

भारतीय मानक ब्यूरो
(केन्द्रीय मुहर विभाग - I)

हमारा सन्दर्भ: सीएमडी-I/1:1:8

11 जून 2024

विषय: लाइसेंसधारी स्वागत किट - हेतु।

उपर्युक्त विषय पर परिपत्र दस्तावेज़ सभी संबंधित पक्षों के कार्यान्वयन के लिए सलग्न है।

(मोहित जनोहिया)
वैज्ञ-डी/सीएमडी-I

प्रमुख, सीएमडी-I

उपमहानिदेशक (प्रमाणन एवं सीएसएम)

Bureau of Indian Standards
(Central Marks Department - I)

Our Ref: CMD-I/1:1:8

11 June 2024

Subject: Licensee welcome kit - reg.

The document on the above subject is attached herewith for implementation by all concerned.

(Mohit Janoiya)
Sc.D/CMD-I

Head, CMD-I

DDG (Certification & CSM)

परिचालित/circulated to:

सभी क्षेत्रीय कार्यालयों/ शाखा कार्यालयों
All ROs/BOs

सभी उपमहानिदेशक (क्षेत्रीय)
All DDGRs

अन्य सभी संबंधित पक्ष - बीआईएस इंटरनेट के माध्यम से
All other concerned - through BIS intranet

BUREAU OF INDIAN STANDARDS
(Central Marks Department - I)

Our Ref: CMD-I/1:1:8

11 June 2024

Subject: Licensee welcome kit - reg.

This has reference to discussions during the RO/BO review meeting held from 17-18 May 2024 during which it was decided that a "Welcome Kit" shall be handed over to all new licensees.

- 2) In this regard, a list of items/documents that can be made a part of this Welcome Kit are suggested below:
 - i) Scanned copy of the licence document
 - ii) Conditions of licence
 - iii) Design of standard mark, ISI monogram
 - iv) Copy of the Indian Standard and major referred standards (except ISO/IEC standards)
 - v) Product Manual/other product specific guidelines
 - vi) Copy of relevant Quality Control Orders (as applicable)
 - vii) Guidance document on QCOs
 - viii) Brief Profile of BIS branch office including BO address, location and contact details of BO Head and all officers
 - ix) Manakonline user manual
 - x) Videos on BIS initiatives e.g. <https://youtu.be/CtTkCOYEdaU?feature=shared>
 - xi) Important links on BIS website
 - xii) Duties and responsibilities of licensees
 - xiii) Manak Geet Audio-visual
- 3) A template covering letter for the welcome kit is also attached as *Annexure-I*. Suggested list of duties and responsibilities for guidance of licensees (based on the conditions of licence) are attached as *Annexure-II*.
- 4) All BOs are requested to ensure that the Welcome Kit is handed over to every new licensee, henceforth.
- 5) This issues with the approval of the competent authority.

(Mohit Janoiya)
Sc.D/CMD-I

Head, CMD-I

DDG (Certification & CSM)

परिचालित/circulated to:

सभी क्षेत्रीय कार्यालयों/ शाखा कार्यालयों All ROs/BOs

सभी उपमहानिदेशक (क्षेत्रीय) All DDGRs

Annexure-I

[Template for cover letter for Welcome Kit]

Dear Madam/ Sir.....

WELCOME!

Congratulations on achieving BIS certification and welcome to the BIS family!

We appreciate the commitment to quality and safety shown by you in embarking upon this journey with BIS, the National Standards Body.

- 2) This welcome kit contains some important information that will help you better understand your duties and responsibilities as a BIS certification holder and smooth operation of BIS certification, as follows:
- i) Scanned copy of the licence document
 - ii) Conditions of licence
 - iii) Design of standard mark, ISI monogram
 - iv) Copy of the Indian Standard and major referred standards (except ISO/IEC standards)
 - v) Product Manual/other product specific guidelines
 - vi) Copy of relevant Quality Control Orders (as applicable)
 - vii) Guidance document on QCOs-
<https://www.bis.gov.in/wp-content/uploads/2021/07/Guidance-document-on-QCOs-Revise-1.pdf>
 - viii) Brief Profile of BIS branch office including BO address, location and contact details of BO Head and all officers
 - ix) Manakonline user manual-
https://www.manakonline.in/MANAK/static/userManual/PC/user_manual_product%20certification.pdf
 - x) Videos on BIS initiatives, Manak Geet Audio-visual-
<https://www.bis.gov.in/manak-geet/>
 - xi) Important links on BIS website
 - a) BIS portal for Conformity Assessment (Product Certification)
<https://www.manakonline.in/MANAK/ConformityAssessment>
 - b) BIS Act, Rules and Regulations
<https://www.bis.gov.in/the-bureau/bis-act-rules-and-regulations/>
 - c) BIS – Product Certification Guidelines
<https://www.bis.gov.in/product-certification/product-certification-process/>
 - d) Products notified for compulsory BIS certification
<https://www.bis.gov.in/product-certification/products-under-compulsory-certification/>
 - e) Product Manuals
<https://www.bis.gov.in/product-certification/product-specific-information-2/productmanualsmk/>
 - xii) Duties and responsibilities of licensees
- 3) Since the above documents are subject to change, please also refer to BIS website www.bis.gov.in and manakonline dashboard from time to time to get updated information.

Annexure - II

Duties and responsibilities of licensees (based on the conditions of licence)

In addition, the following are some of your duties and responsibilities as a BIS certified manufacturer

i) Standards, certification and conditions of licence

Read and understand the provisions of the Indian Standard(s), Product Manual and the Product certification guidelines. Also read the conditions of licence provided with your licence document and ensure compliance.

ii) Display of BIS certification details

Prominently display your BIS certification details through banners, LED panels etc. in your manufacturing premises. Mention the same in your marketing and advertising materials as well.

iii) Marking the ISI Mark and other marking/labelling requirements

Ensure that design of the Standard Mark (ISI mark) marked on the product is identical to the facsimile given in the annexure to your licence document. Photographic enlargement or reduction is allowed, unless otherwise specified by BIS.

Please use the ISI Mark on your product only in accordance with the marking clause of the Scheme of Inspection and Testing given in product manual. Do not use the ISI mark on stationery or commercial documents.

Comply with the labelling and marking requirements given in the Indian Standard, and Scheme of Inspection and Testing given in the product manual.

iv) Ensuring product conformity

Always ensure that product is marked with ISI mark only after ascertaining that it conforms to the requirements of the Indian Standard. A recommended Quality Assurance Plan/Scheme of Inspection and Testing has been given in the Product Manual for guidance of manufacturers in framing a quality assurance plan for this purpose.

v) Addition of new varieties in the scope of licence

If you intend to start production of new varieties of the product, which are not covered in the scope of your licence, do apply to BIS through manakonline for addition of these new varieties in the scope of licence as per the guidelines for change in scope of licence and the grouping guidelines given in the product manual. Use or apply the ISI mark on these new varieties only after the same has been added to the scope of your licence.

vi) Suspension of licence and product recall

Always comply with directions of BIS for suspension of licence and recall of non-conforming products, when received.

vii) Renewal of licence and deferment

Always apply for renewal of your licence through manakonline well in time. In case renewal of your licence is deferred by BIS, comply with the directions of BIS on priority for renewal of licence, and do not use or apply ISI Mark on your products during period of deferment or suspension

viii) Self-suspension due to relocation of premises, plant/machinery or major modification in manufacturing process

Always impose self-suspension and inform BIS whenever you are relocating your manufacturing premises or major manufacturing machinery/test equipment or making major modifications to your manufacturing process. Don't resume marking before BIS has verified relocation of premises or major machinery and/or major modification in process and permitted revocation of suspension.

ix) Repair, replacement and reprocessing

Always comply with BIS directions to repair, replace or reprocess any product due to establishment of complaint regarding product quality.

x) Cooperation with BIS and its agents

Always cooperate with BIS officers and agents during inspections or other official visits. Never obstruct BIS officers or agents authorised by BIS from carrying out their duties and functions. Samples marked and sealed for laboratory testing shall be dispatched to the designated office or laboratory within seven days from the date of inspection / visit.

xi) Providing information to BIS

Always provide complete and accurate information regarding month-wise production and consignee details (with complete address and quantity supplied) through the online portal on quarterly basis.

xii) Revisions and amendments to standards

Always ensure actions for implementation of revisions and/or amendments to Indian Standards are taken within time and submit evidence of compliance to BIS through manakonline in a timely manner.

xiii) Authentic information

Always refer to your manakonline dashboard and BIS website regularly to get authentic and updated information regarding BIS certification. Rely only on manakonline, BIS website and BIS officers to get authentic information. Interact with BIS branch office through manakonline communication window and don't share your manakonline credentials with unauthorised persons.

xiv) Fraudulent calls/messages

Never entertain fraudulent phone calls/messages demanding money or favours, posing as BIS officials or its agents. Utilise the facility available in 'Chakshu' module of 'Sanchar Saathi' portal of Department of Telecommunication (DoT) on their website- <https://sancharsaathi.gov.in/> for reporting such communications.

xv) Industry interactions and training

Participate regularly in industry interaction meets and awareness programs organised by BIS from time to time to stay up to date on recent developments. Upskill testing personnel by sending them for training programs (capsule courses) being organised by BIS from time to time.

xvi) Transfer of licence

Always inform and seek approval of BIS when there is a change in ownership of the certified manufacturing premises. Transfer of the licence to any person without the prior approval of BIS is not permitted.

Please consider the above information and do not hesitate to get in touch with us for any queries or clarifications.

With Regards,

[HEAD BO]

Conditions of licence to use or apply a Standard Mark

- (1) The design of Standard Mark shall be identical to the facsimile given in the licence.
- (2) The photographic enlargement or reduction of the Standard Mark may also be used, unless otherwise specified by the Bureau.
- (3) The licensee shall be responsible for the conformity of the goods, article, process, system or service to the Indian Standard in relation to which Standard Mark is used or applied.
- (4) The licensee shall not use the Standard Mark in relation to goods, articles, process, system or service which are non-conforming or outside the scope of the licence.
- (5) If goods and articles in relation to which a Standard Mark has been used do not conform to the requirements of the relevant standard, the Bureau may direct the licensee or his representative to recall the non-conforming goods and articles.
- (6) The Standard Mark shall not be used or applied in relation to any goods, article, process, system or service during deferment or suspension, as the case may be, and after expiry or cancellation of the licence.
- (7) The licensee shall comply with the provisions of the conformity assessment scheme under which licence is granted, including labelling and marking requirements.
- (8) The licensee shall maintain records as specified by the Bureau from time to time.
- (9) The licensee shall provide the Bureau all assistance in connection with carrying out inspection or audit or evaluation, as applicable, at its premises and such assistance shall include sending samples which have been marked and sealed by the certification officer to the designated office or laboratory and ensuring that such sample is dispatched to the designated office or laboratory within seven days from the date of inspection, audit or evaluation.
- (10) The licensee shall provide information relating to production and use or applying of Standard Mark as and when it is required by the Bureau.
- (11) If the licence is granted to use or apply Standard Mark on goods or articles, the licensee shall provide the list of consignees, distributors, dealers or retailers to whom goods or articles with Standard Mark is supplied.
- (12) The licence shall not be transferred to any person without the prior approval of the Bureau.
- (13) If a complaint regarding quality of any goods, article, process, system or service bearing Standard Mark is established, the Bureau may direct the licensee or his representative, as the case may be, to repair or replace or reprocess the standard marked goods and articles.
- (14) The Bureau shall have the right to amend any of the conditions of licence by giving a notice of thirty days to the licensee.

(Refer sub-paragraph (1) of paragraph 6 of Scheme - I)

STANDARD MARK

DESIGN OF MONOGRAM FOR STANDARD MARK

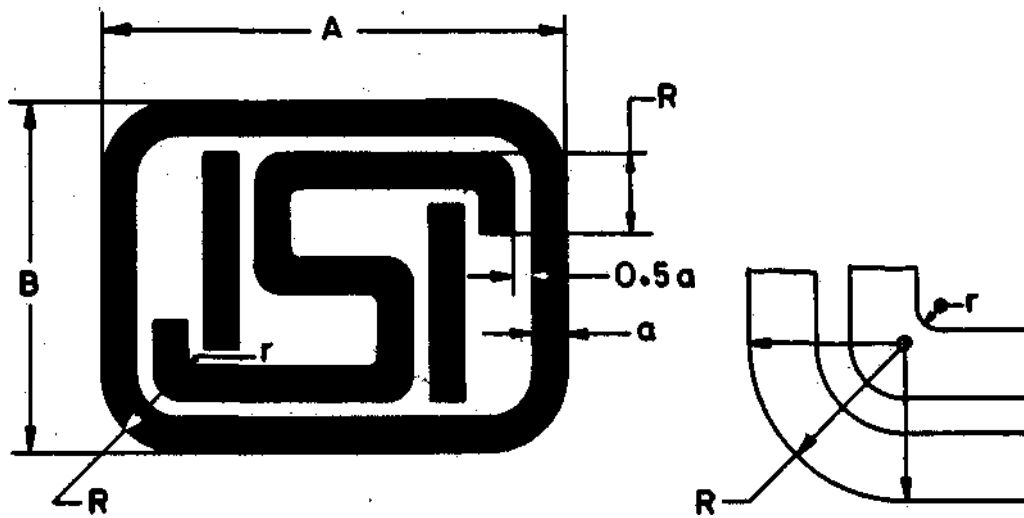


Figure 1 MONOGRAM FOR STANDARD MARK

The monogram of the Standard Mark consists of the pictorial representation, drawn in the exact style as indicated in Figure 1 and in relative proportions as given in Table 1.

Table 1 Preferred Dimensions of Monogram
All dimensions in millimeters

A	B	a	R	r	SIZE OF LETTERS
2.5	1.9	0.2	0.4	-	1.0 mm
5	3.8	0.4	0.8	0.1	1.0 mm
10	7.5	0.7	1.7	0.2	2.0 mm
20	15	1.5	3.3	0.5	3.0 mm
40	30	2.9	6.7	1.0	4.0 mm
80	60	5.9	13.4	1.9	6.0 mm
160	120	11.7	26.7	3.8	10.0 mm
320	240	23.4	53.4	7.6	16.0 mm



गुणवत्ता नियंत्रण आदेश (क्यूसीओ)

पर

मार्गदर्शन दस्तावेज

इस मार्गदर्शन दस्तावेज के बारे में:

यह मार्गदर्शन दस्तावेज गुणवत्ता नियंत्रण आदेशों (क्यूसीओ) की आसान समझ प्रदान करता है और हितधारकों द्वारा कार्यान्वयन की बेहतर समझ के लिए क्यूसीओ में निर्दिष्ट विभिन्न आवश्यकताओं की व्याख्या करता है।

Guidance Document

on

Quality Control Orders (QCOs)

About this Guidance Document:

This guidance document provides for easy comprehension of Quality Control Orders (QCOs) and explains various requirements specified in QCOs for better understanding towards implementation by the stakeholders.

भारतीय मानक ब्यूरो

BUREAU OF INDIAN STANDARDS

मानकभवन, ९, बहादुर शाह ज़फ़र मार्ग

Manak Bhawan, 9, Bahadur Shah Zafar Marg

नई दिल्ली - ११०००२

New Delhi – 110002

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QUALITY CONTROL ORDERS

1. Overview of QCO

1.1 Bureau of Indian Standards (BIS), the National Standards Body of India is engaged in the activities of Standardization, Conformity Assessment and Quality Assurance of goods, articles, processes, systems and services. The Indian Standards established by BIS forms the basis for the Product Certification Schemes, which provides Third Party Assurance of Quality, Safety and Reliability of products to consumers.

1.2 Thrust on Mandatory Certification

1.2.1 BIS certification scheme is basically voluntary in nature. However, for a number of products compliance to Indian Standards is made compulsory by the Central Government under various considerations viz. public interest, protection of human, animal or plant health, safety of environment, prevention of unfair trade practices and national security. For such products, the Central Government directs mandatory use of Standard Mark under a Licence or Certificate of Conformity (CoC) from BIS through issuance of QCOs.

2. Provisions of the BIS Act

2.1 The Central Government, after consulting BIS, publishes QCOs in exercise of the powers conferred by sub-sections (1) and (2) of section 16 read in conjunction with section 17 and sub-section (3) of section 25 of the BIS Act, 2016 thereby bringing the products under BIS Mandatory Certification.

3 Conformity to Indian Standard and Compulsory use of Standard Mark

3.1 The products under QCOs shall conform to corresponding Indian Standard(s) mentioned in the QCO and shall bear the Standard Mark under a Licence or CoC from BIS as per the relevant Scheme of BIS (Conformity Assessment) Regulations, 2018 as notified in the Order.

4. Date of commencement

4.1 QCOs are issued by various Line Ministries (Regulators) under the Central Government depending upon the product(s)/ product categories being regulated through the Order, after having stakeholder consultations.

4.2 The date of commencement of the QCO is clearly emphasized in the Order itself so that the stakeholders are well aware of the timelines for its implementation in terms of necessary manufacturing and testing infrastructure and compliance of the product to the requirements of the relevant Indian Standard.

5. Prohibition Orders

5.1 After the date of commencement of the QCO, no person shall manufacture, import, distribute, sell, hire, lease, store or exhibit for sale any product(s) covered under the QCO without a Standard Mark except under a valid Licence or CoC from BIS.

6. Applicability on Imported Goods

6.1 Domestic Laws / Rules / Orders / Regulations applicable to domestically produced goods shall apply, *mutatis mutandis*, to imports, unless specifically exempted. If domestic product(s) are subjected to mandatory compliance with Indian Standards, such product(s) if imported

would also need to comply with Indian Standards compulsorily. Thus, for these products, the manufacturer in foreign country will be required to obtain a Licence or CoC from BIS under the Foreign Manufacturers Certification Scheme (FMCS) of BIS.

7. Penalty for contravention of the provisions of QCO

7.1 Any person who contravenes the provisions of the Order shall be punishable under the provisions of sub-section (3) of section 29 of the BIS Act, 2016 with imprisonment or with fine or with both.

8. Exemptions from applicability of the Order

8.1 Any exemptions like non-applicability of the Order on specific product(s), product(s) meant for export etc. come under the purview of the Line Ministry (Regulator) who has issued the QCO. Wherever exemptions are permitted, these are clearly brought out in respective QCO itself.

9. Amendment / Revision of Indian Standards covered under QCO

9.1 The latest version of Indian Standards including the amendments issued thereof shall apply for implementing the provisions of QCOs. Whenever any amendment or revision is made to an Indian Standard covered under the QCO, such amendment or revision shall apply to the provisions of the QCO with effect from the date notified by BIS.

9.2 In such cases, BIS provides sufficient period for concurrent running of both the versions of Indian Standard (existing as well as revised). The licensee manufacturer shall changeover to the revised version of Indian Standard within the timelines notified by BIS from time to time.

10. Clarifications on QCO

10.1 If any person is having issues/queries/clarifications related to applicability of QCO on a particular product or implementation of QCO or any matters connected therewith or incidental thereto like extension in the date of implementation of QCO, exemptions, stock-in-hand as on the date of implementation of the Order etc., they may approach the concerned Line Ministry/Department of the Central Government that has issued the QCO.

10.2 If any person is having queries/clarifications related to coverage of any product under Indian Standard covered under QCO, they may approach BIS.

11. Role of BIS in implementation of QCOs

11.1 For the purpose of facilitating the Central Government in issuance of QCOs, BIS regularly interacts with Line Ministries/ Departments and provides technical inputs related to Indian Standards, appropriate Conformity Assessment Scheme etc. and also participates in stakeholder's consultation meeting.

11.2 Further, for implementation of the provisions of QCO, BIS acts as the Certification Authority and grants Licence or CoC to manufacturers as per relevant Conformity Assessment Scheme. BIS also acts as the Enforcement Authority for the products specified in the QCO.

12. Information on QCOs

12.1 The information on QCOs issued by the Central Government can be obtained from BIS website under the following link **Conformity Assessment -> Product Certification -> Products under Compulsory Certification.**