

पी. राजेश

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सत्यमेव जयते



भारतीय मानक ब्यूरो

(भारत सरकार)

मानक भवन, 9, बहादुरशाह ज़फर मार्ग,
नई दिल्ली - 110 002

Bureau of Indian Standards

(Government of India)

Manak Bhawan, 9, Bahadur Shah Zafar Marg,
New Delhi - 110 002

Our Ref: CMED/GEN/P&C

29 December, 2023

Sub: Public Grievance Mechanism in Bureau of Indian Standards (BIS)

Sir/Madam,

As you may be aware, BIS had started 'Public Contact Facility' through video-conferencing mode from 19th June, 2023 to resolve queries/complaints of stakeholders and for inviting their suggestions and feedback. The meeting is being conducted on every Monday (in case Monday is a holiday then it is held on Tuesday). The meeting link for the same is available on BIS website under "What's New" section.


2. BIS had also launched BIS CARE App which enables consumers to check details of licensed manufacturer by entering licence number, and similarly, for registered manufacturer of Electronics and IT goods under Compulsory Registration and registered jeweller under Hallmarking scheme in a very user-friendly way. It also has features to lodge complaints under different categories. The app is available in 12 languages, including 10 regional Languages, Hindi and English. It may also be noted that BIS has its own dedicated portal for registration of complaints which can be accessed using the path: www.bis.gov.in > Consumer Engagement > Consumer Overview.

3. The guidelines for complaint handling are available on official website of BIS (www.bis.gov.in) and can be accessed using the path: www.bis.gov.in > Consumer Engagement > FAQ.

4. In case of any query / clarification, you may contact Head (Complaints Management and Enforcement Department) Bureau of Indian Standards, Room No. 101, Manakalaya, 9, Bahadur Shah Zafar Marg, New Delhi – 110002, Tel: +91-11-23235069.

Thanking you,

Yours Sincerely


29/12/2023
(P. Rajesh)