

भारतीय मानक ब्यूरो
(मानक समन्वय एवं निगरानी विभाग)

संदर्भ : एससीएमडी G:23/2

दिनांक : 22.09.2021

विषय : Guidelines for Market Survey

As per Section 9(2) of Bureau of Indian Standards Act, 2016, BIS is empowered to carry out market survey of any goods, article, process, system or service to monitor their quality and publish findings of such surveys in order to protect the interests of the consumer and various other stakeholders.

2. In this regard, please find enclosed “Guidelines for Market Survey” duly approved by DG, BIS for implementation by all concerned with immediate effect.

Sd/-

(चिन्मय द्विवेदी)

प्रमुख मानक समन्वय एवं निगरानी विभाग

परिचालित/Circulated to:

All DDGRs

All ROs/BOs

All BIS Laboratories

All other concerned

Copy to:

DDG Standardization – I (for kind information please)

ITSD (with request to host on BIS Intranet)

GUIDELINES FOR MARKET SURVEY

1. As per Section 9(2) of Bureau of Indian Standards Act, 2016, BIS is empowered to carry out market surveillance or survey of any goods, article, process, system or service to monitor their quality and publish findings of such surveillance or surveys in order to protect the interests of the consumer and various other stakeholders.
2. During the market survey, the samples are required to be drawn of such products which do not bear BIS certification mark and are not covered under mandatory BIS certification.
3. SCMD prepares the list of products for which the market samples may be drawn and sends this list to DDGRs whenever market survey exercise is to be carried out.
4. DDGRs may assign the drawl of samples as per the list provided by SCMD to the Branch Offices under their jurisdiction in such a manner so as to ensure that minimum 25 samples of each product are drawn from each region covering different brands as available in the market and from different areas in the region.
5. A plan of action should be prepared by the Heads of BOs. It should contain the market places from where the samples are to be collected, mode of transport required, packaging of the samples, man power required to assist the survey staff, and laboratories to which samples to be sent. Efforts should be made by the BOs to draw samples of non-established brands on preference.
6. BO shall nominate a Nodal Officer, not below the rank of Scientist C to coordinate the work of market survey. The Nodal Officer will have the responsibility to oversee the drawl of samples for market survey and ensure that right kind of samples are drawn following the instant guidelines and as per the plan of action prepared by Head of the BO. The Nodal Officer has to ensure that the samples drawn do not bear BIS certification mark, adequate quantity of

samples has been drawn, samples are in proper shape for testing, samples have been sealed properly, and dispatched to the assigned lab and that the test reports have been received and scrutinized in time.

7. In order to ensure traceability of the samples drawn, it is necessary to ensure that only such samples are drawn where the Brand Name, Manufacturer's Name and Address, Manufacturing Date and/or Batch No is available. The bills/receipts of purchase/ and photographs of the product including such markings shall be retained by the BOs for each of the samples drawn from the market.

8. Where not specified by SCMD, the variety/type/grade etc. of product covered under the Indian Standard shall only be drawn. Where relevant, particular attention should be paid to ensure that samples having adequate shelf life are drawn.

9. Market samples should be purchased as far as possible from the authorized dealers/distributors/retailers/organized customers of the product.

10. The Nodal officer shall be responsible for proper scrutiny of the test report and for the drawl of conclusion regarding conformity or otherwise of the samples and where non-conforming, the implications of the non-conformity.

11. The Nodal Officer shall be responsible for preparing the report of the market survey in the format enclosed at **Annex A**. The **initial report** of the samples drawn shall be prepared after dispatching the samples to the laboratories providing information till Column (11) of the format and shall be sent to SCMD (on the email sppd@bis.gov.in in excel format only) with a copy to the respective DDGR. The **final report** of the samples drawn shall be prepared on receipt of the test reports by the BO and shall be sent to SCMD with a copy to respective DDGR. BOs shall also provide the status of market survey and the samples drawn to SCMD as and when sought.

12. BOs shall retain all the records pertaining to each sample i.e. bills/receipts of purchase, photographs, test requests, test reports, and any other relevant records in safe custody.

13. SCMD would prepare the findings of the Market Survey in the format enclosed as **Annex B** and share the same with the Central Ministries/Departments, Regulatory Bodies, if any for the product and manufacturers. Press release on the findings may also be issued for consumer awareness.

14. This issues with the approval of DG, BIS.

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ANNEX A

FORMAT FOR COMPILATION OF FINDINGS OF MARKET SURVEY
(separate sheet to be filled for each different product/IS Number)

| | |
|--|--|
| Branch Office Name | |
| Product Name | |
| IS Number to which product is tested | |
| Number of samples drawn* | |
| Number of samples failed/non-conforming | |
| Number of samples pass/conforming | |
| *Please provide below the following information for each of the sample drawn; | |
| | |

| S. No (1) | Sample Code (2) | Quantity of Sample drawn (3) | Brand Name (4) | Manufacturing Date (5) | Batch Number (6) | Manufacturer's Name (7) | Manufacturer's Address (8) | Dealer's Name from where purchased (9) | Dealer's Address from where purchased (10) | Name of Lab where sample tested (11) | Status of test report (TR received/ Partial TR received/ TR awaited) (12) | (In case of TR received, TR no & TR date to) (13) | (In case of Partial Test Report please indicate the same with reason thereof) (14) | Result of scrutiny of test report (Conforming/Non-Conforming) (15) | In case of non-conformity of the test report, clause no. and requirement to be mentioned in which the samples are non-conforming w.r.t. the Indian Standard** (16) | In case of non-conformity of sample, mention the Implications of the non-conformity*** (17) | Remarks (if any)# (18) |
|-----------|-----------------|------------------------------|----------------|------------------------|------------------|-------------------------|----------------------------|--|--|--------------------------------------|---|--|--|--|--|---|------------------------|
| 1 | | | | | | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | | | | | |

****In case of Non-conformity of the Test report, requirements to be mentioned, referring the exact clause of the standard in which the samples are non-conforming to the Indian Standard.**

***** Particularly indicating the implication on Health, Safety and Wellbeing of the Consumers or the user of those products and**

**whether the implication is a performance related parameter or safety/health/wellbeing of consumer based parameter
#Please give any other related and relevant information in the Remarks column.**

ANNEX B

FINDINGS OF MARKET SURVEY

| S. No | Sector | Product | IS number & title against which product tested | Number of Samples drawn | Number of Samples found conforming | Number of Samples found non-conforming | Failure & Implications of the non-Conformity. |
|--------------|---------------|----------------|---|--------------------------------|---|---|--|
| 1. | | | | | | | |
| 2. | | | | | | | |
| 3. | | | | | | | |
| 4. | | | | | | | |