



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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DRAFT INDIAN STANDARD IN WIDE CIRCULATION

Reference : MSD 2/T-57

Date : 06 November 2023

TECHNICAL COMMITTEE : Quality Management, MSD 02

To,

All concerned

Dear Madam/Sir,

The following document has been prepared by the Quality Management Sectional Committee, MSD 02. Please [click here](#) to view the document.

Document Number : MSD 02 (24033) WC

Title of the document : Quality Management Customer Satisfaction Requirements for Complaint Handling in Organization

Document Type : Revision of Indian Standard (IS 16677 : 2017)

This document has following salient features which may require specific attention for your valuable comments:

- 1) *This standard specifies requirements for the process of complaints-handling related to products and services provided by the organization. This standard is applicable for use by all organizations, regardless of size, type, products and services provided.*
- 2) *The requirements for complaints-handling process covered in this standard do not apply to*
- 3) *a) employment related complaints and disputes, and*
- 4) *b) disputes referred for resolution outside an organization.*
- 5) *c) complaints filed in any court of law*
- 6) *d) appeals filed against decisions of a statutory authority*
- 7) *e) management of normal service requests from consumers for post supply support which are sometimes (erroneously) referred as complaints*
- 8) *NOTE – This standard may also be applied to internal customers' complaints*
- 9) *This standard is not intended to change any rights or obligations provided by applicable statutory and regulatory requirements.*

Please examine the document and share your comments regarding further improvement in the document.

Last date for sharing the comments is : 06 December 2023

The comments should be shared in the prescribed template through this portal only; and the comments so received

shall be taken up by the Sectional Committee for necessary action. For any other query, please write an email at msd@bis.gov.in to the undersigned at Bureau of Indian Standard, Manak Bhawan, 9, Bahadur Shah Zafar Marg, New Delhi.

In case no comments are received, we would presume your approval of the documents. However, in case we receive any comments on the document, the same shall be put up to the Sectional Committee for necessary action.

Thanking You,

Yours faithfully,
(ANUJ SWARUP BHATNAGAR)
Head (Management and Systems Department)
Email: msd@bis.gov.in



व्यापक परिचालन में मसौदा(दे)

हमारा सन्दर्भ : MSD 2/T-57

दिनांक : 06-11-2023

तकनीकी समिति : Quality Management Sectional Committee, MSD 02

प्राप्तकर्ता : रूचि रखने वाले सभी निकाय

महोदय/या,

निम्नलिखित मसौदा तैयार किया गया है :

प्रलेख संख्या : MSD 02 (24033) WC

शीर्षक :

कृपया इस/इन मानक(को)/संशोधन(नो) के मसौदे(दो) का अवलोकन करें और अपनी सम्मतियाँ यह बताते हुए भेजें कि यदि ये मानक(को) के संशोधन(नो) के रूप में प्रकाशित हो तो इन पर अमल करने में आपके व्यवसाय अथवा कारोबार में क्या कठिनाइयां आ सकती हैं।

सम्मतियाँ भेजने की अंतिम तिथि : 06 December 2023

सम्मतियाँ, यदि कोई हों तो, कृपया यहाँ क्लिक करके ऑनलाइन पोर्टल के माध्यम से ऊपर दी गयी अंतिम तिथि तक दर्ज कराएं।

यह/ये प्रलेख भारतीय मानक ब्यूरो की वेबसाइट www.bis.gov.in पर भी उपलब्ध है/हैं।

धन्यवाद।

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