

भारतीय मानक ब्यूरो

(शिकायत प्रबंधन एवं प्रवर्तन विभाग)

हमारा सन्दर्भ :सीएमईडी/जनरल/4

19 जनवरी, 2022

विषय: शिकायतों से निपटने के लिए समयसीमा

सभी से अनुरोध है की उपरोक्त विषय से सम्बंधित परिपत्र का अवलोकन कर अनुपालन सुनिश्चित करें।

दीपक लोदवाल  
वै .सी ,सीएमईडी

प्रमुख (सीएमईडी)

**BUREAU OF INDIAN STANDARDS**

(Complaint Management and Enforcement Department)

**Our Ref: CMED/Gen/4**

**19 January, 2022**

**Subject: Timelines for Dealing with Complaints**

All are requested to refer attached circular on the above-mentioned subject for compliance.

Deepak Lodhwal  
Sc-C, CMED

**Head (CMED)**

## **BUREAU OF INDIAN STANDARDS**

(Complaint Management and Enforcement Department)

**Our Ref: CMED/GEN/4**

**19 January, 2022**

**Sub: Timelines for Dealing with Complaints**

1. This has reference to the subject mentioned above.
2. CMED while reviewing status of complaints registered through offline mode and Consumer Engagement Portal, has observed that complaints are pending well beyond the time-norms of 90 days. The same has been viewed very seriously by the Competent Authority.
3. In order to ensure that complaints are redressed within specified time-norms, timelines for dealing with quality complaints and complaints related to unauthorized use of BIS Standard Mark and Violation of QCOs received through Consumer Engagement Portal are being issued. Please refer **Annex-1** and **Annex-2** for these timelines.
4. All ROs/BOs/Depts. are requested to ensure strict compliance with the said timelines.
5. DDGRs and concerned Activity Heads are requested to monitor and ensure adherence to these timelines by ROs/BOs/Depts. (Including long pending offline complaints).
6. This issues with the approval of Competent Authority.

Deepak Lodhwal  
Sc-C, CMED

**Head (CMED)**

### Annex-1

#### Timelines for Dealing with Misuse and QCO Violation Complaints on Consumer Engagement Portal

Sl. No.	Action	RO/BO/Department responsible for action	Time-norms
1	<p><b>Receipt of Complaint:</b></p> <p>a) Received through Portal/Mail/Letter etc. - Complaint acknowledgement, Scrutiny of complaint, seeking additional information (if required)/ uploading on Consumer Engagement Portal and <u>forwarding</u> to concerned licensee/manufacturer end BO.</p> <p>b) Received at RO/BO/Deptt. – Scrutiny of complaint, Complaint acknowledgement, seeking additional information (if required)/ <u>uploading</u> on Consumer Engagement Portal.</p> <p>c) After complaint has been uploaded on the portal by the BO, action has to be taken as per a) above.</p>	<p>CMED</p> <p>RO/BO/Deptt.#</p> <p>CMED</p>	<p>Within 3* working days of receipt</p> <p>Within 3* working days of receipt</p> <p>Within 3* working days of receipt</p> <p>* If additional information has been sought from the complainant, the complaint shall be forwarded within 7 working days of receipt</p>
2	Forwarding the complaint for investigation at the end of complainant/dealer/seller/shop etc. (if required)	Licensee/manufacturer End BO	Within 3 working days of receipt of complaint from CMED
3	Investigation, submission of report and forwarding the complaint to licensee/manufacturer end BO through portal.	BO at the end of complainant/dealer/seller/shop etc.	Within 7 working days of receipt of complaint from licensee end BO
4	Discreet investigation and submission of report through portal	Licensee/manufacturer end BO	Within 7 working days of receipt of complaint from CMED or BO at the

### Annex-1

#### Timelines for Dealing with Misuse and QCO Violation Complaints on Consumer Engagement Portal

			end of complainant/dealer/seller/shop etc., as applicable
5	Search and Seizure (If discreet investigation is indicative of violation of BIS Act)	Licensee/manufacturer end BO	Within 3 days of conducting discreet investigation
6	Uploading details of Search & Seizure on Enforcement Portal	Licensee/manufacturer end BO	Within 7 days of conducting Search & Seizure
7	Putting up recommendations and closure proposal to DDGRs	Licensee/manufacturer end BO	Within 10 working days of conducting Search & Seizure
8	Recommendation/Decision on complaints and forwarding recommendation to CMED (where DDGR is not the CA to close the complaint)	DDGRs	Within 3 working days of receipt of proposal from BO
9	Putting up closure proposal/recommendation to DDG (PRT)	CMED	Within 3 working days of receipt of proposal from concerned RO
10	Decision and closure of complaints	DDG(PRT)	Within 3 working days of receipt of proposal from CMED

# RO/BO/Deptt. in these timelines refers to any department such as Branches, FMCD, MSCD and Registration Dept.

**Note:**

1. *The actions for closure of complaint shall be completed within ninety days, excluding the testing time, where testing of the product is involved.*
2. *Overall responsibility of bringing the complaint towards a logical conclusion shall lie with licensee end BO.*
3. *Concerned DDGRs and Activity Heads shall be responsible for the adherence with these timelines by the concerned RO/BO.*

## Annex-2

### Timelines for Dealing with Product Quality Complaints on Consumer Engagement Portal

Sl. No.	Action	RO/BO/Department responsible for action	Time-norms
1	<p><b>Receipt of Complaint:</b></p> <p>a) Received through Portal/Mail/Letter etc. - Complaint acknowledgement, Scrutiny of complaint, seeking additional information (if required)/ uploading on Consumer Engagement Portal and <u>forwarding</u> to concerned licensee end BO.</p> <p>b) Received at RO/BO/Deptt. – Scrutiny of complaint, Complaint acknowledgement, seeking additional information (if required)/ <u>uploading</u> on Consumer Engagement Portal.</p> <p>c) After complaint has been uploaded on the portal by the BO, action has to be taken as per a) above.</p>	<p>CMED</p> <p>RO/BO/Deptt.#</p> <p>CMED</p>	<p>Within 3* working days of receipt</p> <p>Within 3* working days of receipt</p> <p>Within 3* working days of receipt</p> <p>* If additional information has been sought from the complainant, the complaint shall be forwarded within 7 working days of receipt</p>
2	Forwarding the complaint for investigation at the end of complainant/dealer/seller/shop etc. (if required)	Licensee End BO	Within 3 working days of receipt of complaint from CMED
3	Investigation, submission of report and forwarding the complaint to Licensee end BO through portal.	BO at the end of complainant/dealer/seller/shop etc.	Within 7 working days of receipt of complaint from licensee end BO
4	Licensee end investigation and submission of report through portal	Licensee/manufacturer end BO	Within 7 working days of receipt of complaint from CMED or BO at the

**Annex-2**  
**Timelines for Dealing with Product Quality Complaints on Consumer Engagement Portal**

			end of complainant/dealer/seller/shop etc., as applicable
5	Redressal (if applicable)	Licensee/manufacturer end BO	Within 15 days (excluding testing time) of submission of report of investigation by licensee/manufacturer end BO.
6	Informing complainant about redressal/ action taken and obtaining satisfaction letter (as applicable)	Licensee/manufacturer end BO	Within 7 days of providing redressal (if applicable). BO to try all efforts to obtain satisfaction letter.
7	Putting up recommendations and closure proposal to DDGRs	Licensee/manufacturer end BO	Within 3 working days of obtaining letter of satisfaction. If reply is not received, complaint may be process without satisfaction letter with justification.
8	Decision on complaints and intimation to CMED	DDGRs/Concerned Activity Heads	Within 3 working days of receipt of proposal from BO

# RO/BO/Deptt. in these timelines refers to any department such as Branches, FMCD, MSCD and Registration Dept.

**Note:**

1. *The actions for closure of complaint shall be completed within ninety days, excluding the testing time, where testing of the product is involved.*
2. *Overall responsibility of bringing the complaint towards a logical conclusion shall lie with licensee end BO.*
3. *Concerned DDGRs and Activity Heads shall be responsible for the adherence with these timelines by the concerned RO/BO.*