

**BUREAU OF INDIAN STANDARDS**  
**(Human Resource Department)**

**OFFICE ORDER**

**Subject: Creation of Complaint Management & Enforcement Department**

In order to give focused attention to the activities related to handling of complaints and enforcement, a new department of Complaint Management & Enforcement (CMED) has been created as per details given below:

**1. Scope:**

- a) Policy Matters on Complaints and Enforcement.
- b) Nodal Department for Handling of complaints received Online through BIS Website, CPGRAM, INGRAM, BIS Care, BIS Portal, Email & Hard Copy at the Deptt. and all complaints as received at ROs/BOs/Labs/NITS/Deptts. at HQ.
- c) Nodal Department for monitoring enforcement activity (Search & Seizure) as carried out by ROs/BOs
- d) Coordinating with ROs/BOs/Labs/NITS/Deptts. at HQ for getting investigations of all complaints done, monitoring their progress and reporting to Competent Authority.
- e) Carrying out investigation of complaints, as specifically assigned by the Competent Authority.

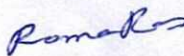
**2. Manpower:**

- a) Head with two officers (all Scientific Cadre)
- b) Steno/DEO (1), ASO (1), JSA/DEO (1), MTS (1)

Till such time the above manpower is provided, H(TNMD) would continue to act as Head of TNMD as well as CMED. Officers & staff, location and office equipment & furniture for CMED would be arranged in due course.

With the creation of CMED, Re-organization of Departments and allocation and placement of officers & staff done vide HRD/19:5 (2019) dated 20 Dec 2019 stands partially modified.

The above is issued with the approval of DG, BIS

  
(Roma Roy)  
DDGA

File Ref. HRD/19:5/2019

Circulated to All Activity Head, Deptts. at HQ, ROs/BOs, Labs, NITS  
(through BIS Intranet)