

Conformity Assessment Scheme on IS 19000:2022 - ‘Online Consumer Reviews Principles and Requirements for the Collection, Moderation and Publication for Online Reviews’



BUREAU OF INDIAN STANDARDS

Preamble

Bureau of India Standards (BIS) has published standard IS 19000: 2022 on Online Consumer Reviews —Principles and Requirements for their Collection, Moderation and Publications.

As per the instructions of Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public distribution, this scheme has been developed by BIS for laying down the criteria for grant and operation of process certification for processes related to collection, moderation and publication of online customer reviews. This scheme is formulated in line with the requirements of IS 19000:2022 and Scheme VIII of BIS (Conformity Assessment) Regulations, 2018.

Any organization that publishes consumers' reviews online is required to develop its process related to collection, moderation and publication of online consumer reviews in accordance with the requirements given in IS 19000: 2022. These processes may be developed by the organization themselves or by a designated review administrator who shall be responsible for managing the consumer review content. The individual processes, i.e. collection, moderation and publication may be performed by different organizations. Since the review administrator is responsible for managing the content, the certificate/ licence will be granted to a review administrator after assessing conformity of their process vis-a-vis the requirements of IS 19000.

This document details the process of obtaining licence as per IS 19000:2022 and also contain requirements which an organization must fulfill before going for grant of licence.

1. Introduction

Bureau of Indian Standards (BIS) was established under the Bureau of Indian Standards Act, 1986 now revised to The Bureau of Indian Standards Act 2016 that establishes BIS as the, National Standards Body of India. To protect the interest of consumers, BIS operates a variety of Conformity Assessment Schemes for manufacturers and service providers for a variety of goods, services and processes. BIS has been operating Management Systems Certification Scheme since 1991. Over the period, BIS has gradually expanded its activities to various other Management Systems and process certification.

As online reviews are increasingly influential to consumers purchasing decisions, it is vital to both for consumers and suppliers/sellers that sites publishing reviews online are managed effectively to build confidence in the quality, integrity, accuracy and transparency of reviews. Both consumers and suppliers/sellers have reported some problems with online reviews. These problems might be intentional or unintentional, but can lead to a degradation of trust in the online review process.

Since, the activities defined in the standard IS 19000: 2022 on ‘Online Consumer Reviews — Principles and Requirements for their Collection, Moderation and Publications’ may be imputed as the set of process involved in collection, moderation and publication of reviews. And, the Scheme VIII of BIS (Conformity Assessment) Regulations, 2018 enables provision to grant the licence for demonstrating all the requirements of any process standard. Therefore, this Conformity assessment scheme for Online Consumer Review Process as per IS 19000:2022, has been designed in conjunction with the Process certification Scheme, Scheme VIII of BIS (CA), 2018 to mitigate such issues. These issues may include:

- i. false positive reviews written by the suppliers/sellers itself intending to mislead consumers;
- ii. false negative reviews written by a suppliers/seller’s competitors intending to ward off consumers from the organisations;
- iii. the activity of businesses specialized in ‘online reputation management’ who offer e-commerce companies services to improve their online reviews;
- iv. consumers using their new found position of public critic and in effect obtaining better circumstances or other benefits from a supplier/seller that they review;
- v. a lack of trust concerning the veracity of consumers reviews, and whether organizations select the better reviews, and remove the negative ones;
- vi. suppliers/sellers that use consumers to write positive reviews or penalize them for writing negative reviews, in some cases contracting consumers out of the right to write a negative review.

Under the conformity assessment scheme for Grant of Licence for Process as per standard IS 19000: 2022 on ‘Online Consumer Reviews —Principles and Requirements for their Collection, Moderation and Publication’, licence is granted for demonstrating conformity to all the requirements of IS 19000: 2022.

2. Objectives of Scheme

This Conformity Assessment Scheme has been formulated with the objective of certifying process related to collection, moderation and publication of online customer reviews of organisation that publishes consumer reviews online, in order to check the publication of fake/ misleading reviews.

3. Scope of Scheme

3.1 This Scheme lays down the criteria and responsibilities of the organisation and ancillary requirement ([Annexure II](#)) for grant and operation of certification requirements for processes related to collection, moderation and publication of online customer reviews and charges relating to certification of said process.

3.2 The Scheme covers certification of organisations that publishes consumer reviews online, in order to check the publication of fake/ misleading reviews, in India and outside India. This scheme is also applicable to suppliers/sellers of products and services that collect reviews from their own customers, a third party contracted by the suppliers/sellers or an independent third party.

3.3 This scheme is also applicable to reviews published online, collected by any methodology.

4. Glossaries:

4.1 Organization

Any entity that publishes online consumer reviews. The organisation can be:

- Supplier/ seller of products and services
- Third party contracted by supplier/ sellers of products or services
- Independent third party

Engaged in or outsourced its

- Collection
- Moderation, and
- Publication

of online reviews only, collected by any methodology.

The sub processes of collection, moderation and publication can be performed by different entities.

4.2 Review Administrator

The organisation engaged in collection, moderation and publication of online consumers' review

- Can also be supplier/ seller of the product or services
- Can also be third party contracted by supplier/ sellers of products or services
- Independent third party

Note: Organisation may consist of a single individual also.

A Review Administrator may be managing the online consumer reviews for multiple organizations or an organization may have multiple review administrator to manage the online consumer review of various product and services.

5. Grant of Licence

Licence is granted to such review administrators (hereinafter referred as 'applicant' till grant of certification and thereafter referred as 'licensee' after grant of certification) which meet the criteria for certification and which are able to demonstrate availability of established process, organisational commitment, infrastructure and manpower required for implementation, operation and control of process for collection, moderation and publication of online customer reviews.

Review administrator shall be responsible to implement, operate and maintain requirements of this Indian Standard IS 19000:2022.

The certification as per IS 19000: 2022 is for the process of collection, moderation and publication of online consumer review. The reviews themselves are not certified.

5.1 The functioning of review administrator is explained in the following schematic diagrams where the review administrator:

- 1) deals with the entire process of collection, moderation and publication (i.e., management) of the online reviews itself Fig 1;
- 2) may be one of the many review administrators employed by the organisation for managing reviews Fig 2; and
- 3) may be managing reviews for many organizations Fig 3.

In all the above and similar cases, the licence is granted to review administrator for one single process deployed in one or many organisations. In case, a review administrator deals with many organisations and deploys separate processes and methodologies for managing the online consumer reviews, review administrator shall apply for the grant of licence for each process separately.

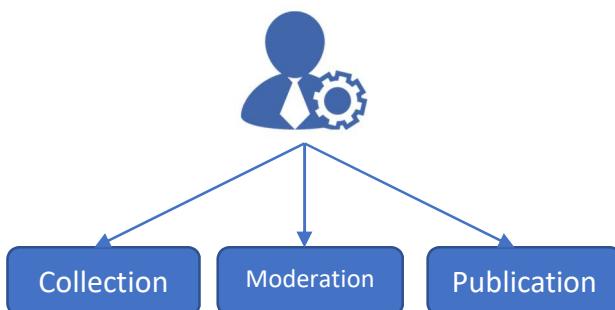


Fig:1 Review Administrator

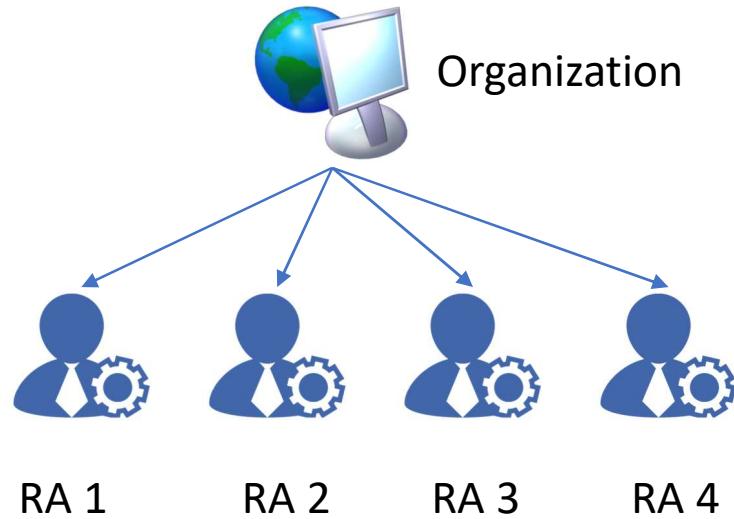


Fig 2

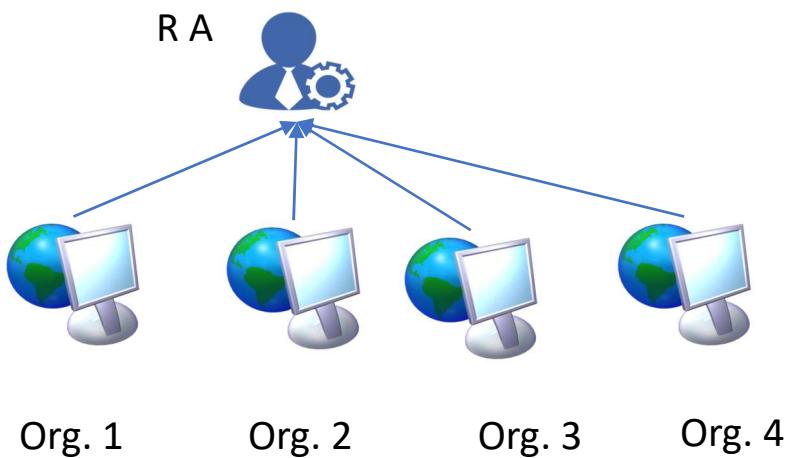


Fig 3

5.2 Criteria for certification – Any organisation desirous of seeking certification under this scheme shall meet the following criteria:

5.2.1 Indian Standards for Certification – Certification for the process shall be considered only for Indian Standard IS 19000:2022.

5.2.2 The applicant shall implement and comply with the requirements of Indian Standard IS 19000:2022.

5.2.3 The applicant shall also implement and comply with the requirements of the scheme including ancillary requirements listed at [Annexure-II](#) of this scheme.

5.3 Process(s):

5.3.1 The applicant shall identify- (i) the process(s) and specified requirements against which it intends to obtain the licence; (ii) the resources to be used in the operations of the process and provide the details to BIS; and (iii) the part/ operations of the process outsourced.

5.3.2 The applicant shall identify, document, establish and implement the processes required for collection, moderation and publication of consumers' online reviews, including subcontracted processes. The processes shall cover the requirements given in this scheme and Indian Standard IS 19000:2022. The process, for all stages of planning, design and delivery, shall be based on the following guiding principles:

- **Integrity** by ensuring legitimate review
- **Accuracy** of the process of collecting, moderating and publishing reviews
- **Privacy** to protect review author's personal information
- **Security** of systems to protect loss of personal data from internal and external fraud.
- **Transparency** in its undertakings, decisions and policies related to online consumer's reviews ad its review site.
- **Accessibility** to and clarity of the review information at its site
- **Responsiveness** to communication received from all concerned concerning its online review site

5.3.3 Management of subcontractors- The applicant shall establish the following:

- i) a list of subcontractors having a role in the management of consumer reviews and the corresponding processes and activities. This list should be updated regularly.
- ii) Criteria for appointment of subcontractor
- iii) Monitoring and evaluation of the subcontractor

5.3.4 The applicant shall be the owner of the process.

5.4 Process Manual:

A **process manual**, however named, shall be established and implemented. The manual shall at least contain the following information:

- i) Main process(es) and Sub-processes for collection, moderation and publication of online reviews as per requirements of Indian standard IS 19000:2022.
- ii) Sub-contracted processes and their details as per requirements of Indian standard IS 19000:2022.
- iii) Process/ sub-processes sampling and testing requirements and its expected outcomes
- iv) Code of practices outlining the process/sub process(s) for meeting the requirements and guiding principles of Indian Standard IS 19000:2022
- v) Terms & Conditions to be complied for all the process.
- vi) Frequency of Internal Audit and Senior Management Review meeting

5.5 Adequate **personnel**, including subcontracted personnel, shall be provided for effective implementation of the processes/ sub-processes. The organisation shall identify, implement and maintain documents related to the qualification, skill and experience of the personnel. A list of personnel in the following format shall be maintained:

S no.	Name	Designation	Qualification	Experience related to present work assigned	Relevant training	Process/ activity

The applicant shall also identify personnel involved in the various steps of process/ sub process along with their responsibilities and authorities.

The applicant shall identify the **training needs** on regular basis for effective implementation of the processes/ sub-processes. Identification of training provided shall be evaluated for its training adequacy & fulfilment of training objectives. The documents related to training activities shall be maintained.

5.6 Submission of Application

5.6.1 Any applicant fulfilling the criteria as laid down under clause 5.2 may apply for certification in the prescribed application form (Form-1, [Annexure-IV](#)) along with the requisite documents, Undertaking ([Annexure III](#)) and fees.

5.6.2 The applicant, before making an application to BIS for considering grant of certification stage, shall have enough documentary evidence to establish that it has implemented the requirements of IS 19000:2022 and that of this scheme for at least one cycle of operation.

5.6.3 The following documents for the proof of **legal entity**, duly **authenticated**, shall be submitted along with the application form:

a) Legal Identity of the applicant, including the outsourced agency, if any— any one or more of the following documents

i) Licence of Registration by Company Registrar and Memorandum of Articles in case applicant is a Limited Company or Document issued as per societies registration act or Indian Trust registration act

ii) Partnership Deed in case applicant is a Partnership entity and copy of registration under 1932 act

iii) Licence from Chartered Accountant establishing the proprietorship or Affidavit on Non-Judicial Stamp Paper of Rs.100/- by Proprietor that he is the sole Proprietor, duly attested by Notary Public in case of applicant being a proprietorship business entity along with Bank Passbook, Account Statement, ID of the proprietor,

- iv) Licence of registration under shop and establishment act
- v) Licence of registration under Goods & Service Tax Act.
- vi) For the purposes of legal identity, a governmental organisation is deemed to be a legal entity on the basis of its governmental status (Copy of Government notification/declaration etc.).
- vii) Documents authenticating legal identity of overseas applicant: Any document from local authority/ Government, establishing legal identity of the applicant as per law of the country

b) Authenticating premises of the applicant, including the outsourced agency, if any - any one or more of the following documents clearly indicating and covering all the areas where process activities, including outsourced activities, are carried out and which are proposed to be covered under certification:

- i) Licence from Registrar of Firms or Directorate of Industries or Industries Centre
- ii) Municipal Corporation/Local Body
- iii) Rent Agreement, duly notarized.
- iv) Authentication of the premises of a governmental applicant will be carried out on the basis of its governmental status.
- v) Documents authenticating the premises of overseas applicant: Any document from local authority/ Government, authenticating applicant's premises as per law of the country.

Note: In case the document(s) of address proof and legal identity is (are) in the local language, then their authenticated English Translation may preferably also be provided.

c) Organisation chart, clearly indicating the names and designations of various functionaries engaged in process activities. In case the applicant is part of larger organisation, its place in the organization shall be clearly indicated in the organisation chart.

d) List of Technical & Managerial manpower of the applicant, including that of outsourced agency, with their name, designation, qualification, experience, training details, process responsibility etc. on the prescribed proforma.

e) Responsibilities and authorities of all Technical & Managerial manpower of the applicant, including that of outsourced agency.

5.7 The application, form duly filled-in, shall be signed by its process owner/ applicant, as the case may be, or any other person so authorized for the purpose by the applicant. The name and designation of the person signing the application shall be recorded legibly in the space for the purpose in the application form. In case application is signed by authorized signatory, a letter from the top management on its official letter head, bearing seal of the applicant and clearly attesting the signature of the authorized signatory, shall also be required to be submitted with the application.

5.8 The application form along with the required documents and the covering check-list shall be submitted to the following address:

MSCO

..... Regional Office,

.....

Telephone: +91

Email:@bis.gov.in

5.9 Receipt of Application:

Applications submitted shall be verified by BIS for its completeness. The verification will be done only w.r.t. availability of the documents required for implementation of requirements of 5.2 of this scheme.

- a)** Application found complete w.r.t. the requisite fees and required documents would be accepted for further processing. Application would be recorded and assigned unique serial number called the 'Application Number'. All future correspondence between the applicant and BIS shall be made referring this application number.
- b)** Once application is recorded, the application fee shall not be refunded or adjusted against any future application.
- c)** Application found incomplete w.r.t. the requisite fees and/or the required documents mentioned shall be returned, along with the original financial instrument through which the fees were paid, if any with the advice for re-submission of the application complete in all respect.
- d)** In case the applicant had submitted the fees through electronic means but the application is incomplete, then the application and the documents as received would be returned with the advice for re-submission of the application complete in respect of all documents. The application so submitted if found complete, would be accepted for further processing.

5.10 Rejection of Application - Application for recognition shall be liable for rejection for any or more of the following reasons: If the applicant

- a)** does not pay any of the prescribed fees or charges.
- b)** does not take corrective action(s) on deficiencies observed during evaluation of documents within 21 days.
- c)** does not confirm readiness for initial audit within 21 days from the receipt of communication of the audit team from BIS.
- d)** does not submit clarification/corrective actions for non-conformities observed during the Initial and verification audit within time frame as agreed between the applicant and the audit team (time period for submission of corrective action will not exceed 30 days in any case).
- e)** is found to have made any false declaration in the application form and/or attached documents
- f)** violates provisions of the BIS Act, 2016 and the Rules & Regulations framed there under.

5.11 Procedure for Rejection of Application

- a)** A notice for rejection of application stating the reason(s) thereof, will be served to the applicant, giving 14 days' time to respond and providing justification for the delay as well as for submitting the required clarification/corrective action/re-submission of the documents.
- b)** While issuing notice for rejection, an opportunity for personal hearing would be provided, if so, requested by applicant.
- c)** In case no reply is received within the stipulated time, to the notice of rejection or no request is received for personal hearing, then the application shall be rejected and decision conveyed to the applicant.
- d)** If reply given by the applicant to the notice and/or the justifications submitted during the personal hearing are found unsatisfactory and/or unacceptable, the application shall be rejected.

5.12 Audit

5.12.1 Stage I Audit (Desktop review): A desktop review of the documents submitted by applicant/organisation will be carried out to assess the adequacy of the documents vis-à-vis IS 19000 and this scheme. Additional information, if required, may be sought by BIS.

Desktop review under this scheme may be carried out for at least 1 Man-day. This includes, but not limited to, the verification of:

1. Availability of process manual
2. Defined competence of the personnel involved in the processes
3. Information regarding the scope and boundary of the IS 19000, types of services covered, processes involved, details of outsourced processes and other information.
4. Adequacy of information submitted by the applicant/licensee
5. Readiness of the organisation in terms of implementation of requirements of IS 19000 and this scheme
6. Online Consumer Reviews published by the applicant/licensee on the review site

The outcome of this audit determines whether the organisation is ready for onsite audit.

5.12.2 Stage-II Audit (on-site audit): If the application and associated documents or information or evidence furnished by the applicant are found to be satisfactory in stage -I audit, the application may be processed further for grant of licence. Application found complete w.r.t. documents and submission of fees and accepted for further processing shall be processed further as per details given below:

a) for evaluation of the process, BIS shall prepare an assessment plan for stage-II audit and may arrange on-site assessment visit(s) to the applicant premises and/or outsourced premises, if required, in consultation with the applicant to carry out necessary evaluation that may include the following activities, namely:

- (i)** verification of documents submitted by the applicant;
- (ii)** discussion on the adequacy and appropriateness of the process manual;

- (iii) validation of the operations of the process, if applicable;
- (iv) testing and evaluation of process and process outputs including evidence of conformity;
- (v) assessment of the resources used in the process;
- (vi) interview and communication with the process personnel and assessment of their competence;
- (vii) assessment of contractors, subcontractors, franchisees etc., where the operations of process are outsourced;
- (viii) assessing the management and control of documentation, including any necessary aspects to address the confidentiality and privacy requirements;
- (ix) on-site visits, at the physical locations or at any virtual locations, where the operations of the process are carried out;
- (x) witnessing of the process;
- (xi) if the whole process is a combination of multiple processes and/or is of long duration, continuous evaluation may be planned

- (b) Audit duration:** The man-days for the stage-II audit will be decided by BIS and communicated to the applicant.
- (c)** It is the responsibility of the applicant to arrange the audit at outsourced premises.
- (d)** Any inadequacy or non-conformity observed during the assessment shall be communicated in writing to the applicant.

5.13 Review

The assessment report shall be reviewed on the basis of the activities specified under clause (5.2 for their correctness and conformance to the standard and this scheme as applicable.

5.14 Decision - The decision on grant of licence shall be taken by BIS-

- (a)** on payment of applicable fee as specified in Annexure-1 of this scheme; and
- (b)** if BIS is satisfied that the applicant has necessary infrastructure and established the evidence of conformity of the process performed to the standard IS 19000 and this scheme, as applicable.

BIS shall grant the licence, indicating the scope of licence, licence number, address of the applicant, validity of licence, details of the standard IS 19000: 2022 and this scheme, as applicable.

5.15 The licensee shall not use the licence in relation to process that are non-conforming or outside the scope of the licence.

6.0 Operation of certification:

6.1 The licensee shall undertake to carry out its activities in such a way as to meet the requirement of IS 19000:2022, this scheme criteria, other relevant requirements of BIS and the regulatory authorities, as applicable at all times.

6.2 Validity of Licence for process: The licence shall be granted for an initial period of three years.

6.3 Surveillance audits: Upon certification/re-certification, surveillance audit shall be planned in accordance with the process requirements of IS 19000 and this scheme, as applicable.

- a) BIS will carry out surveillance audit once every year within one operative period;
- b) BIS may carry out surveillance assessment of the licensee either with or without prior intimation;
- c) need for carrying out the surveillance assessment shall be decided keeping in view the risk associated and any variation observed during such assessment shall be communicated to the licensee. The surveillance audit may be done onsite or the desktop basis. However, the decision for onsite or desktop audit rests with BIS.

6.4 Re-certification of certification: The licence may be re-certified for a further period up to three years. The period may be extended or reduced depending on the certification decision or revision or superseding of the standard.

The licensee shall submit an application for re-certification in the prescribed Form III ([Annexure-IV](#)) to facilitate completion of re-certification within five months of its validity. The re-certification shall be considered-

- (a) if the re-certification application is found to be complete;
- (b) on payment of fee as specified in sub-paragraph (2) of paragraph 5; and
- (c) if BIS is satisfied that the licensee has successfully demonstrated conformity of process to the standard IS 19000 and this scheme.

6.5 Re-certification audits: Recertification audits are planned and conducted in due time to enable re-certification before the expiry date. Thus, the application for recertification shall be submitted 5 months before the expiry date of existing certification. Re-certification audit is conducted to evaluate and confirm the continued conformity and effectiveness of the review system as a whole, and its continued relevance and applicability for the scope of certification. The procedures and guidelines are consistent with those for initial audit.

Re certification audit activities may need to have desktop review in addition to onsite audit in situations where there are significant changes.

However, the re-certification audit is always an onsite audit.

6.6 Special Visits

Any change in scope, suspension, withdrawal, cancellation may be identified during surveillance/re-certification audit. Unannounced audits may be required to be carried out to investigate the complaints or in response to changes in review collection, moderation or publication process.

6.7 Conditions of the licence:

1. The licensee shall be responsible for the conformity of the process/ sub-processes to specified requirements of IS 19000:2022 and this scheme in relation to which licence is issued.

2. The licensee shall not use the licence in relation to process that are non-conforming or outside the scope of the licence.
3. The licence shall not be used in relation to any process during deferment or suspension and after expiry or cancellation of the licence, as the case may be.
4. The licensee shall comply with the provisions of this scheme under which licence is granted.
5. The licensee shall provide BIS all assistance in connection with carrying out audit or evaluation, as applicable, at its premises and the premises of the subcontractor, as and when required by BIS.
6. The licence is non-transferable to any person/ organisation.
7. Complaint received by BIS: If a complaint regarding any process/ sub-process covered under licence is established by BIS, action shall be taken in line with this scheme. Meanwhile, licensee take suitable corrective actions so as to eliminate recurrence of such complaints in future.
8. BIS shall have the right to amend any of the conditions of licence by giving a notice of thirty days to the licensee.
9. The licensee shall intimate BIS about any change in the information provided to BIS at any stage of operation of certification, including change in process, subcontractor, personnel and location etc. within 21 days from the date of changes.
10. The licensee shall be responsible for the conformity of the process/ sub-processes to specified requirements of IS 19000:2022 and this scheme in relation to which licence is issued.
11. The licence shall not be used in relation to any process during deferment or suspension and after expiry or cancellation of the licence, as the case may be.
12. The licensee shall comply with the provisions of this scheme under which licence is granted
13. The contractual documents between the sub-contractor and the review Administrator must clearly specify and demonstrate that the sub-contractor acknowledges.
14. That the certification has been attributed to the Review Administrator, and any other organisation/supplier/seller/subcontractor client shall not claim the certification for its own activity.

6.8 Cancellation or refusal of re-certification of licence:

(1) BIS may cancel or refuse re-certification, if –

- (a)** the licensee has indulged in misuse of the licence;
- (b)** has made false declaration in relation to the certification or indulged in falsification of records or unfair trade practices;
- (c)** suspension of licence exceed more than one year;
- (d)** the licensee has outsourced process operations other than approved outsourced process or sub processes or relocated the premises and has resumed the use of certification without approval of BIS;
- (e)** the outsourced operation informed by licensee have been further outsourced or premises where outsourced operations are performed have been relocated and certification is used without approval of BIS;
- (f)** the licensee has violated any conditions of the certification;

(g) cancellation or refusal of re-certification for any other management systems certification scheme operated by BIS.

(2) Before cancellation or refusal of re-certification, BIS shall give the licensee a written notice of not less than twenty-one days through e-mail or any other suitable means of communication, informing its intention of cancellation or refusal of re-certification, along with the grounds, with provisions for submitting his written explanation and for personal hearing, if sought.

(3) If the licence is not under suspension, the notice shall contain instructions to licensee directing him to stop use of certification.

(4) In case of non-receipt of a written explanation within a period of twenty-one days from the date of issue of the notice, BIS may cancel or refuse to re-certify the licence.

(5) If an explanation is submitted, BIS may take into consideration the explanation so submitted and give a personal hearing, if sought, to the licensee or its authorized representative, as the case may be, before taking a decision in this regard.

(6) The decision taken by BIS for cancellation or refusal of re-certification shall be communicated to the licensee through e-mail or any other suitable means of written communication along with the grounds.

6.9 Scope

The scope of licence shall be documented and consist of the following:

- a) Methodologies adopted by organisation for collection, moderation and publication of online reviews
- b) Product and services for which Online Reviews are being published.
- c) Information of review site at which the reviews are hosted.

6.10 Change in scope of licence

(1) The scope of licence may be extended or reduced upon a request made by the licensee in this regard along with fee as specified in Annexure -1 after stage-I audit for verification of revised documents.

(2) If there is no major change in the process as per the process specific guidelines, assessment may not be required for change in scope of licence. Otherwise, additional audit (stage-II) may be planned by BIS.

(3) BIS shall change the scope of licence and certify it in licence document to the licensee.

6.11 Suspension

(1) If, at any time, BIS has sufficient evidence that the process or its operations for which licence has been granted, are not conforming to the standard and specified requirements of this scheme, as applicable, BIS may suspend the licence and direct the licensee to stop its use and evidence is not limited to, but may include one or more of the following, namely:

- (a) using licence in a manner not permitted by BIS;
- (b) discontinuance of operation for more than six months;

- (c) corrective actions are not taken within the time frame specified by BIS;
- (e) relocation of the premises without prior information and evaluation of BIS;
- (f) major deviation observed in the implementation of process specific guidelines;
- (g) major modification(s) in the operations of the process without prior evaluation of BIS;
- (h) outsourcing of operations or part of process, without prior intimation and evaluation of BIS;
- (i) false declaration in relation to the certification or indulged in falsification of records or unfair trade practices;
- (j) failure to cooperate with BIS or its authorized representative for any such evaluation as may be required during the operation of licence;
- (k) suspension under provisions for any other management systems certification scheme operated by BIS, if applicable.

(2) The decision taken by BIS under sub-paragraph (1) shall be communicated to the licensee through e-mail or any other suitable means of written communication along with reasons thereof.

(3) The licensee on its own shall suspend the use of licence under intimation to BIS if, at any time, there is difficulty in maintaining the conformity of the process to the standard, as applicable, due to any reasons like further outsourcing of informed outsourced operations, natural or human-made calamity, lock out declared by the management, closure of operations directed by a competent court or statutory authority.

(4) The licensee has been placed under suspension, licensee shall take corrective actions and inform the same to the Bureau.

(5) On receipt of information on action taken, a special assessment, if required, may be carried out by BIS to verify such action.

(6) BIS may revoke the suspension after satisfying itself that the licensee has taken corrective actions with sufficient evidence to BIS to establish conformity of the standard IS 19000:2022 and this scheme as applicable.

(7) If the suspension of the certification is due to non-payment of necessary fee, BIS may direct the licensee against its use by issuing a notice of twenty-one days and suspension may be revoked on receipt of the dues.

(8) The period of suspension under sub-paragraph (1) shall not exceed one year.

Annexure I

Fee Structure

1. Application fee:		
a)	Central/State government organizations	₹ 500/-
b)	Large enterprises	₹ 1,000 /-.
c)	Medium, Micro and Small Enterprises	₹ 500 /-.
<p>All libraries, laboratories, schools, colleges, polytechnics, training institutes, research institutes and health care establishments, Central/State/Local Government and charitable organisations working on no profit- no loss basis irrespective of their size shall be considered as small enterprises.</p>		
2. On-site visit fee for assessment/audit/ Audit Fee:		
a)	For unit/site(s) located within India,	<p>(i) ₹ 12,000 /- per manday for Large Enterprises (ii) ₹ 9000/- per manday for Central/ State Govt. Organizations (iii) ₹ 9000/- per manday for Medium, and Small Enterprises (iv) ₹ 3000/- per manday for Micro Enterprises</p>
		<p>(i) Travel limited to a distance of 250 kilometers from the location of the unit and stay of auditors on actual basis shall be borne by the applicant or licence holder or certificate of conformity holder. (ii) All libraries, laboratories, schools, colleges, polytechnics, training institutes, research institutes and health care establishments, Central/State/Local Government and charitable organisations working on no profit- no loss basis irrespective of their size shall be considered as small enterprises.</p>
b)	For unit/site(s) located outside India	<p>i) ₹ 12,000 /- per manday (ii) The holder of licence or certificate of conformity shall bear all expenses, including cost to BIS of the man-days spent by BIS certification officer(s) in connection with the audit (from the time of departure from the place of posting till return thereto), as decided by BIS in its absolute discretion.</p>
3. Licence fee OR Re-certification fee for three years:		
a)	Large enterprise	₹ 2,000 /-
b)	Small and medium enterprise	₹ 1,000 /-
c)	Micro enterprise	₹ 200/-

4. Licence fee for organisations with multiple service outlets: For each additional site (with similar activities) to be covered under the scope, additional licence fee to be paid for each site shall be 50 per cent of the licence fee or certificate of conformity fee/ re-certification fee of the respective category per site.

Flexibility in Fee –

- a) Relaxation in Application Fee For subsequent application (i.e. second application submitted by any licensee/applicant), no application fee shall be chargeable.
- b) Relaxation in Audit Fee If the Actual Travel Cost incurred during an audit is less, the DDGR's may grant relaxation upto ₹ 4,000/- per manday spent in travelling for Large Industrial Enterprises and ₹ 3,000/- per manday spent in travelling for Small and Medium Industrial Enterprises.
- c) Relaxation in Licence Fee No licence fee for 'Libraries, Laboratories, Schools, Colleges, Polytechnics, Training Institutes, Research institutes and health Care Establishments, organizations working in the interest of society' of the Central/State/Local government and Charitable organizations working on No Profit- No Loss basis irrespective of their size.

Note: (i) The expression micro small and medium enterprises shall have the meaning assigned to it in the Micro Small Medium Enterprises Development Act, 2006 (27 of 2006).

(ii) Taxes in addition, as per applicable rate, shall be charged

Annexure II

Ancillary Requirements for Certification

1. Organisational Commitment:

The organisation shall demonstrate its commitment to the guiding principles.

The organisation shall ensure that adequate resources are available for operation (planning, designing, implementing and reviewing) of process/sub-processes.

2. Communication:

Effective communication channels shall be established and developed for communication with suppliers/sellers of products and services. The process of communication channel shall clearly indicate the type of channel developed and its effectiveness. Evidence of such communication channel shall be maintained.

3. Complaints redressal:

The licensee shall have a documented process to receive, evaluate and make decisions on complaints. Complaints can be for any process/ sub-process covered under licence or processes not in line with the requirements of IS 19000:2022.

Process for handling complaints shall include at least the following elements and methods:

- a) acknowledging the complaint
- b) description of the process for receiving, validating, investigating the complaint, and deciding what actions are to be taken in response to it;
- c) tracking and recording complaints, including actions undertaken to resolve them;
- d) ensuring that any appropriate action is taken.
- e) Timelines for different processes for complaint redressal shall be defined.

Records for the process of handling complaints shall be maintained.

4. Corrective actions:

When a non-conformity/ complaint is received, the licensee shall:

- a) react to the non-conformity and, as applicable: a) take action to control and correct it; b) address the consequences;
- b) evaluate the need for action to eliminate the cause(s) of the non-conformity, in order that it does not recur or occur elsewhere, by: a) reviewing and analysing the non-conformity; b) determining the causes of the non-conformity; c) determining if similar non-conformities exist, or could potentially occur;
- c) implement any action needed;
- d) review the effectiveness of any corrective action taken;
- e) make changes to the process, if necessary.
- f) Corrective actions shall be appropriate to the effects of the nonconformities/ complaint received.

Records of the non-conformity, actions taken and effectiveness shall be maintained.

5. Continual Improvement:

The licensee/applicant shall identify objectives for effective implementation of identified processes/ sub-processes and for continual improvement.

The licensee shall strive to continually improve the process of collection, moderation and publication of online consumer's review and maintain the documents. The improvement shall be assessed by, but not limited to, the following:

- i) Use of control charts
- ii) Evaluating the feedback for the consumers and supplier/ seller
- iii) Reviewing the effectiveness of the processes
- iv) Use of feedback during internal and external audits
- v) Training requirements and fulfillment of that
- vi) Assessment of processes
- vii) Benchmarking the process/ sub-processes outcomes
- viii) Identifying, considering, applying new concepts and practices in processes.

6. Internal audit:

The licensee shall plan and carry out internal audit at regular periods for assessing performance of its processes/sub- processes, also to assess implementation of this scheme and Indian Standard IS 19000:2022. The internal audits shall cover all the processes and requirements of this Indian Standard IS 19000:2022, including those being carried out by sub-contractor(s). The report of internal audit shall be prepared.

The independence of the internal audit shall be maintained.

7. Review by senior management:

Senior management of the licensee shall commit itself to the guiding principles and regularly review the fulfillment of these guiding principles by the licensee, at least once every year. The review shall have following inputs:

- i) Process followed for fulfillment of guiding principles
- ii) Fulfillment of objectives
- iii) Resources required
- iv) Training requirements
- v) Consumer and supplier/ seller feedback and its evaluation
- vi) Internal audit report
- vii) Innovation and new ideas/ concepts in improvement of the established processes
- viii) Process(es) performance report
- ix) Complaints
- x) Corrective action

Annexure III
UNDERTAKING

[TO BE SUBMITTED ON LETTER HEAD OF REVIEW ADMINISTRATOR (individuals /licensees/ suppliers/ sellers of products and services)]

TO

MSCO

..... Regional Office,

.....

Telephone: +91

Email:@bis.gov.in

Dear Sir/Madam,

We hereby undertake that, if, a certification as per IS 19000 on ‘Online Consumer Reviews Principles and Requirements for the Collection, Moderation and Publication for Online Reviews’, we will follow ancillary requirements of certification stated in the [Annexure II](#) of the scheme. In case of violation of Terms and conditions, action detailed in the scheme shall be taken against us.

Date:

Name:

Place:

Designation:

Signature

Seal:

Annexure IV

Form – I

(refer clause (d) of sub – paragraph (1) of paragraph 3 of scheme – VIII)

Application form for obtaining license/licence of conformity for Process certification under the Bureau of Indian Standards Act, 2016

Bureau of Indian Standards

..... Regional Office (Address)

.....

1. I/We carrying on activities at (Full address) under the style of(full name of licensee) hereby apply for grant of license or licence of conformity for Process certification under the Bureau of Indian Standards Act, 2016, in respect of.....process(es) in accordance with with process timeline detailed below:

Sr. No.	Process stage	Duration	Process input	Process output	Outcome

2. The above processes/activities are rendered by our licensee (Name oforganisation) at the premises situated at(address).

3. In addition, I/We hereby apply for grant of licence or licence of Conformity for Management system(s) certification under the Bureau of Indian Standards Act, 2016, in respect of management system(s) in accordance with

..... The description or product/range of products/services/range ofservices/processes/activities are detailed below:

.....
.....

4. (a) The composition of the top management of the organisation is as follows:

Sr. No.	Name	Designation

--	--	--

(b) I/We undertake to intimate to the Bureau any change in the above composition as soon as it takes place.

5. I/We hereby enclose copy of the licence of incorporation issued by the Registrar of Firms or Societies/Directorate General of Technical Development/Director of Industries or similar other documents authenticated the name of organisation and its premises.

6. I/We have necessary consents/clearances as per the provisions of Water (Prevention and Control of Pollution) Act, 1974 and Air (Prevention and Control of Pollution) Act, 1981 respectively under the Environment (Protection) Act, 1986. (as applicable)

7. Details of technical personnel/experts employed:

Sr. No.	Name	Qualification	Role in organisation

8. I/We have designed and developed necessary documentation required (copy enclosed).

9. I/We further undertake to modify, amend or alter my/our documented information to bring it in line with the standard(s)/part of standard(s)/specified requirements as required by the Bureau from time to time.

10. I/We agree to pay fee prescribed by the Bureau as applicable and as given in the scheme and/or as per the agreement/quotation letter No. dated

11. I/We have read the conditions of licence/licence of conformity and hereby undertake to abide by them as mentioned in the guidelines for applicants and the regulations framed under the BIS Act, 2016.

12. If any enquiry is made by the Bureau, I/We agree to extend to the Bureau all reasonable facilities at my/our command and I/We also agree to pay all expenses of the said enquiry, as and when required by the Bureau.

13. I/ We request that the visit for assessment of site(s) owned/sub-contracted/outsourced may be carried out by(indicate date).

OR

I/We shall intimate the time, date, suitable for carrying out the visit for audit as soon as I/We are ready for the same.

14. It is certified that I/We had earlier applied for certification to BIS for on which could not mature.

15. I/We undertake that should any of the information supplied above in the application form is found to be wrong, the application may be rejected forthwith.

16. I/We have not been convicted under the Bureau of Indian Standards Act in any court of law and neither any prosecution is pending.

OR

The details of convictions/prosecutions pending under the BIS Act are as under:

.....
.....
.....

17. I/We have never been warned/advised by BIS for any of our actions violative of the Bureau of Indian Standards Act/

OR

The details of warning/advice received by me/us for violating the BIS Act are as under:

.....
.....
.....

18. If, the licence be granted and as long as it will remain operative I/We hereby undertake to abide by all the conditions of licence and the regulations specified under the aforesaid

Dated this day of Two thousand

(Signature):

.....

(Name):

.....

(Designation):

(Seal of the firm)

(For and on behalf of).....

Documents attached:

(i)

(ii)

(iii)

(iv)

(v)

Form - III

(Refer sub-paragraph (1) of paragraph 9 of Scheme - VIII)

Application for Re-certification of licence/certificate of conformity for
Process/Management systems certification under the Bureau of Indian Standards Act, 2016

Bureau of Indian Standards

..... Regional Office

(Address)

1. I/We carrying on business at..... (Full business address) under the style of..... (Full name of organisation) hereby apply for recertification of process certification licence no. granted by Bureau of Indian Standards dated in respect of process(es) in accordance with the standard(s)/part of standard(s)/specified requirements given in the schedule to the certificate for a further period of three years, subject to the conditions as stipulated in Bureau of Indian Standards (Conformity Assessment) Regulations, 2018, and/or such other conditions as may be stipulated by the Bureau.

2. In addition, I/We hereby also apply for recertification of management system certification licence no. granted by Bureau of Indian Standards dated in respect of management system(s) in accordance with the standard(s)/part of standard(s)/specified requirements given in the schedule to the certificate for a further period of three years, subject to the conditions as stipulated in Bureau of Indian Standards (Conformity Assessment) Regulations, 2018, and/or such other conditions as may be stipulated by the Bureau.

3. Name of contact person and designation:
- 3.1 Contact person 's phone no., fax No. and email:
4. Number of shifts (with timings of each shift):
5. Number of personnel
 - 5.1 Number of part-time personnel covered in the scope of certification converted to full time personnel (based on 8 hours/day working):
 - 5.2 Number of personnel partially involved in the scope of certification converted to full time personnel (based on 8 hours/day working):
 - 5.3 Number of personnel in simple functions (Finance, Administration, Security, Transport, Drivers, Canteen, Gardening, etc.):
 - 5.4 Total number of personnel in general shift/shift 1:
 - 5.5 Total number of personnel in other shifts:
 - 5.6 Total Number of personnel in other shifts for mutually exclusive operations/functions other than that in general shift/shift 1:

6. Status of the Organisation Large enterprise/Micro, small and medium enterprise (MSME)

Note: Please enclose registration letter from the concerned authority and also see BIS 'Guidelines for Applicants'

7. *The scope of certification would be same as given in the existing licence document.

OR

*The scope of certification may be modified as follows:

.....
.....

*Strike out whichever is not applicable

8. Change(s) in the organisation structure and process/management system(s) from those mentioned in the existing licence.

.....
.....

9. Changes affecting the context of the organisation (e.g. changes in legislation, etc.)

.....
.....

10. I/We propose to continue to use the documentation prepared by us or the revised documentation prepared by us is enclosed. If changes in documentation, please give the details:

.....

11. (a) The composition of the top management of my/our organisation is the same or has changed from as given in the earlier application for the aforesaid licence and is as follows:

S.No	Name	Designation

(b) I/We undertake to intimate to the Bureau any change in the above composition as soon as it takes place.

12. I/We enclose a photocopy of the certificate of incorporation issued by the Registrar of Organisations or Societies/Directorate General of Technical Development/Director of Industries or similar other documents authenticating the name of organisation and its processing premises (only in case of changes in the name and/or address of the organisation from the earlier submitted to BIS).

13. I/We have read the conditions of licence and hereby undertake to abide by them as mentioned in the Guidelines for Applicants as relevant to the process and management system(s) and the current regulations specified under the Act.

14. Should any initial enquiry be made by the Bureau, I/we agree to extend to the Bureau all reasonable facilities at my/our command and I/We also agree to pay all expenses of the said enquiry, as and when required by the Bureau.

15. I/We request that the recertification audit of my/our organisation may be carried out by..... (Indicate date).

16. Certified that I/We had earlier applied for BIS certification for which could not mature

17. I/We undertake that should any of the information supplied above in the application form is found to be wrong, the application may be rejected forthwith.

18. I/We have not been convicted under the Act in any court of law and neither any prosecution is pending. OR

The details of convictions/prosecutions pending under the Act are as under:

.....

19. I/We have never been warned/ advised by BIS for any of our actions violative of the Act.

OR

The details of warning/advice received by me/us for violating the Act are as under:

.....

20. Should the licence be renewed and as long as it will remain operative I/We hereby undertake to abide by all the conditions of BIS (Conformity Assessment) Regulations, 2018 and stipulated by the Bureau under the aforesaid Act. In the event of the licence being suspended or cancelled, I/We also undertake to cease with immediate effect to use all the facilities to us in respect of the certification and return the licence and related documents to the Bureau.

Dated this day of two thousand

(Signature):

(Name):

(Designation):

(Seal of the firm)

(For and on behalf of)