIAN STANDARDS

Introduction

Bureau of Indian Standards (BIS), the National Standards Body of India, is engaged in the formulation of standards in various fields. BIS is also operating Product Certification Scheme (ISI Mark), Hallmarking of Gold Jewellery, Quality System Certification as per ISO 9000 Series, Hazard Analysis and

Critical Control Points (HACCP) Scheme as per IS 15000, Environmental Management System Certification as per ISO 14000 Series, ECO Marking and Grievance Redressal System.



Despite utmost care strict supervision by BIS in providing above services. There is possibility of consumers being not happy about the quality of services provided and about BIS certified products. In such cases, they can always lodge a complaint with the Public Grievances Officer in the nearest BIS Office. We would not only help you in timely redressal of the complaint but also ensure that suitable remedial action is taken so that such complaint does not occur in future.



Procedure for handling the complaint

On receipt of the complaint, it will be acknowledge and centrally registered at BIS Headquarters, New Delhi. After registration of the complaint necessary investigation will be carried out and requisite remedial action will be taken within a period of 3 months of registration of the complaint.

The complainant will be conveyed about the remedial action taken by us within a period of 3 months of registration of the complaint in case it is established. The complainant will be conveyed about the present status of complaint on request.

All the complaints will not only be processed to the satisfaction of the complainants but also will be analysed and evaluated periodically so as to identify the root causes of the complaint, so that these causes may be eliminated thereby resulting in continual improvement in not only in the quality of products (BIS certified) and services being provided to the customer but also in the complaint handling process itself.

In case of complaint received for BIS Certified products, if it is established, we would arrange for free replacement/repair (as the case may be) within a period of 3 months of registration of the complaint.

While handling the complaint following be ensured:

- a) **Objectivity:** Each complaint would be addressed in an equitable, objective and unbiased manner.
- b) **Charges:** Access to complaints handling process would be free of charges to the complainant.

How to lodge a complaint

Any person or organization may lodge complaint regarding BIS certified products, Misuse of BIS Standard Mark or about any other services provided by BIS to the Public Grievance Officer of nearest Office or Director & Head (Standards Promotion, Consumer Affairs & Public Grievances Department) at address given at the end of the brochure. The complaint handling will be actively protected unless the complainant consents to its disclosure. The complainants are requested to provide information in following Performa to help us adequately handle the complaints:

Form for Complaint

1. DETAILS OF COMPLAINANT

- a) Name/Organization:.....
.....
- b) Complete Address:.....
.....
.....
- c) PIN Code:.....
- d) Phone No.:
Fax:.....
E-mail:.....

2. DESCRIPTION OF COMPLAINT

- a) Reference of product/services:
.....
- b) Description:.....
.....

[In case of BIS certified products, Licence No. (a seven digit No. represented as CM/L..... given below the ISI Mark, IS No. of the product (as given above the ISI Mark), Name of the manufacturer (with address), Date of manufacturing, batch No. etc. may be provided]]

3. PROBLEM ENCOUNTERED

- a) Date of occurrence:
- b) Description:.....
.....

4. REMEDY REQUESTED

5. DATE & SIGNATURE

Date:

Signature:

6. ENCLOSURES:

a) List of enclosed documents:

(Please enclose copy of receipt of purchase of the product along with the complaint in case of BIS certified products).

Brought out in Consumers' interest by:

*Standards Promotion, Consumer Affairs
& Public Grievances Department*



BUREAU OF INDIAN STANDARDS

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