

केंद्रीय मुहर विभाग-2

संदर्भ: के मु वि-2/16:G-38

06 10 2020

विषय: शाखा कार्यालयों के प्रमुखों, क्षेत्रीय उपमहानिदेशकों व Guardian Officers के साथ 28-09-2020 को हुई VC के Minutes एवं Action Points

शाखा कार्यालयों के प्रमुखों, क्षेत्रीय उपमहानिदेशकों व Guardian Officers के साथ 28-09-2020 को हुई VC के Minutes एवं Action Points सूचना व उपयुक्त कारवाई हेतु संलग्न है।

(आदित्य दास)
वैज्ञानिक-डी

प्रमुख, (कें.मु.वि.-2)

उपमहानिदेशक (प्रमाणन)

शाखा कार्यालयों के प्रमुखों, क्षेत्रीय उपमहानिदेशकों व Guardian Officers को intranet माध्यम से परिचालित

प्रतिलिपि: Coordination Cell

CENTRAL MARKS DEPARTMENT-2

Our Ref: CMD-2/G-38

06 10 2020

Sub: Minutes and Action Points emerged out of the VC with the Heads, BOs, Guardian Officers and DDGs held on 28-09-2020

Please find enclosed Minutes and Action Points emerged out of the VC with the Heads, BOs, Guardian Officers and DDGs held on 28-09-2020 for information and necessary action.

(Aditya Das)

Scientist D

Head CMD-2

DDG (Certification)

Circulated to all DDGRs/BO Heads and Guardian officers through intranet

Copy to: Coordination Cell

Minutes and Action Points emerged out of the VC with the Heads, BOs, Guardian Officers and DDGs held on 28-09-2020

A review meeting was held with Heads of all Branch Offices on 28.09.2020 at 10:00 AM with DG,BIS in the chair. As decided by DG, the performance of Branch Offices *vis-à-vis* the following was reviewed:

- i) Status of applications for Grant of Licence under simplified and normal procedures received from 1st September, 20 onwards.
- ii) Status of applications for Grant of Licence received upto 31st August,2020.
- iii) Status of applications for inclusion and renewal.

As desired by DG, DDGs at Headquarters, DDGRs, Heads of BOs and Guardian Officers attended the VC.

The major observations are as under:

1. DG observed that there has undoubtedly been significant improvement in the sense of urgency and purpose in processing of applications for grant of licence, inclusion and renewal across the BOs after the implementation of additional guidelines from 1 September 2020.
2. However, he felt that two areas which need to improve are the quality of scrutiny and fixing the factory Inspection date by the BOs. While examining a few applications he observed incomplete/ unclear communication uploaded in the online communication window by the dealing officers. He desired that the officers in the BOs should be apprised that instances of queries like - "Upload the valid document" or "Details of equipments are partial" should not appear in the online communication window . He desired that the Dealing Officers must have total clarity on what is missing in the applications and articulate their observations in the clearest possible manner for applicants to understand easily and effectively.
3. DDGRs to ensure that there is regular review of the pending cases. DG desired that Heads should guide their officers and should dedicate some time, half an hour or more, as needed, at least on every alternate day, to have a closer look at the 'History' and 'Activity Log' of the applications and discuss the complicated/critical issues with the DOs. This will ensure both learning and accountability of the dealing officers.
4. DG desired that for fixing the date for factory inspection, ideal thing to do is to communicate the date along with the observations of scrutiny of applications. BOs should develop a standard template to be used for such communication. He further reiterated that Head of BOs should make absolutely clear to the DOs that Factory

Inspection ought not to be deferred if replies to queries are yet to be submitted by the applicant.

5. While examining applications under simplified procedure, it was pointed out by BOs that, in some cases, Factory Inspection could not be fixed by BOs as the test report submitted by applicant was incomplete or the applicant did not submit full details of test equipments and they were waiting for the clarification. It was seen that in a few applications for Toys, even the product detail was not mentioned properly.

6. In such situations, it was decided that even if incomplete test report or incomplete details of test facilities have been provided, factory inspection should be fixed with a direction to the applicant that complete details must be made available before the date for Inspection and a copy thereof should be available at the factory on the date of inspection, failing which product sample will not be drawn and application shall be closed summarily on the ground of violation of the undertaking given by the applicant.

7. DG desired that if the application does not mention the product description in clear terms, instead of raising other queries, send a notice that the application cannot be processed, asking the applicant to submit fresh application, complete in all respects.

8. While reviewing the mandatory requirement of 21 day closure notice, DG observed that some confusion seems to persist on the mandatory requirement under the Conformity Assessment Regulations, 2018 of 21-day notice to be served to the applicant before an application is closed. It was observed that BOs need to follow the same until the Regulations are suitably amended.

9. However, DG observed that the 21 day notice should not be a deterrent. If, at the end of scrutiny of the application itself, officers are sure whether the application is fit to process or not, immediately after factory inspection the closure notice can be issued in the cases not fit to be processed incorporating those observations. This would make it possible to process the applications within the timeframe for disposal under Simplified and Normal procedures. If this practice is followed, in respect of majority of the non-serious applications, it will be possible to issue closure notices immediately after scrutiny or Factory Inspection.

10. While scrutinizing applications of toys, DG observed that there is need to standardize the product-specific requirements of information and documents and it was imperative to make necessary provision in Manakonline.

11. He informed all RO/BOs that CMD has constituted Working Groups to standardize the product-specific requirements in respect of around 100 products covered by new QCOs. But the best way to accomplish this task is to sensitize each and every Dealing Officer to identify such requirements, and put forth the same to respective CMDs.

Heads should not wait to take a considered view and share them immediately with CMD. If this becomes a continuous process, it should not take BIS more than six months to have product-specific application forms in Manakonline. This would remove all ambiguity and an organisation like BIS deserves to reach this milestone.

12. DG noted that some BOs like Ghaziabad and Haryana are faced with acute manpower crunch. He informed all RO/BOs that issue related to manpower shortage should stand addressed considerably once our newly recruited officers join in the 3rd week of October, 2020. He further stated that situation will improve further with the deployment of agents of the Inspection Agency for Factory Surveillance from 1st December, 2020 and for Market Surveillance from 1st January, 2021.

13. DG further stated that the most critical point, however, is that while enforcing discipline and rule of law, we must not lose sight of the fact that BIS exist to facilitate the growth of quality-based industrial growth in the country. We have to be friendly, warm and welcoming to the industry and every applicant, whether for Grant of Licence, Inclusion or Renewal, applicants/licensees must be given correct advice and proper counselling, as laid down in the guidelines.

14. DG further stated that it should also be remembered that applicants are now submitting 50% of the Minimum Marking Fee along with the application. A non-serious unit will not make an investment like this. So, if there are some issues with the information or documents furnished, the most likely reason may be ignorance or confusion on part of the applicant. Our first and foremost task should be to inform them adequately and accurately.

15. DG further stated that the most important test of the success of reform measures is the increased percentage of applications received from 1st September onwards getting disposed off within the timeframes under Simplified and Normal procedures. He hoped that in the next review considerable improvement should be seen for cases related to grant of licence, inclusion, renewal etc.

16. DG also desired that DDGRs should review the progress closely. To help them to do this, one Scientific Officer with Computer Engineering background would be posted in each of the ROs as Monitoring and Surveillance Officer. He desired that DDGRs and Head of BOs should let it be a two-way communication. They should encourage their officers to share their comments on areas for improvement and feel free to share their views with the Headquarters. He felt that there is no reason why BIS should not be a role model of efficiency and transparency for others.

17. The meeting ended with hearty vote of thanks to the Chair.