

Bureau of Indian Standards  
(Maintenance-cell)

Our Ref: Maintenance-cell/Misc/2023

Dated: 22/12/2023

Subject: Complaints related to Furniture items installed at Manakalaya Building.

It has been brought to our attention that there have been concerns regarding the newly installed furniture in the Manakalaya building. To ensure a systematic and efficient resolution process, the following complaint mechanism is to be adhered to:

1. The Furniture is under warranty and complaints, if any, must first be lodged with the company by the concerned department along with supporting photographs, name/contact number of the complainant, and department name/room number.
2. The complaints may be lodged via email- [Kamalanand@rediffmail.com](mailto:Kamalanand@rediffmail.com) and mobile numbers- [9999308555](tel:9999308555) (Sh. Rajan, Technician) / [9810029288](tel:9810029288) (Sh. Kamal Aanand, Supplier/vendor).
3. If the complaint is not resolved within 07 days, the concerned department should escalate the matter to the Maintenance Cell along with all supporting documents.
4. Sh. Rakesh, the Section Officer (Maintenance cell) will be the Nodal officer for handling such complaints.
5. The Maintenance Cell will take up the matter with the company for an immediate resolution and ensure timely and effective communication with the concerned department.
6. The concerned department is required to send an email confirmation to the Maintenance Cell upon satisfactory closure of the complaint.
7. This procedure has been approved by the Competent Authority to streamline the handling of furniture-related complaints in the Manakalaya building.

  
22/12/23

Rakesh  
Section Officer  
(Maintenance-cell)

Circulated to: All Departments at Hqs through BIS Intranet.