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**BUREAU OF INDIAN STANDARDS**

**AGENDA**

|  |  |  |  |
| --- | --- | --- | --- |
| ***Committee*** | ***Meeting No.*** | ***Day, Date and Time*** | ***Venue*** |
| **Committee on Consumer Policy, MSD 15** | **25th Meeting** | **24 September 12:00 hrs , 2024** | **Virtual** |

|  |  |
| --- | --- |
| **Chairman:** Shri Anupam Mishra (Joint Secretary),  Department of Consumer Affairs | **Member Secretary:** Shri Kishore Mandal,  Scientist - C |

1. **GENERAL** 
   1. Welcome by Shri A.S Bhatnagar, Sc. G & Head MSD.
   2. Opening Remarks by the Chairperson.
2. **ACTION TAKEN REPORT**

The Last Sectional Committee Meeting of MSD 15 was held on 10 April. 2024. Following action were recorded into the meeting minutes. The Status of all the action points are given below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.**  **No.** | **Last Meeting minutes Item** | **Brief from Minutes** | **Action Taken** |
| 1. | 3.1.2 | New Co-Option/Change in Nomination Request | nomination request Sent to to CEO, QCI .  Response awaiting |
| 2. | ITEM 10 | 45th ISO/COPOLCO PLENARY | Indian delegates attended the plenary. Brief report is placed at ITEM 10. |
| 3. | ITEM 6 | NEW SUBJECT ITEM FOR STANDARD FORMULATION | Status of action taken is placed at ITEM 6 |
| 4. | Annex F | Update of List of Experts Nominated in ISO/COPOLCO WGs | Updated |

*The Committee may NOTE*

1. **CONFIRMATION OF THE MINUTES OF THE LAST MEETING**
   1. The minutes of the twenty fourth meeting of the Committee on Consumer Policy, MSD 15 held on 10 April 2024 were circulated *FIRM the minutes as circulated.*
2. **SCOPE AND COMPOSITION OF CONSUMER POLICY SECTIONAL COMMITTEE MSD 15**
   1. The Scope and Composition of MSD 15 is given at **[Annex A](#AA)**[.](#AA)

*The Committee may REVIEW.*

* + 1. New Co-Option/Change in Nomination Request

No requests received.

*The Committee may NOTE.*

* 1. Removal of Inactive Members

As per BIS Policy, the member who miss two consecutive meetings shall be considered for withdrawal. No such are organizations since last meetings held on 04 April 2024.

*The Committee may NOTE.*

* 1. Constitution of Panel dealing with ISO/COPOLCO

It is proposed to constitute a panel for looking after the work of ISO/COPOLCO. The Committee may nominate experts in this panel.

Since the panel will after the work of working groups under ISO/COPOLCO, it is suggested to nominate expert who are nominated in different working groups of ISO/COPOLCO. List of nominated experts is at **Annex F.**

The convener of the panel must hold meetings and report the updates in every Sectional Committee meetings. This will ensure the activity updates to all members. It has also been instructed that An inactive panel are to be disbanded.

1. **PROGRAMME OF WORK OF MSD 15**
   1. The Program of Work of MSD 15 the list of published Indian Standards is given at **[Annex C](#CC)**.

*The Committee may NOTE.*

1. **NEW SUBJECT ITEM FOR STANDARD FORMULATION**
   1. Following subjects are identified as the new area of standard formulation under MSD 15.
2. Safety and Security in Online Transaction
3. Guide for Protection against Misleading Advertisement
4. Panel for Misleading Advertisement Standards have been constituted. Meetings are being held to take the work moving.
5. Repairability index – ranking of products how easy to repair it, self - repair, product life cycle?

*The Committee may DELIBERATE and DISCUSS.*

1. **REVIEW OF PUBLISHED INDIAN STANDARDS**
   1. In accordance with the laid down procedures, all published Indian Standards shall be reviewed by their respective Sectional Committees every five years. When reviewing a standard, a Committee has four options available:
2. *reaffirmation* continuing current status of the standard without change;
3. *reaffirmation* *with* *amendment* to the standard after necessary changes to bring it upto date;
4. *revision,* and reaffirmation for time being;
5. *Withdrawal* indicating that the standard is no longer needed.
6. **ANNUAL ACTION PLAN**

Below is the annual action plan formulated for MSD 15 for the year 2023-24. This plan outlines the tasks and objectives to be accomplished within the current fiscal year as part of the work agenda for MSD 15.

|  |  |
| --- | --- |
|  | Committee on Consume Policy, MSD 15 |
|  | *SNAP* |
|  | NIL |
|  | *New Standards* |
|  | Guide for Protection against Misleading Advertisement |
|  | *DIS/FDIS* |
|  | NIL |
|  | *ISO STANDARD NOT ADOPTED* |
|  | All Adopted |
|  | Indian standard due for review |
|  |  |
|  | Pre-2000 Standards |
|  | NIL |

*The Committee may NOTE.*

1. **INTERNATIONAL ACTIVITIES**
   1. ISO/COPOLCO `Committee on Consumer Policy' has been set up by the International Organization for Standardization (ISO) with the following Scope:
2. To study means of helping consumers to benefit from standardization, and means of improving consumer participation in national and international standardization.
3. To provide a forum for the exchange of information on the experience of consumer participation in the development and implementation of standards in the consumer field, and on other questions of interest to consumers in national and international standardization.
4. To advise ISO Council as to the consolidated viewpoints of consumers on matters relevant to ISO's current and potential standardization and conformity assessment work.
5. To advise ISO Council on the need for new or revised policies or actions within ISO as they relate to consumers' needs.

India is a Participating (P)-member of this Technical Committee.

*The Committee may NOTE*

* 1. India contributes in the work of ISO/COPOLCO by scrutinizing its documents, sending India’s Vote/comments on ballots circulated at all stages of development of an International Standard and through participation in their meetings. Since the last meeting of MSD 15, India has sent vote/comments onISO ballots, the list of which is given at **[Annex D](#DD).**

The list also includes ballots that are currently open for voting and need to be submitted to ISO. Ballots have been circulated to all the committee members for their comments.

*Committee may NOTE*

* 1. The list of standards published by ISO/COPOLCO along with their status of adoption is given at **[Annex-E](#EE)**.

*The Committee may NOTE.*

1. **46th ISO/COPOLCO PLENARY**

The 46th ISO/COPOLCO will be held during 21-23rd May in Hybrid Mode. Following experts attended the plenary:

1. Shri Anupam Mishra, Chairperson MSD 15

2. Shri P Rajesh, DDG PRT

3. Shri Kishore Mandal

4. Dr. Anant Sharma

5. Shri Asim Sanyal – virtual mode

Report of46th ISO/COPOLCO is placed at **Annex G**.

*The Committee may NOTE.*

* 1. **Nomination of Experts at ISO**

**9.1.1** As per BIS New Guidelines, an Indian expert has to be nominated against each projects at ISO. Further, it is also to be decided that priority of projects whether “High” or “Low” and accordingly experts may be nominated.

Under ISO/COPOLCO, there are no any work under development stage.

*The Committee may NOTE.*

9.1.2 Nominated Experts in different working groups of ISO/COPOLCO.

List of experts in different working groups of ISO/COPOLCO is placed at Annex F.

As per recent direction from BIS Top management, a panel has to be constituted parallel to these working groups of ISO/TC 267. Committee may consider identifying more experts for the panel of above working groups. Panel shall hold meeting on regular basis and report to BIS.

The convener of the panel must hold meetings and report the updates in every Sectional Committee meetings. This will ensure the activity updates to all members. It has also been instructed that An inactive panel are to be disbanded.

*The Committee may deliberate and decide.*

1. **ANNUAL CALENDAR OF TECHNICAL COMMITTEE MEETING**
   1. As per new BIS guidelines, meeting of the Committee is required to be conducted in each quarter. The tentative planned schedule mentioned below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Tech. Committee** | **Tentative Schedule** | | | |
| **1st Quarter** | **2nd Quarter** | **3rd Quarter** | **4th Quarter** |
| MSD 15  (Consumer Policy) | 10th April 2024 | 2nd wedenesday, last month of each quarter | 2nd wedenesday, last month of each quarter | 2nd wedenesday, last month of each quarter |

*The Committee may kindly NOTE.*

1. **BIS CERTIFICATION SCHEMES**

The information regarding various Certification Schemes being operated by BIS is available on BIS website [www.bis.org.in](http://www.bis.org.in).

*The Committee may NOTE.*

1. **INFORMATION ON FREE AVAILABILITY OF INDIGENO US STANDARDS BY BIS**

Bureau of Indian Standards, the National Standards Body of India has published more than 20500 Indian Standards which are available for sale. They are available on the e-sales portal https://standardsbis.bsbedge.com. The Indigenous Indian Standards (not adopted) are available for download free of cost on this website. International Standards adopted by BIS continue to be chargeable.

*The Committee may NOTE.*

1. **NATIONAL INSTITUTE FOR TRAINING IN STANDARDISATION**

National Institute of Training for Standardization (NITS) has been set up by BIS with world class facilities to impart training on various aspects leading to standardization, quality and other management systems, consumer protection, public service delivery, etc. The training calendar for the current year is available on BIS web site <http://www.bis.gov.in>. The trainings are imparted both through physical as well as virtual mode. The organizations desirous to depute their personnel for training may kindly go through the appropriate programme and get them registered to undergo training.

*The Committee may NOTE.*

1. **NOMINATING YOUNG PROFESSIONALS IN BIS TECHNICAL COMMITTEES**

So far, each organization was allowed to nominate only two members on the BIS committees. However, to encourage the participation of young professionals representing the member organizations on the Committee, it has been decided that an additional member up to the age of 37 years may also be nominated by each organization. In this context, a letter addressed to the various organizations was sent by the Deputy Director General (Standardization) BIS.

*The Committee may NOTE.*

1. **E-BIS PORTAL and BIS MOBILE CARE APP**
   1. Recently, BIS took initiative to upgrade its standardization process via e-BIS wherein members can register themselves by login and password and can dynamically participate in the standardization activity of BIS. With the help of e-BIS members can update themselves on various meetings, documents and other notifications.
   2. Also, BIS has recently launched BIS Mobile Care App, where consumers can lodge their complaints related to quality of BIS certified products and reporting instances of violation of BIS Act in terms of misuse of Standard Mark. The app is also handy for verifying genuineness of standard mark on products, Hallmark on jewelry and artefacts and registration mark on electronic goods. The Committee members are requested to promote the use of this app among consumers for their benefit.

*The Committee may NOTE.*

1. **DATE AND PLACE FOR THE NEXT MEETING**
2. **ANY OTHER BUSINESS**

[Annex-A](#A)

**SCOPE AND COMPOSITION OF COMMITTEE ON CONSUMER POLICY, MSD 15**

**SCOPE:**

* To review the work being done at ISO/COPOLCO and to formulate India’s view on various issues relating to work of COPOLCO to consider adoption of COPOLCO Guides as per the requirements of the country and to formulate indigenous standards in the interest of consumers.
* To study means of helping consumers to benefit from standardization, and means of improving consumer participation in national standardization.
* To formulate policy and advise other technical committees consolidated viewpoints of consumers on matter relevant to current and potential standardization and conformity assessment work.
* Standardization in the field of consumer incident investigation.

Membership status at ISO COPOLCO: P Member

|  |  |
| --- | --- |
| **22nd Meeting** | **19 May 2023** |
| **23rd Meeting** | **12 February 2024** |
| **24th Meeting** | **03 April 2024** |

**COMPOSITION:-**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Organization Represented** | **Name of the Representatives** | **Attendance in the last three Meetings** | | | |
| **22nd** | **23rd** | **24th** | **Total** |
|  | Ministry of Consumer Affairs, Food and Public Distribution, New Delhi | Shri Anupam Mishra  **(Chairman)** | Y | R | Y | 2/3 |
|  | Citizen Consumer and Civic Action Group, Chennai | Smt. Tara Murali *(Alt.)* | Y | Y | N | 2/3 |
|  | Consumer Action and Network Society, Jaipur | Shri Kailash Chandra Kumawat  Shri Mukesh Vaishnav (*Alt*) | Y | Y | Y | 3/3 |
|  | Consumer Association, Palakkad | Shri Ad. P.A Surendran | Y | Y | Y | 3/3 |
|  | Consumer Confederation of India, New Delhi | Dr. Anant Sharma  Shri Devendra Nath Tiwari *(Alt.)* | Y | Y | Y | 3/3 |
|  | Consumer Coordination Council, New Delhi | Shri Abhishek Srivastava  Shri Laxmi Narayan Patel (*Alt*.) | Y | Y | Y | 3/3 |
|  | Consumer Protection, Citizen Consumer and Civic Action Group (CAG) | Smt. S Saroja | Y | N | Y | 2/3 |
|  | Consumer Education and Research Centre, Ahmedabad | Smt. Anindita Mehta  Shri Uday Mawani (*Alt*.) | Y | Y | Y | 3/3 |
|  | CONSUMER VOICE, New Delhi | Dr. G. Sundaram (P)  Shri Ashim Sanyal (*Alt*.) | Y | N | Y | 2/3 |
|  | Central Council of VCA and PCA, New Delhi. | Dr. Arun Kumar | Y | Y | Y | 3/3 |
|  | Consumer Guidance Society of India, Mumbai | Dr. Sitaram Dixit  Dr. M. S. Kamath (*Alt*.) | Y | Y | Y | 3/3 |
|  | In Personal Capacity | Prof. Sri Ram Khanna | Y | N | Y | 2/3 |
|  | Deputy Director General ,Std-I | Shri Rajeev Sharma | R | Y | N | 2/3 |
|  | Deputy Director General ,PRT & TNM | Shri P. Rajesh | Y | Y | Y | 3/3 |
|  | Head Think Nudge & Move Department, BIS | Smt. Surya Kalyani | Y | Y | Y | 3/3 |
|  | Head, Management Systems Department, BIS | Shri A. S Bhatnagar, Sc. G & Head MSD | Y | Y | N | 2/3 |
|  | In Personal Capacity | Shri Chandan Bahl | Y | Y | Y | 3/3 |
|  | Food Safety and Standards Authority of India (FSSAI) | Dr. Sanu Jacob | NA | Y | Y | 2/2 |
|  | Indian Institute of Management, Ahmedabad | Dr. M. P. Ram Mohan | NA | Y | Y | 2/2 |
|  | National Law University, Bangalore | Prof. Rahul Singh | NA | Y | Y | 2/2 |

**[Annex B](#B)**

**(Panel Under MSD 15)**

**Panel on Guide for Misleading Advertisement, MSD 15 : P01**

1) Smt. Andita Mehta – Convener

2) Dr. Anant Sharma

3) Dr. Arun Kumar

4) Adv. Surendran

5) Smt. S. Saroja

**[Annex-C](#C)**

**PROGRAMME OF WORK OF MSD 15**

**List of Published Standards**

| **Sl. No.** | **IS/ISO No.** | **Title** | **Degree of Equivalence** |
| --- | --- | --- | --- |
|  | IS/ISO/IEC Guide-14 : 2018 | Products and related services -Information for consumers | Identical under single numbering |
|  | [IS/ISO/IEC GUIDE-37 : 2012](https://www.services.bis.gov.in/php/BIS_2.0/bisconnect/standard_review/Standard_review/Isdetails?ID=Mjc1Mzk%3D) | Instructions for use of products by consumers (First Revision) | Identical under single numbering |
|  | [IS/ISO/IEC GUIDE-41 : 2018](https://www.services.bis.gov.in/php/BIS_2.0/bisconnect/standard_review/Standard_review/Isdetails?ID=MjgxMzg%3D) | Packaging - Recommendations for addressing consumer needs (First Revision) | Identical under single numbering |
|  | [IS/ISO/IEC GUIDE-46 : 2017](https://www.services.bis.gov.in/php/BIS_2.0/bisconnect/standard_review/Standard_review/Isdetails?ID=MjgwODY%3D) | Comparative Testing Of Consumer Products And Related Services - General Principles | Identical under single numbering |
|  | [IS/ISO/IEC 50 : 2014](https://www.services.bis.gov.in/php/BIS_2.0/bisconnect/standard_review/Standard_review/Isdetails?ID=Mjc5MzI%3D) | Safety aspects- Guidelines for child safety in standards and other specifications | Identical under single numbering |
|  | IS/ISO/IEC GUIDE-74 : 2004 | Graphical symbols - Technical guidelines for the consideration of consumers Needs | Identical under single numbering |
|  | IS/ISO/IEC GUIDE-76 : 2020 | Development Of Service Standards - Recommendations For Addressing Consumer Issues (First Revision) | Identical under single numbering |

**[Annex-D](#D)**

**LIST OF ISO BALLOTS UNDER COPOLCO**

List of Ballot Cast from 1 February to 31 March 2024:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sl. No.** | [**Type**](javascript:sort(document.forms[0],'type',%20'/part');) | **ISO Technical Committee** | **ISO Document** | **Last Date of Comment** | [**Vote**](javascript:alert('Can%20not%20sort%20by%20this%20column');)**d with comment (VC)/ Voted without comments (V)** |
|  | CIB | ISO/COPOLCO | N767  Implementation of rules for stakeholder participation in standards development | 2024-01-08 | V |
|  | SR | ISO/COPOLCO | ISO/IEC Guide 74:2004 (vers 2) | 2024-06-03 | Open |

**[Annex-E](#E)**

**List of Standards under ISO/COPOLCO published document.**

| **Sl. No.** | **Standard and/or project under the direct responsibility of ISO/COPOLCO Secretariat (7)** | **Status** |
| --- | --- | --- |
|  | [ISO/IEC Guide 14:2018](https://www.iso.org/standard/64888.html?browse=tc)  Products and related services — Information for consumers | Adopted |
|  | [ISO/IEC Guide 41:2018](https://www.iso.org/standard/64889.html?browse=tc)  Packaging — Recommendations for addressing consumer needs | Adopted |
|  | [ISO/IEC Guide 46:2017](https://www.iso.org/standard/39882.html?browse=tc)  Comparative testing of consumer products and related services — General principles | Adopted |
|  | [ISO/IEC Guide 50:2014](https://www.iso.org/standard/63937.html?browse=tc)  Safety aspects — Guidelines for child safety in standards and other specifications | Adopted |
|  | [ISO/IEC Guide 51:2014](https://www.iso.org/standard/53940.html?browse=tc)  Safety aspects — Guidelines for their inclusion in standards | Adopted |
|  | [ISO/IEC Guide 74:2004](https://www.iso.org/standard/36942.html?browse=tc)  Graphical symbols — Technical guidelines for the consideration of consumers' needs | Adopted |
|  | [ISO/IEC Guide 76:2020](https://www.iso.org/standard/73717.html?browse=tc)  Development of service standards — Recommendations for addressing consumer issues | Adopted |

**Standards under development at ISO/COPOLCO: NIL**

**Annex-F**

**List of Experts Nominated in ISO/COPOLCO WGs as on date**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl. No.** | **Reference** | **Title** | **Experts Nominated** |
|  | ISO/COPOLCO/WG 1 | Chair's Advisory Group | Shri Anuj S. Bhatnagar (HMSD) |
|  | ISO/COPOLCO/WG 21 | Communications and outreach group | 1. Shri Anupam Mishra 2. Shri Anuj S. Bhatnagar (HMSD) 3. Shri Chandan Bahl 4. Smt. Surya Kalyani (HTNMD) 5. Dr. Anant Sharma 6. Shri Kishore Mandal |
|  | ISO/COPOLCO/WG 22 | Consumer standards action group | 1. Shri Chandan Bahl, 2. Smt. Surya Kalyani (HTNMD) 3. Prof. Ram Khanna 4. Dr. M. S. Kamath 5. Shri Kishore Mandal |
|  | ISO/COPOLCO/WG 23 | Capacity building and training group | 1. Shri Anupam Mishra 2. Shri Chandan Bahl 3. Shri P.A. Surendran 4. Dr Sanu Jacob 5. **Dr. Arun Kumar** 6. **Dr. Anant Sharma** |
|  | ISO/COPOLCO/WG 24 | Consumer safety group | 1. Shri Chandan Bahl 2. Smt. Surya Kalyani (HTNMD) 3. Smt. Anindita Mehta 4. Dr. M. S. Kamath 5. Shri Kishore Mandal 6. **Dr. Sanu Jacob** 7. **Dr. Arun Kumar** 8. **Shri P Rajesh** |

**Annex G**

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