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के लिए आईएसओ 14001 का उपयोग
करने के लिए दिशानिर्देश

भाग 1 सामान्य

**Environmental Management
Systems — Guidelines for Using
ISO 14001 to Address Environmental
Aspects and Conditions within an
Environmental Topic Area**

Part 1 General

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NATIONAL FOREWORD

The Indian Standard which is identical to ISO 14002-1 : 2019 'Environmental management systems — Guidelines for using ISO 14001 to address environmental aspects and conditions within an environmental topic area — Part 1: General' issued by the International Organization for Standardization (ISO) was adopted by the Bureau of Indian Standards on the recommendation of the Environmental Management Sectional Committee and approval of the Environment and Ecology Division Council.

This standard gives general guidelines for organizations seeking to systematically manage environmental aspects or respond to the effects of changing environmental conditions within one or more environmental topic areas, based on ISO 14001.

It also contributes a framework for common elements of subsequent parts of the ISO 14002 series.

This Indian Standard is published in two parts as adoption of corresponding parts of ISO 14002. The other part in this series is:

(Part 2) Water.

The ISO 14002 series provides guidance that is targeted toward specific types of interrelated environmental aspects and environmental conditions. The benefits of applying the ISO 14002 series can include:

- a) Enhancing environmental performance within specific environmental topic areas;
- b) Protecting the environment by preventing or mitigating adverse environmental impacts within specific environmental topic areas;
- c) Mitigating the potential adverse effect of environmental conditions on the organization within specific environmental topic areas; and
- d) Aligning the environmental management system with the organization's strategic direction, for example, to support a specific environmental policy or organizational commitment.

The text of ISO standard has been approved as suitable for publication as an Indian Standard without deviations. Certain conventions are, however, not identical to those used in Indian Standards. Attention is particularly drawn to the following:

- a) Wherever the words 'International Standard' appears referring to this standard, they should be read as 'Indian Standard'; and
- b) Comma (,) has been used as a decimal marker, while in Indian Standards, the current practice is to use a point (.) as the decimal marker.

In this adopted standard, reference appears to certain International Standards for which Indian Standards also exist. The corresponding Indian Standards, which are to be substituted in their places, are listed below along with their degree of equivalence for editions indicated:

<i>International Standard</i>	<i>Corresponding Indian Standard</i>	<i>Degree of Equivalence</i>
ISO 14001 Environmental management systems — Requirements with guidance for use	IS/ISO 14001 : 2015 Environmental management systems — Requirements with guidance for use (second revision)	Identical

(Continued on third cover)

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Introduction

0.1 Background

Human society faces the challenge of living within planetary boundaries related to, for example, climate change, freshwater consumption, land-use change and loss of biodiversity. Organizations need to take into account the limitations these boundaries impose and can drive positive change in line with global goals for sustainable development, such as those established by the United Nations. The ISO 14000 family of standards can help organizations to protect the environment and respond to changing environmental conditions in support of these efforts.

Organizations have varying priorities related to environmental management based on their internal and external contexts, including the surroundings within which they operate, the nature of their interactions with the environment, as well as the concerns and requirements of their interested parties. Organizations can benefit from applying a management system with a focus on an area of interest or concern for environmental management that is of particular relevance for the organization itself, the sector to which it belongs or public policy. ISO 14001 provides a framework for environmental management regardless of an organization's context, and without specifying how to implement its requirements. ISO 14004 offers general guidance on establishing and implementing the ISO 14001 framework, but is not designed to address an organization's specific environmental aspects, issues or areas of interest.

0.2 Aim of the ISO 14002 series

The ISO 14002 series provides topic-specific guidance and examples for organizations that want to apply their environmental management system to a more focused set of environmental aspects or a combination of specific environmental aspects and environmental conditions.

This document presents generic guidance and establishes a framework for common elements to guide the development of topic-specific parts. The subsequent parts of the series will provide a holistic approach on how to use ISO 14001 in relation to a particular area of interest for environmental management.

The ISO 14002 series supplements the general requirements and guidance in ISO 14001 and ISO 14004 and aims to connect other documents of the ISO 14000 family to ISO 14001. While this document does not address every clause of ISO 14001, the clauses are in the same order and are consistent with a Plan-Do-Check-Act (PDCA) approach.

[Figure 1](#) shows how the ISO 14002 series is related to ISO 14001 and ISO 14004.

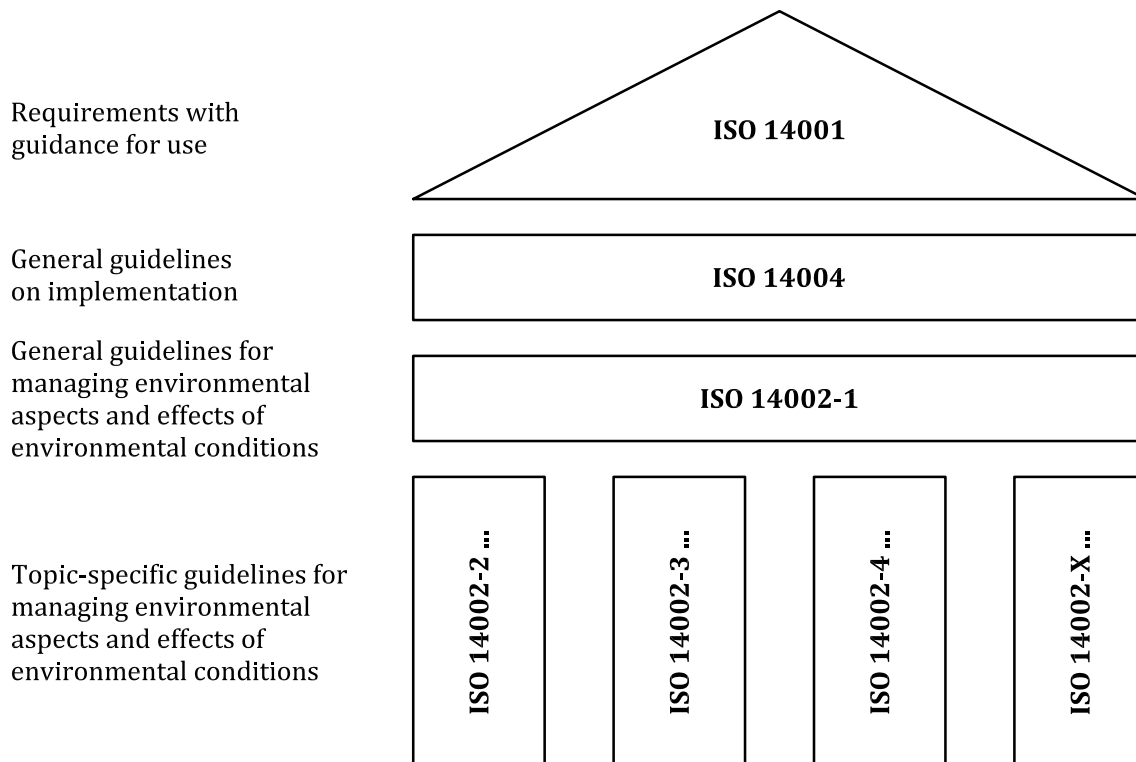


Figure 1 — ISO 14002 series and its relationship to ISO 14001 and ISO 14004

0.3 Entry points to the ISO 14002 series

The entry point for an organization applying one or more parts of the ISO 14002 series involves its decision to establish an environmental management system, and its intention to take action in relation to a particular area of interest or concern for environmental management, for example:

- specific commitment(s) related to protection of the environment, according to its environmental policy;
- one or more of its significant environmental aspects or compliance obligations;
- specific risks and opportunities that need to be addressed related to environmental conditions.

An organization that seeks to enhance its focus on such an area of interest or concern can apply ISO 14001 to that end, using the specific guidance in relevant part(s) of the ISO 14002 series.

0.4 Environmental topic areas

An environmental topic area is an area of interest or concern for environmental management in an organization, in relation to its surroundings. This can include, for example, air, water, land, natural resources, flora and fauna, consistent with the definition of environment in ISO 14001. A topic area is typically reflected in one part of ISO 14002. However, a broader topic area could be divided into more parts, if appropriate.

Managing an environmental topic area calls for an organization to take a holistic approach to addressing:

- environmental aspects that have or can have an impact on environmental conditions and can therefore affect environmental performance;
- changing environmental conditions that can affect an organization's ability to achieve the intended outcomes of the environmental management system; or
- a combination of these.

0.5 Benefits of the ISO 14002 series

The ISO 14002 series provides guidance that is targeted toward specific types of interrelated environmental aspects and environmental conditions. The benefits of applying the ISO 14002 series can include:

- enhancing environmental performance within specific environmental topic areas;
- protecting the environment by preventing or mitigating adverse environmental impacts within specific environmental topic areas;
- mitigating the potential adverse effect of environmental conditions on the organization within specific environmental topic areas;
- aligning the environmental management system with the organization's strategic direction, e.g. to support a specific environmental policy or organizational commitment.

*Indian Standard***ENVIRONMENTAL MANAGEMENT SYSTEMS — GUIDELINES
FOR USING ISO 14001 TO ADDRESS ENVIRONMENTAL
ASPECTS AND CONDITIONS WITHIN AN ENVIRONMENTAL
TOPIC AREA****PART 1 GENERAL****1 Scope**

This document gives general guidelines for organizations seeking to systematically manage environmental aspects or respond to the effects of changing environmental conditions within one or more environmental topic areas, based on ISO 14001.

This document also constitutes a framework for common elements of subsequent parts of the ISO 14002 series.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 14001, *Environmental management systems — Requirements with guidance for use*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 14001 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1**environmental topic area**

area of interest or concern for environmental management in an organization in relation to its surroundings

4 Planning actions**4.1 General**

To add focus on and improve environmental management related to the environmental topic area, the organization should undertake a planning process. This includes establishing a baseline for comparison of performance over time, and determining an appropriate combination of improvement actions within the environmental management system.

4.2 Establish a baseline for the specific environmental topic area

A baseline is a starting point that can be used for comparison. It can provide the necessary information to effectively monitor and control the organization's progress towards improvement. To establish a baseline for the specific environmental topic area, the organization should review its existing activities, knowledge and information related to, for example:

- its relevant environmental aspects;
- changing environmental conditions that can affect the organization;
- relevant management processes.

The focus of an organization's review can differ depending on the nature of its interest or concern. The organization should ensure that the baseline information is sufficient to support the planning of actions, including setting appropriate objectives for improvement.

When establishing a baseline for managing environmental aspects or responding to the effects of specific environmental conditions related to a particular environmental topic area, an organization can consider:

- internal issues, including those related to past, current and planned activities, products and services;
- associated environmental aspects, including the nature and magnitude of actual and potential environmental impacts;
- external issues, including existing environmental conditions and trends that can affect the achievement of environmental policy commitments, objectives and planned actions;
- how existing environmental conditions affect the organization, including the likelihood of occurrence of consequences, and the severity of the consequences in relation to a defined reference period;
- existing activities to address the consequences of environmental conditions on the organization;
- current environmental performance;
- interested parties' needs and expectations.

NOTE Environmental aspects can be found throughout the life cycle of an organization's products and services. The baseline information on environmental aspects can take a life cycle perspective, and could be complemented by conducting a life cycle assessment (see ISO 14040 and ISO 14044).

[Table 1](#) provides examples of environmental conditions and how they can affect an organization.

Table 1 — Examples of environmental conditions that can affect an organization

<ul style="list-style-type: none">— Over-use of shared natural resources (e.g. fish populations, forests, water basins) can lead to regulations that can restrict the organization's access to and use of a resource.— Degraded ground or surface water quality can result in a need for the organization to pre-treat its water supply or purchase municipal water.— Land topography can be susceptible to earthquakes, erosion, dissolution and subsidence in certain regions, which can compromise the integrity of the organization's property and structures.— Extreme weather events, including storms, can make the oceanic shipping of products or goods more dangerous and expensive.— Reduced or more variable rainfall can limit agricultural yields.— Atmospheric pollution and acid deposition can damage the organization's property and structures.— Poor air quality or high atmospheric temperature can create health problems and absenteeism for workers.
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4.3 Determine appropriate actions

4.3.1 General

Taking into account the baseline information, the organization should identify its priorities for action within the environmental topic area. This can include improving performance related to significant environmental aspects, fulfilling compliance obligations, as well as addressing other identified risks and opportunities.

The nature of the action taken will depend on the results the organization wants to achieve, but should be adequate to support the achievement of the intended outcomes of the organization's environmental management system. Actions can be designed to control or improve an organization's activities. An organization may choose to take more than one type of action to address an identified risk or opportunity. For example, it can be appropriate to first set an objective that includes a set of actions to achieve desired results.

4.3.2 Types of action

The types of action that can be applied independently or in combination by an organization include, for example:

- setting environmental objectives at strategic or operational levels for system or performance improvement;
- establishing operational controls, including process and design changes as well as engineering and administrative controls;
- monitoring and measurement to assess environmental performance and conditions, or to check at the system or process level to determine whether desired results are being achieved;
- enhancing skills or knowledge of persons whose work can affect or can be affected by the environmental topic area;
- communicating to raise awareness or provide assurance to interested parties.

4.3.3 Considerations for decision-making

Decisions on the actions to be taken can depend on a variety of criteria.

When determining the nature or scope of actions to be taken, an organization can consider:

- the source(s) of the environmental aspect(s) and cause(s) of changing environmental condition(s), including those that can occur in the life cycle of its products and services;
- the extent of its control or influence over environmental aspects and the effects of changing environmental conditions;
- variables that affect risks and opportunities for the organization with regard to the likelihood and magnitude of environmental impact(s) or effects from environmental conditions;
- the potential for environmental performance improvement, including the potential to prevent or mitigate adverse environmental impacts or to generate positive environmental impacts;
- the potential for responding to the effects of environmental conditions (e.g. adaptation to climate change);
- potential consequences of the actions (e.g. shifting pollution from one medium to another);
- relevant needs and expectations of interested parties, including emerging regulations;

- how existing processes could be utilized or adapted to address environmental policy commitments or identified risks and opportunities.

In addition, an organization should consider technological options that could be applied.

NOTE Technological options can include machinery or equipment options and digital data management, as well as other applications of scientific knowledge, such as process optimization methods.

An organization should also give consideration to its internal needs and constraints in relation to:

- its available resources, including its financial resources;
- applicable operational requirements for its activities and processes;
- its business requirements.

Figure 2 provides decision-making considerations for determining an appropriate action or combination of actions.

In cases where an organization identifies actions that have the potential for significant environmental performance improvements but cannot be realized because of the aforementioned constraints, it should evaluate possibilities for alternative actions to approach these improvement potentials.

In cases where an organization identifies actions that could easily be taken but would only provide marginal improvements, it can also consider focusing its resources on other actions with higher effectiveness.

5 Taking action

5.1 Environmental objectives

Objectives can be strategic, tactical or operational. Moreover, tactical and operational objectives can be set in support of the organization’s strategic environmental objectives. Table 2 provides an explanation of the different types and levels of environmental objectives that could be established.

Table 2 — Types of environmental objectives

Objective type	Description	Scope level	Timeframe
Strategic	Forward-thinking objectives that translate the organization’s broader vision, mission, values and environmental commitments into specific, measurable expectations and results	High, broad	Longer-term (e.g. 2 years to 10 years or ongoing)
Tactical	Objectives for specific parts of the organization (e.g. production, personnel or facility management) consistent with its broader, strategic ambitions	Low, specific	Shorter-term (≤ 1 year)
Operational	Objectives for specific activities or operations of the organization to support its broader, strategic ambitions		

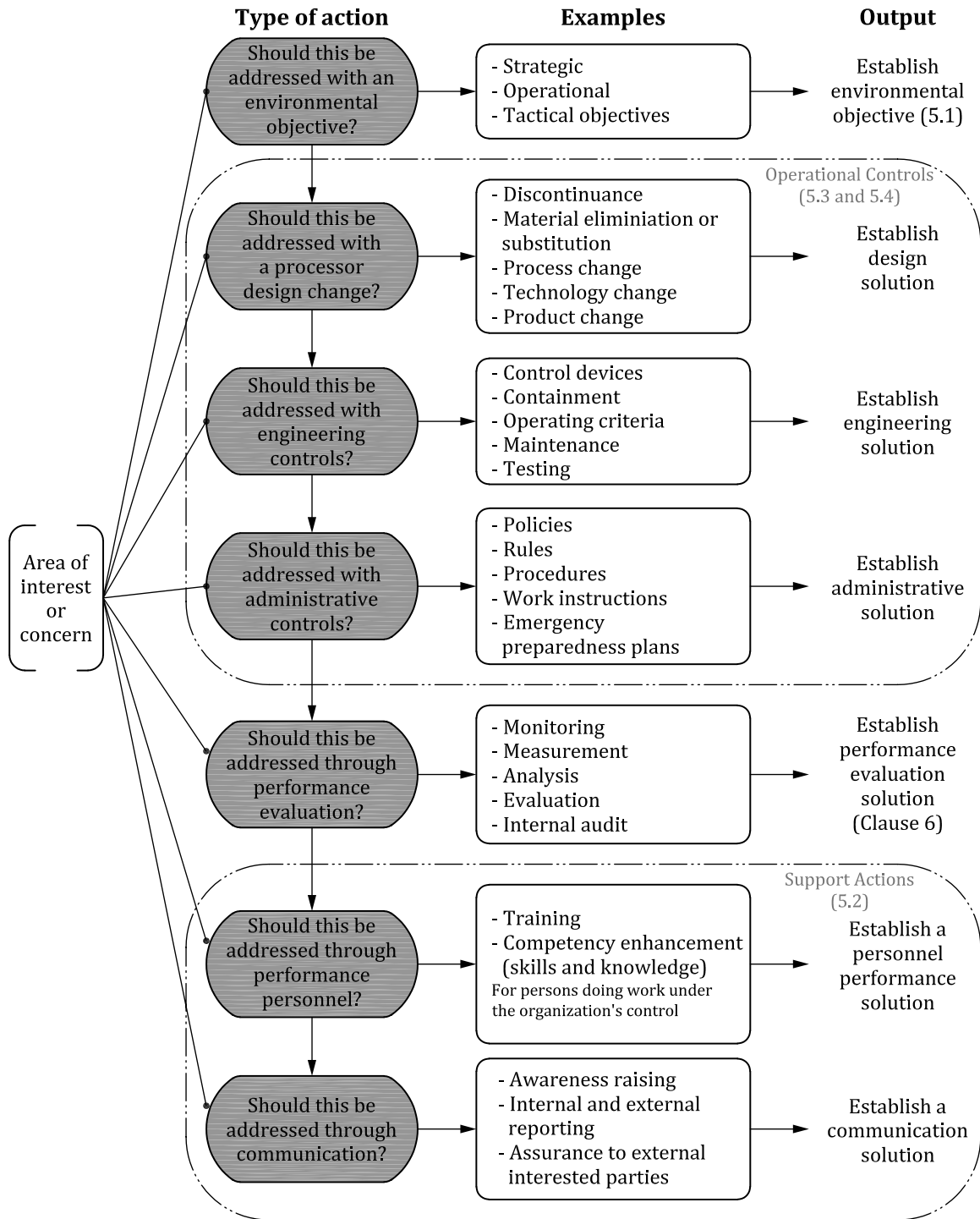


Figure 2 — Planning actions to address areas of interest or concerns decision tree

5.2 Support actions

Support actions include a variety of activities to manage environmental aspects and the effects of environmental conditions, and can enable and enhance effectiveness of other types of actions taken in relation to an environmental topic area.

- Providing resources can support the implementation of the environmental management system and establish the means for carrying out other actions the organization decides to take.
- Actions to enhance competence can ensure that persons doing work under the organization’s control have adequate skills, knowledge and qualifications to carry out their work in accordance with the organization’s environmental management system.
- Actions to enhance awareness can enable persons doing work under the organization’s control to support the organization’s environmental policy commitments related to the environmental topic area, and contribute toward their fulfilment.
- Communication can enhance knowledge and encourage internal and external dialogue with an organization’s interested parties in relation to the environmental topic area.
- Providing and controlling documented information can ensure that processes and actions are carried out as intended and that the desired results can be achieved, and can provide related evidence.

An organization can consider the value of internal and external communication as part of its actions to enhance transparency and build trust with interested parties, improve its reputation, image or employee retention, or to drive change within the organization. [Table 3](#) provides examples of internal or external communication.

Table 3 — Examples of internal or external communication

<p>Examples of what to communicate</p> <ul style="list-style-type: none"> — The environmental policy, including the vision and mission of the organization — Top management responsibility related to the environmental topic area — Relevant risks and opportunities that need to be addressed within the environmental topic area — Strategies or processes to manage these risks and opportunities — Environmental objectives and related key performance indicators (KPIs) — Relevant environmental requirements related to the environmental topic area to external providers, including contractors — Potential significant environmental impacts related to the environmental topic area associated with transportation or delivery, use or end-of-life of the organization’s products — Environmental impacts from violations of emission limit values and their related causes
<p>Examples of types of communication</p> <ul style="list-style-type: none"> — Engagement with interested parties in civil society and the scientific community to investigate environmental impacts — Knowledge exchange with suppliers about possible environmental impacts of raw material extraction — Engagement with employees to collect ideas for improvement — Informing employees, neighbours, authorities and suppliers in case of emergency situations

5.3 Operational controls

5.3.1 General

In order to reduce variability, achieve desired results and enhance performance with regard to a specific environmental topic area, an organization can take operational control actions.

Operational controls can include a variety of activities, procedures, processes, strategies, technologies or equipment implemented to achieve a desired result, for example, achieving an environmental objective, meeting a compliance obligation or reducing the magnitude of an adverse impact on the environment.

Controls follow a hierarchy, depending on what they target within an operation. Controls at the highest levels address risks and opportunities at the source, for example, through the elimination of products, operations or environmental aspects of operations that pose a threat to the environment, or substitution with less hazardous materials in a process to reduce the severity of adverse effects.

Engineering controls target implementation of operations and generally involve the use of equipment or technology to control the way an operation is carried out, for example, by making processes more energy and resource-efficient, or to provide a barrier to control interaction between the environmental aspects and the environment.

Administrative controls include plans, rules, procedures, instructions, training and inspections that can be used to direct the way people work or conduct activities within specified requirements or criteria. Such controls fall at the lower level of the hierarchy because they generally rely on and require effort from people working within the organization in order to be effective.

Controls can be applied individually or in combination, for example, administrative controls can be used to support engineering controls, to make sure that the engineering controls are consistently applied and working properly. [Figure 3](#) illustrates the hierarchy of operational control in relation to environmental aspects.

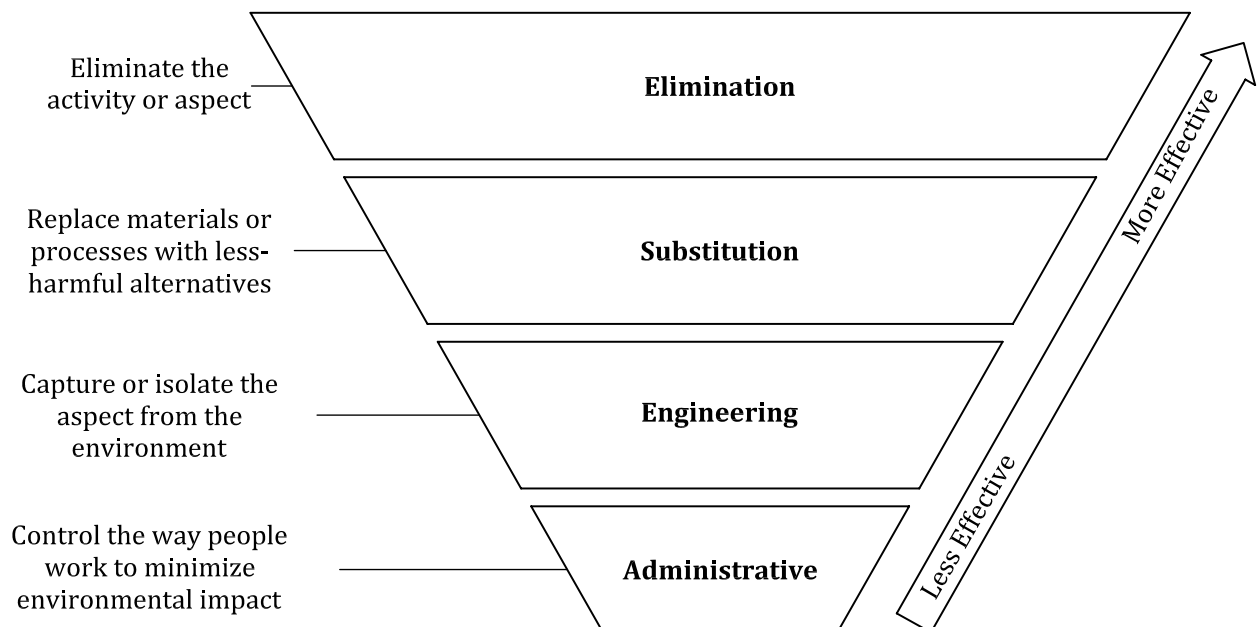


Figure 3 — Hierarchy of operational control

5.3.2 Life cycle perspective

Operational controls can be applied with regard to all stages of the product life cycle. To take a life cycle perspective, an organization can start by internally reviewing its design and development, procurement

and outsourced processes, and determining relevant environmental requirements. Subsequently, it can involve its external business partners and other interested parties by communicating its environmental requirements to them and cooperating with them to achieve environmental improvements. An organization should also consider providing information about the environmental impacts associated with the transportation, use or end-of-life of its products and services.

5.3.3 Emergency preparedness and response

Operational controls also include emergency preparedness and response processes, as a means to control environmental impacts that could result from an emergency situation or from emergency response activities. This can include, for example:

- preventive activities and controls to mitigate incidents that could have adverse environmental impacts or effects on the organization, for example, material storage protocols and inspections for chemical compatibility and containment;
- controls to address consequences that could occur during an incident, for example, through establishing and testing response procedures for potential emergency situations, to ensure an effective response should such a situation occur;
- identification of training needs and actions to acquire necessary competence for personnel performing emergency response operations.

5.4 Unintended consequences of actions taken

An organization should be aware that its actions can have unintended consequences. Actions taken should be reviewed with regard to resulting changes in environmental aspects, impacts and reasonably foreseeable emergency situations. The organization should address these potential consequences as appropriate, including changes needed in the environmental management system. When unintended consequences occur, it can be necessary for the organization to take further action to prevent or eliminate adverse impacts on the environment or undesired effects on the organization.

6 Evaluating the effectiveness of actions

6.1 General

An organization should evaluate if and to what extent the actions taken related to the environmental topic area are effective. This can include:

- improving environmental performance;
- fulfilling compliance obligations;
- achieving environmental objectives;
- acquiring the necessary competence of persons doing work under the organization's control;
- correcting identified nonconformities and their causes;
- addressing identified risks and opportunities.

In addition to evaluating effectiveness, an organization may also evaluate the cost-efficiency and the cost-savings related to the actions taken.

6.2 Monitoring, measurement and analysis

An organization can obtain the necessary information to evaluate the effectiveness of actions from monitoring and measurement and data analysis.

An organization should decide on what needs to be monitored or measured and when, which methods are applied, what data quality is necessary, and how the data are to be analysed to support the evaluation. Auditing techniques can be applied to evaluate the effectiveness of actions taken. Monitoring, measurement and analysis should take into account the information requirements of intended users (e.g. operational management, strategic management, other internal and external interested parties).

[Table 4](#) provides examples of monitoring, measurement and analysis based on the informational needs and expectations of interested parties.

Table 4 — Examples of monitoring, measurement, and analysis based on the information required by interested parties

Interested party	Frequency	Information required by interested parties	Monitoring, measurement and analysis actions
Strategic management	Annually	Status of research on replacement of product packaging components due to emerging regulations and global goals for sustainable development	Analysis of competitor positions, costs for options currently available, impact of options on market segments disposal systems, life cycle impacts
Operational management	Real-time, daily	Information about the state of compliance with legal limit values	Install equipment at relevant facilities and introduce process charts for monitoring and measurement associated with the process. Analyse data in defined intervals and take action as appropriate
External interested parties	Incident-based	Information on the environmental impact(s) of legal emission limit value violations and their related causes	Cooperate with the local environment agency to obtain data on the environmental condition and the corresponding organization's impact

Applying key performance indicators (KPI) can provide useful information for decision-making or reporting. KPIs can be applied at different levels of the organization (e.g. site, system, process, facility) and refer to different reporting periods (e.g. real-time, quarterly, yearly). An organization can apply a KPI to compare its performance against its baseline, identify trends, benchmark internally or with other organizations, and evaluate the achievement of environmental objectives and fulfilment of compliance obligations. Both operational and strategic management will benefit from a comprehensive set of lagging and leading indicators of performance.

Some KPIs can consist of simple measurements of the characteristics of environmental aspects, environmental conditions or relevant management processes. Others may be more complex and consider multiple variables. KPIs should be designed to allow for comparison over time. Baseline performance can be used as a reference point for this comparison. Since organizations are not always able to influence all the variables related to performance, they may need to take appropriate action to allow for this comparison (e.g. normalizing performance metrics to units of production, consideration of variables such as seasonal changes that can affect energy use).

NOTE 1 ISO 14031 provides guidelines for environmental performance evaluation and examples of KPIs. It differentiates between environmental condition indicators and environmental performance indicators. Environmental performance indicators can relate to management or operational performance.

NOTE 2 For information on quantitative environmental information, see ISO 14033.

7 Improvement

Based on the evaluation results (see [Clause 6](#)), an organization should address gaps in the effectiveness of the actions taken and should determine and embrace opportunities for improvement. Opportunities for improvement are not necessarily limited to the management of environmental aspects and the effects of environmental conditions within a particular environmental topic area. Experiences gained by addressing a particular environmental topic area can also serve as opportunities for improvement to address other environmental topic areas.

Bibliography

- [1] ISO 14004, *Environmental management systems — General guidelines on implementation*
- [2] ISO 14031, *Environmental management — Environmental performance evaluation — Guidelines*
- [3] ISO 14033, *Environmental management — Quantitative environmental information — Guidelines and examples*
- [4] ISO 14040, *Environmental management — Life cycle assessment — Principles and framework*
- [5] ISO 14044, *Environmental management — Life cycle assessment — Requirements and guidelines*
- [6] ISO 14063, *Environmental management — Environmental communication — Guidelines and examples*
- [7] ISO 19011, *Guidelines for auditing management systems*

[\(Continued from second cover\)](#)

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