



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 : SSD 08/T-1

Date : 15 January 2025

TECHNICAL COMMITTEE : Information and Communication Services, SSD 08

To,

All concerned

Dear Madam/Sir,

The following document has been prepared by the Information and Communication Services Sectional Committee, SSD 08. Please [click here](#) to view the document.

Document Number : SSD 08 (26170) WC

Title of the document : Network services billing Requirements

Document Type : New Indian Standard

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

1) *The purpose of this Standard is to address customer concerns about utility billing practices, a common source of complaints. Issues include bill shock, complexity, unclear pricing, inaccuracies, difficult payment methods, information overload, and unclear guidance on switching suppliers. These problems stem from poor pre-billing processes, unsatisfactory billing procedures, unclear bill presentations, and ineffective post-billing processes.*

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

Last date for sharing the comments is : 01 March 2025

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 ssd@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,
(S K KANOGIA)
Head (Service Sector Department)
Email: ssd@bis.gov.in**



व्यापक परिचालन में मसौदा(दे)

हमारा सन्दर्भ : SSD 08/T-1

दिनांक : 15-01-2025

तकनीकी समिति : Information and Communication Services Sectional Committee, SSD 08

प्राप्तकर्ता : रूचि रखने वाले सभी निकाय

महोदय/या,

निम्नलिखित मसौदा तैयार किया गया है :

प्रलेख संख्या : SSD 08 (26170) 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 : 01 March 2025

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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