



भारतीय मानक ब्यूरो

(उपभोक्ता मामले, खाद्य एवं सार्वजनिक वितरण मंत्रालय, भारत सरकार)

BUREAU OF INDIAN STANDARDS

(Ministry of Consumer Affairs, Food & Public Distribution, Govt. of India)

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Review Document

Basic Details

1.	Sectional Committee No. & Title:	MSD 2-Quality Management
2.	IS No :	IS 15800 : 2007
3.	Title :	Quality management systems - Guidelines for service quality by public service organizations
4.	Date of Previous Review:	2011

Review Analysis

5.1 Status of standard(s), if any from which assistance had been drawn in the formulation of this IS.

S.No.	Standard (No.)	Standard (Title)	Whether the standard has since been revised	Major changes	Action proposed
No entry made in this table					

5.2 Status of standard referred in the IS.

S.No.	Referred standards (No.)	Referred standards (Title)	Since revised IS no. of the corresponding IS	Changes in the referred Standards since last review of IS	If the corresponding IS is revised with reference to the referred Standards	Action proposed
1	IS/ISO 9001-2015	Quality management systems - Requirements (Fourth Revision)	IS ISO 9001: 2015	modified at ISO level	yes	to review at SC level
2	IS/ISO 10002-2018	Quality Management — Customer Satisfaction — Guidelines for Complaints Handling in Organizations (First Revision)	IS ISO 10002 : 2018	modified at ISO level	YES	to review at SC level
3	IS/ISO 14001-2015	Environmental management systems - Requirements with guidance for use (Second Revision)				
4	IS 15610-2006	Guidelines for measurement of customer satisfaction				
5	IS/ISO/TR 10013-2001	Guidelines for quality management system documentation (First Revision)				

5.3 Any other standards available related to the subject & scope of the standard being reviewed (International/regional/other national/association/consortia, etc or of new or revision of existing Indian Standard).

S.No.	Standard (No.)	Standard (Title)	Provisions that could be relevant while reviewing the IS	Action proposed
1	IS 15700: 2018	Quality management systems -Requirements for service quality by public service organizations	All clauses	To be reviewed by MSD 2

5.4 Technical comments on the standard received, if any.

S.No.	Source	Clause of IS	Comment	Action proposed
No entry made in this table				

5.5 Information available on relevant technical developments

S.No.	Source	Development	Relevant clause of the IS under review that is likely to be impacted (Clause & IS No.)	Action proposed
No entry made in this table				

5.6 Issues arising out of changes in any related IS or due to formulation of new Indian Standard.

S.No.	Related IS (revised or new)	Related IS Title	Provision in the IS under review that would be impacted & the clause no. or addition of new clause/provision	Changes that may be necessary in the Standards under review	Action proposed
No entry made in this table					

5.7 Any consequential changes to be considered in other IS.

S.No.	Related IS to get impacted	Related IS Title	Requirements to be impacted
No entry made in this table			

Other Details

6.	Any other observation:	IS 15800 Quality management systems - Guidelines for service quality by public service organizations is a guidance standard for implementation of IS 15700. IS 15700 was revised in 2018, however, IS 15800 is not yet revised. IS 15700 is again under revision to incorporate additional requirements such as use of ICT infrastructure, social and organisational parameters and maturity ratings of organisations.
7.	Supporting Document:	N/A
8.	Recommendations - On the basis of the analysis of the info available as mentioned above consideration of sectional committee is solicited on the following aspects of the IS under review:	IS 15700 Quality management systems - Requirement for service quality by public service organizations is being revised, which is base standard for IS 15800. In view of same, IS 15800 need to be reviewed by MSD 2 for withdrawal or revision.