We welcome you to
Consumer Awareness Program
On Quality and Standards
What are Standards?

- Standards are formal documents that establish uniform engineering or technical criteria, methods, processes and practices developed through an accredited consensus process.

- Standardization is the process of developing and implementing technical standards. Standardization can help to maximize compatibility, interoperability, safety, repeatability, or quality. It can also facilitate commoditization of formerly custom processes. In social sciences, including economics, the idea of standardization is close to the solution for a coordination problem, a situation in which all parties can realize mutual gains, but only by making mutually consistent decisions. This view includes the case of "spontaneous standardization processes", to produce de facto standards.

- Standards are good because multiple products do things in the same general way, thus making them replaceable for one another and thus more direct competitors.

- When an industry develops to standards, what you get is competition, buyer choice, and technical progress. In contrast, when an industry standardizes, what you get is higher costs, reduced competition, and the nickel and diming of customer value.

- In truth, both standards and standardization aim for the same goal, which is to enable a consistent base for reuse. The comparative merits of the two approaches, however, should be considered within the context of why companies and consumers frequently choose to standardize on one implementation. Frankly, standardization is often the only option given the limits of a universal technology standard.
Why standardization is necessary for a developed/ developing country?

- To ensure best quality and quantity of a product or service standardization is necessary.
- Standards are good because multiple products do things in the same general way, thus making them replaceable for one another and thus more direct competitors.
- The goals of quality are set by standardization. Generally the activity consists of the process of formulating, issuing and implementing standards. Standards have always been closely connected with exchange of goods and services between suppliers and consumers. Bureau of Indian Standards has provided traceable and tangible benefits to economy in a number of ways - providing safe, reliable, quality goods; minimizing health hazards to consumers; promote exports and imports substitute; control over proliferation of varieties etc.
Bureau of Indian Standards

Bureau of Indian Standards (BIS), the National Standards Body has been successfully promoting and nurturing standards movement within the country since 1947. BIS came into existence on 01 April 1987 through an Act of Parliament dated 26 November 1986. It took over the staff, assets, liabilities and functions of the erstwhile Indian Standards Institution (ISI) with an enlarged scope and enhanced powers for harmonious development of activities of standardization, marking and quality certification of goods and for matters connected therewith or incidental thereto. Keeping in view, the interest of consumers as well as the industry, BIS is involved in various activities as given below:-

- Standards Formulation, Certification : Product, Hallmarking and Systems, Foreign Manufacturers Scheme, Registration Scheme, Testing & Calibration Services, Sale of Indian Standards and other publications, International Activities, I-Care Activities (for consumer and industry), Promotional Activities, Training Services, Information services, Financial: Resources - Mobilization and utilization, Trade Facilitation Cell, Library Services

- BIS has its Headquarters at New Delhi and its 05 Regional Offices (ROs) are at Kolkata (Eastern), Chennai (Southern), Mumbai (Western), Chandigarh (Northern) and Delhi (Central). Under the Regional Offices are the Branch Offices (BOs) located at Ahmedabad, Bangalore, Bhubaneswar, Bhopal, Coimbatore, Dehradun, Faridabad, Ghaziabad, Guwahati, Hyderabad, Jaipur, Kochi, Lucknow, Nagpur, Parwanoo, Patna, Pune, Rajkot, Raipur, Durgapur, Jamshedpur and Vishakhapatnam, which offer certification services to the industry and serve as effective link between State Governments, industries, technical institutions, consumer organizations etc. of the respective region.
Standards Formulation

- The biggest challenge before BIS, as an apex body of formulating standards, is to be seen as a center of excellence in bringing about qualitative changes in its functioning and relationship with different stakeholders. BIS with more than 500 qualified technical and scientific personnel and more than 25000 experts voluntarily associated with standardization activity, has made a very significant and valuable contribution to the orderly growth of the country’s economy. BIS has so far formulated over 19000 standards in various technology areas, which help the industry in upgrading the quality of their goods and services.

- The changing scenario of globalization has necessitated the formulation and implementation of new standards, interaction with the industrial houses and service operators and generation of awareness amongst the consumers.

- As a policy, the standards formulation activity of BIS has been harmonized with the relevant guidelines as laid down by the International Organization for Standardization (ISO). BIS, being a signatory to the ‘Code of Good Practice for the preparation, adoption and application of standards’ has also accordingly aligned its standards formulation procedure.

- For better control on standards formulation process and for the overall management of technical committee work, a Standards Management Board at the apex level is proposed to be constituted to oversee the activity.

- A Roadmap has been prepared for Harmonization of Indian Standards with Agmark.
Product Certification

- The BIS product Certification Scheme is one of the largest in the world, with over 26500 licensees covering more than 900 products. It is in existence for more than 58 years. It allows the licensees to use the popular ISI mark on their product, which is synonymous with quality products. 90 products are under mandatory certification. BIS also operates Foreign Manufacturers Certification Scheme under which overseas manufacturers can be granted license to use the BIS Standard Mark. At present, over 350 licenses have been granted for over 50 Indian Standards in 40 different countries.

Other Initiatives

- A Scheme for Testing of Public Samples has been introduced whereby common consumer can get the ISI Mark product tested by BIS to reconfirm the quality of ISI marked product.
LIST OF PRODUCTS UNDER MANDATORY CERTIFICATION

Cement
- All kind of cements - Portland, Pozzolana etc.

Household Electrical goods
- Safety of household and similar electrical appliances such as – Electric stoves, Safety of household and similar electrical appliances-Room heaters, Switches for domestic and similar purposes Tungsten filament general service electric lamps (upto100 W), PVC insulated cables for working voltages up to and including 1100V, Multi-purpose dry batteries, Electrical Accessories-Circuit breakers for overcurrent protection for household and similar installations and many more similar products

Food & related products
- Processed cereal based complementary foods, Milk-powder, Condensed milk, partly skimmed and skimmed condensed milk, Sweetened ultra-high temperature treated condensed milk, (Part 1) Skimmed milk-powder, standard grade, (Part 2) Skimmed milk-powder, extra grade, Packaged Natural Mineral Water, Infant milk substitutes, Partly skimmed milk powder, Packaged Drinking Water (Other than Packaged Natural Mineral Water), Milk-cereal based weaning foods, Hexane, Food grade, Plastic Feeding Bottle

- Oil Pressure Stoves, Auto Mobile Accessories, Cylinder Valves & Regulators, Medical Equipment’s, Steel Products and Electrical Transformers etc.
FIRST STANDARD BY BUREAU OF INDIAN STANDARD

IS:1 – Specification for the National Flag of India (Cotton Khadi)

Above – Constructional details of the National Flag of India (Cotton Khadi)
Fat right – Design of Aroha Chakra.
Such markings are spurious and illegal, and mislead the consumer. Be wary of such misrepresentations and bring them to our notice.
Are you sure of the quality

Always buy electrical products carrying mark.

Remember

- Any information on misuse of mark without having a valid license from BIS can be given to the nearest BIS office which shall be kept confidential. Genuine information provider shall be rewarded up to ₹5000/- for successful search & seizure.

- Provision made for consumers for Testing of Public Samples for Marked products from BIS labs.

In case of complaint of marked products, you may contact: Head (I-Care), Telefax: 011-23235099, Email: licem@bis.org.in

Marked Electrical Products under BIS Product Certification Scheme

- Electric Iron
- Room Heater
- Storage Electric Water Heater
- Ceiling Fan
- CFL Lamp (11W)
- Self Ballasted Lamp (PL)
- Electric Switch
- PVC Insulated Cable
- Fuses & Socket (G.I.)

Bureau of Indian Standards
Monark Bhavan, 9 Bahadur Shah Zafar Marg, New Delhi-110 002
www.bis.org.in

Misuse of mark is a criminal offence punishable under BIS Act, 1986.
One year imprisonment or a fine up to ₹50,000/- or both can be levied on such misuse.
Always Look for

Compliance Statement "Self Declaration, Conforming to IS _______ R-xxxxxxxx (unique 8 digit number)" 15 products which have been made compulsory for registration with BIS based on the compliance to Indian safety standards.

GET
Quality
Reliability &
Safety

REGISTRATION SCHEME FOR SELF-DECLARATION OF CONFORMITY FOR ELECTRONICS AND IT GOODS

The commonly used products out of 15 categories of products notified by DeiY includes the followings:

- LED, LCD, PLASMA TV & VISUAL DISPLAY UNIT
- MICROWAVE OVEN
- SET TOP BOX
- LAPTOP, NOTEBOOK, TABLETS
- PRINTERS/SCANNERS
- WIRELESS KEYBOARDS
- PROJECTOR
- SERVER
- STORAGE DEVICE

Ministry of Communication & Information Technology, Department of Electronics and Information Technology (DeiY) has notified "Electronics and Information Technology Goods (Requirements for Compulsory Registration) Order, 2012" under which 15 products have been made compulsory for registration with BIS based on their compliance to Indian safety standards. The products are tested by BIS approved labs for Safety Requirements mentioned in the relevant standard.

The registered products are marked only with above statement and not bearing ISI mark.

BUREAU OF INDIAN STANDARDS
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हमेशा देखें
“आईएस...अर्थ:xxxxx..... (यूनिक 8 डिजिट नब्बर) के अनुसार स्वतंत्र घोषणा,” का अनुपालन ब्योरा 15 उपायों को भारतीय सुरक्षा मानकों के अनुपालन के आधार पर भागायुओं से पंजीकरण कराना अनिवार्य किया गया है।

पार्थें
गुणता विश्वसनीयता एवं सुरक्षा
इलेक्ट्रॉनिक्स एवं इसके सामान हेतु अनुपमता की स्वतंत्र घोषणा हेतु पंजीकरण योजना

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सेवाएं अनेक

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राष्ट्रीय मानक निकाय

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BUREAU OF INDIAN STANDARDS
National Standards Body
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5 निशान जो सुनिश्चित करते हैं...
मुहर यानी बेहतरीन गुणवत्ता की पहचान सदैव मुहर लगे उपकरण ही खरीदें

मुहर गुणवत्ता, विश्वसनीयता और सुरक्षा का आश्वासन देती है सदैव मुहर लगे उत्पाद ही खरीदें

शिकायत हेतु कृपया प्रमुख (आई-के) को संपर्क करें. टैलीफ़न: 23235609, ईमेल: icare@bis.org.in

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मुहर का दुरुपयोग करना, भारतीय मानक ब्यूरो अधिनियम, 1986 के तहत एक दंशकीय अपराध है
Bureau of Indian Standards
National Standards Body

The Sign of Trust & Quality
Standardisation, Certification, Hallmarking, Consumer Protection & Training

www.bis.org.in
QUALITY
SAFETY
RELIABILITY

IS:

CM/L:

Standardisation | Certification | Hallmarking | Consumer Protection | Training
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ISO 9001 certification signifies that the organization has implemented a Quality Management System as per international standard within the organization. There are rules for use of any certification logo and such logos shall not be used on the product or in a way to denote that a product or service meets specified requirements.

Certified organizations cannot claim that their goods or services meet ISO 9001:2008.

The reference to ISO 9001:2008 indicates that the organization has a quality management system that meets the requirements of ISO 9001:2008. This should provide you with confidence in your supplier's ability to provide consistent, conforming goods or services. ISO 9001:2008 requires your supplier to monitor the levels of satisfaction of its customers (this includes you!), and to feed back this information in order to improve the effectiveness of its QMS.

Issued in public interest by Quality Council of India
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THANK YOU