**BUREAU OF INDIAN STANDARDS**

**Resolution of the Meeting**

**Committee:** Business Services Sectional Committee, SSD 09  
**Meeting No.:** 11th Meeting  
**Date & Time:** 07 August 2024, 10:30 hrs  
**Mode:** Hybrid Meeting  
**Venue:** Copper Room, BIS HQ, New Delhi

**Chairperson**

Prof. Rakesh Mohan Joshi, Director, IIPM, Bangalore

**Member Secretary**

Ms. Parul Gupta, Deputy Director, BIS, New Delhi

**Key Decisions**

**ITEM 1: Review of Stakeholder Comments on IS 19000:2022**  
The committee discussed stakeholder comments on IS 19000:2022 and resolved the following:

1. **Clause 6.8 (Review Editing):** No conflict exists with review modification procedures; the current process is clear. **Comment disposed of.**
2. **Certification for IS 19000:2022:** Certification under QCO is permitted as per Section 16 of the BIS Act 2016. **Comment disposed of.**
3. **Clauses 4.4.5 & 7.12 (Third-party Reviews):** The existing provisions adequately address third-party review management. **Comment disposed of.**
4. **Clauses 6.7.1 & 6.7.2 (Review Removal):** Use of markers for removed reviews is essential for transparency and user clarity. **Comment disposed of.**
5. **Clause 4.4.3 (Safety Issues in Reviews):** Notifying suppliers about safety concerns raised in reviews is recommended for proactive consumer safety, though not mandatory. **Comment disposed of.**
6. **Clause 3.13 (Definition of Review Administrator):** The current definition is comprehensive and sufficient. **Comment disposed of.**