

**BUREAU OF INDIAN STANDARDS****HRD Department**

Our Ref: HRD/19:5(2020)

12 Oct 2020

**OFFICE MEMORANDUM****Subject: Creation of new Departments and allocation/placements of officers and staff**

In continuation of office memorandum dated 20 Dec 2019 regarding Re-organization of Departments it has been decided by the Competent Authority to create the following new departments for better coordination and monitoring of respective activities.

- i) Certification, Surveillance & Monitoring Department (CSMD)
- ii) Standards Coordination & Monitoring Department (SCMD)
- iii) Complaint Management & Enforcement Department (CMED)
- iv) Central Consumer Protection Authority Coordination Cell (CCPAC)

2. The Scope of work, functions and manpower deployment in these newly created departments are as under:

**Certification, Surveillance & Monitoring Department (CSMD)****(a) Scope and Function**

1. Supporting activity head certification for monitoring of ROs/BOs for certification activity.
2. Planning of factory and market surveillance for product certification schemes.
3. Preparation and Allotment of factory surveillance schedules to appointed agents/BOs.
4. Preparation and Allotment of market surveillance schedules to appointed agents/BOs.
5. Monitoring of surveillance activities.
6. Coordination towards necessary processing of bills of appointed agencies for factory surveillance.
7. Any matters connected therewith or incidental to appointment of agents for product certification work.
8. Allotment of factory surveillance schedules to appointed agents/BOs.

**b) Manpower Deployment****Head CMSD** – Shri Kaushik Datta, Sc. E**Scientific Officers:** 1. Shri Akash Singh, Sc. B

2. Shri Sailendra Kumar Verma, Sc. B

**Support Staff:** ASO- 1, JSA/DEO – 2, MTS – 1**Standards Coordination & Monitoring Department (SCMD)****(a) Scope and Function:**

- Nodal department to deal with policy issues of Standardization activity and functioning of Technical Departments.
- Coordination with Technical Departments and other stakeholders on matters of and related to:
  - a. R&D Projects
  - b. Interaction with industries/industry associations
  - c. R&D bodies
  - d. MoU's with IITs and other technical institutes
  - e. Integration of Standards in technical education curricula
  - f. Promotion of Standards in State Govt., Public works depts..
  - g. Coordination with and accreditation/recognition of SDO'
- Monitoring the progress of work of all technical departments related to Annual Action Plan and SNAP
- Anchoring the NSS scheme, monitoring and supervision of utilization of funds under NSS and preparation of reports related to NSS.
- Coordination & collection of data from Technical departments for Inputs to GC/EC/DDGRs meetings.
- SAC matters, including its meetings, and DC/SC Chairman meetings.
- Preparation of MCR and KPP and DO letters inputs in coordination with Technical Departments.

- Preparation of inputs for Annual Report.
- Coordination with Publication Department.
- Coordination with Technical Departments and ITSD on matters related to Standards Portal.
- Framing guidelines/procedures related to Standardization and custodian of Standards Formulation Manual.

**b) Manpower Deployment**

Head CMSD – Smt. Suneeti Toteja, Sc. E

Scientific Officers: 1. Ms. Supriya Minz, Sc. C

2. Mr. Suvansh Duggal, Sc. B

Support Staff: ASO- 1, JSA/DEO – 2, MTS – 1

**Complaint Management & Enforcement Department (CMED)**

**(a) Scope and Function**

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

b) **Manpower Deployment**

**Head CMED (additional Charge)** – Smt. Nishat S. Haque, Sc. F

**Scientific Officers:**

1. Shri Deepak Lodhwal, Sc. C
2. Shri Prem Prakash Dudi, Sc. B

**Support Staff:** ASO- 1, JSA/DEO – 2, MTS – 1

**Central Consumer Protection Authority Coordination Cell (CCPAC)**

(a) **Scope and Function**

- Framing of Rules and Regulations regarding Investigation Wing of CCPAC
- Carry out Preliminary inquiry/investigation complaints regarding violation of rights of consumers as a class, on matters relating to:
  - (a) Violation of Consumers Rights.
  - (b) In fair trade practices.
  - (c) False or misleading advertisements.

b) **Manpower Deployment**

**Head CCPAC (additional charge)** – Lt.Col. Kumar Shantanu, Secy., Bureau Sectt.

**Scientific Officers:**

1. Shri Rahul Vishwakarma, Sc. C
2. Shri Veerendra Kumar, Sc. C

**Support Staff:** ASO- 1, JSA/DEO – 2, MTS – 1

(Deepak Kumar Aggarwal)  
Sc.E & Head (HRD)

Circulated to all above concerned through BIS Intranet