

**OPERATIONAL GUIDELINES**

for

**ZERO DEFECT ZERO EFFECT Scheme**

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## ABBREVIATIONS

MSME	Micro, Small and Medium Enterprise
ISO	International Standard Organisation
BIS	Bureau of Indian Standards
DC (MSME)	Development Commissioner (MSME)
GOI	Government of India
ZED	Zero Defect Zero Effect
MoEF	Ministry of Environment, Forest and Climate Change
CPCB	Centre for Pollution Control Board
IA	Implementing Agency
NMIU	National Monitoring and Implementing Unit
SDOs	Standards Developing Organisations
ISDOs	International Standards Developing Organisations

## **ZERO DEFECT ZERO EFFECT MANUFACTURING**

### **1.1 INTRODUCTION**

Government of India has envisioned Make in India and Zero Defect & Zero Effect Manufacturing for which there is need of a policy which will create an ecosystem for competitive, quality and clean manufacturing, promote development of world class products, expand markets for MSMEs etc.

#### **Preamble**

The Ministry of MSME, Government of India is endeavouring to develop the global competitiveness of MSMEs and has envisioned an ecosystem for competitive, clean and green manufacturing, development of world class quality products, reduction in emission level of greenhouse gases, reduction in defects/ wastage and support for expanding markets for MSMEs.

There are six crore MSMEs in India out of which only around 35000 enterprises have achieved BIS (ISI) certification. There are International Standards, Quality Manufacturing, Quality Management Systems, Environmental & Waste management Standards as well as Energy Efficiency Certifications, etc but a majority of Indian MSMEs have not adopted these processes or certifications where as large companies and corporates are growing and competing globally using these very standards and certifications for competitive advantages. There is an urgent need to generate sufficient interest among MSMEs to adopt quality and environmental standards in order to make Indian MSMEs globally competitive and integrate in Global Value Chains.

Zero defect zero effect manufacturing (ZED) can lead MSMEs to assure customers, reduce wastages substantially, increase productivity, expand their markets, apart from saving on energy, etc. The scheme will comprise of an extensive drive to create awareness in MSMEs about ZED and motivate them for ZED manufacturing and support them through navigating the various levels.

### **1.2 OBJECTIVE OF THE SCHEME**

The scheme envisages promotion of Zero Defect and Zero Effect (ZED) manufacturing amongst MSMEs and ZED Assessment for their certification so as to:

- ❖ Encourage and Enable MSMEs for manufacturing of quality products using latest technology tools & to constantly upgrade their processes for achievement of high productivity and high quality with the least effect on the environment.
- ❖ Develop an Ecosystem for Zero Defect Zero Effect Manufacturing in MSMEs, for enhancing competitiveness and enabling exports.
- ❖ Promote adoption of Quality and recognising the efforts of successful MSMEs.
- ❖ Increase public awareness on demanding Zero Defect and Zero Effect Products through the ZED Rating and Grievance Redressal Portal.

## **OPERATIONAL GUIDELINES FOR IMPLEMENTATION OF THE ZERO DEFECT ZERO EFFECT CERTIFICATION SCHEME**

### **1.3 SCHEME CONCEPT:**

The scheme is an extensive drive to create proper awareness in MSMEs about ZERO DEFECT ZERO EFFECT manufacturing and motivate and incentivise them for ZED certification. Through the journey of ZED, MSMEs can reduce wastages substantially, increase productivity, expand their market as IOPs, have more IPRs, develop new products and processes etc. and adopt the work culture of standardization for their products, processes and systems to enhance global competitiveness.

### **1.4 SCHEME COMPONENTS**

#### **1.4.1 AWARENESS & TRAINING:**

Activities have been planned as briefed below:

##### **a) Industry Awareness Programmes by Implementing Agencies**

**Objective:** To sensitize MSMEs about the Zero Defect Zero Effect manufacturing, benefits of ZED certification, QMS/QTT and their benefits and to adopt work culture standardisation for their products, processes, systems and environment..

**Details:** One-day Industry Awareness Programmes will be conducted for industry clusters and MSMEs. Every awareness programme will be for MSMEs who wish to join the journey of ZED, QMS/QTT initiatives and to adopt standards for their products, processes, systems and environment. These programmes will be organised by Implementing Agencies as per ZED guidelines. These programmes will motivate MSMEs to commit to ZED journey apart from riding up the value chain through ZED as a brand. Amount upto Rs 70,000/- per programme of one day duration is admissible.

##### **b) Regional/ State/ National Workshop by Implementing Agencies:**

**Objective:** These workshops will be organised to evolve strategies for smooth adoption of the scheme, remedies to problems arising while undertaking the ZED journey, hand holding and consultancy for graduation to higher level by Consultants and also to sensitize MSMEs about the Zero Defect and Zero Effect manufacturing, benefits of ZED certification etc..

**Details:** One day Regional/ State/ National Workshops will be conducted for all stakeholders including the state industry department & MSMEs. These workshops will be organised by Implementing Agencies. During the workshop promotion of scheme, discussions on outcomes of schemes, success stories, discussions on issues related with implementation of schemes, views of stakeholders, latest global developments in the field of

standardisation and ZED, experience sharing, adoption of best practices etc. will be discussed. Amount upto Rs.5.00 lakh per programme of one day duration is admissible.

**c) Training of officials of MSME- DIs, MSME-Testing Centres, Technology Centres, Design Incubation Centres, IPFC, etc.:**

**Objective:** Officials of MSME-DIs, MSME-Testing Centres, Technology Centres, Design Incubation Centres, IPFC, etc. will play very important role in popularizing the scheme and need to be properly trained to know finer details of Zero Defect and Zero Effect manufacturing, benefits of ZED certification etc.

**Details:** The theoretical as well as participative/practical holistic training programme of 2 days duration will be organised to thoroughly train officials. The training programme will be conducted by NMIU/IAs. A standard course curriculum will be developed by NMIU/IAs and training programmes will be organized for Zero Defect Zero Effect as per the approved course curriculum. The capacity is to be around 15 officials per training programme. Amount upto Rs 2.00 lakh/per programme of 2 days duration is admissible.

**d) & e) Consultants/ Master Trainers' Training:**

The theoretical as well as participative/practical holistic training programme of 5-days duration will be organized to thoroughly train Consultants and Master Trainers with the examination, which is essential to pass. The training programme will be organized by Implementing Agencies (IAs)/NMIU. Amount upto Rs.5.00 lakhs / per programme of five days duration is admissible. Charges on pro rata basis depending on number of days is allowed.

**f) Assistance to MSME sector for Consultancy, Gap Analysis, Handholding & to move towards Zero Effect solutions by Consultants through NMIU/IAs.**

After rating, interested MSMEs will be given financial support for Gap Analysis, Handholding and Consultancy for improving their rating and assistance on adopting measures for moving towards zero effect. MSME may opt for handholding after Bronze rating certificate. Expenditure on this activity will be limited to Rs. 5.00 lakh per MSME subject to actual expenditure.

Quality Council of India (QCI) will be continued as implementing agency and more implementing agencies may be roped on need basis. NMIU at the office of DC MSME shall prepare detailed operational guidelines for this.

**g) International Benchmarking and Learning Best Practices and Foreign Travels/Delegations, International Trainings relating to ZED including QMS/QTT, productivity etc.**

**Objective:** Adoption of world class practices for ZED and productivity is a must for the envisaged scheme aiming at creation of world class ecosystem of continuous improvement to sustain Zero Defect and Zero Effect manufacturing.

**Details:** The proposal relating to the activity will be prepared by NMIU/IAs, which will be considered on case to case basis on merit. The delegation will submit a report regarding findings of the visit and to be shared with stakeholders. The report on the visit, the list of delegates along with a few photographs and feedback etc, will be uploaded on the e-platform developed by NMIU.

### **1.5 ONLINE SYSTEMS:**

Activities have been planned under this activity group as briefed below:

#### **a) ZED Portal:**

The scheme is e-enabled. Applications of MSMEs will be received online and will be e-processed by NMIU/IAs. A unique user ID and password will be assigned/created for every Implementing Agency/IA. The other activities such as e-learning and data keeping, processing and maintenance will also be managed from the same platform. Online service support shall be provided through identified agency.

#### **b) ACCREDITATION/CERTIFICATION/STANDARDIZATION AND VERIFICATION**

ZED Certification can be attained in five levels:

- ✓ Level 1: Self Certification | BRONZE
- ✓ Level 2: Conformity with Standards | SILVER
- ✓ Level 3: Striving for Excellence | GOLD
- ✓ Level 4: Achieving Excellence | DIAMOND
- ✓ Level 5: ZED Certification | PLATINUM



#### **Eligibility:**

All the Udyog Aadhar Memorandum (UAM) registered manufacturing MSMEs are eligible to apply for ZED registration. A self-declaration / undertaking is to be given by the MSME willing to obtain the ZED certification. In this journey, a unit has to undergo on line self-assessment based on the Zero Defect and Zero Effect manufacturing.

### **Level 1: BRONZE: Self – Certification**

Self-Certification is a simplified process of conformity assessment. In this level a manufacturer makes a self-declaration that his product conforms to the Indian Standards. The manufacturer will upload self-certified information of the product being zero defect and zero effect.

#### **Procedure & Criteria:**

<b>ZERO DEFECT</b>	
<b>Specification of Assurance of Warranty / Guarantee of the Product on the packing itself</b>	<ul style="list-style-type: none"><li>✓ Replacement / Repair Warranty</li><li>✓ Defined Time Period/ Use</li><li>✓ Consumer feedback mechanism</li><li>✓ Redressal Helpline and Warranty conditions on label/packing</li><li>✓ Defined Return policy</li></ul>
<b>ZERO EFFECT</b>	
<b>Self-Certification of Assurance of Environment Friendly Product Packing &amp; Packaging on the packing itself</b>	<ul style="list-style-type: none"><li>✓ Recyclable Labels, packing materials and packaging materials</li><li>✓ Recycle Mark on Label/ packaging</li><li>✓ Recycling Information</li></ul>

#### **Supporting Information / Documents to be uploaded on Zero Defect Zero Effect Portal**

Udyog Aadhar

Product Pictures clearly specifying instructions on packing and labels if any

Respective Standardisation / Quality Certificates (if any) given by BIS/ISO/NABCB or other standard bodies.

Pledge to undertake ZED journey (Annexure-1)

#### **BENEFITS:**

##### **For the customer:**

- Review the product and rate it
- Information on Warranty & Guarantee over a defined period
- Option to file redressal against Defective product
- Information on recycling and impact on Environment

##### **For the Enterprise:**

- Receive good reviews and use that for driving Sales
- Building up data on customer feedback
- Managing customer relations and thus building a bigger base of loyal and repeat customers
- First steps towards Intention of quality and reducing, negative impact on Environment



**CERTIFICATION:**

- Post filling full Information online, a simple pledge (Annexure 1) will be undertaken by Enterprise on Zero Defect Zero Effect portal
- The Zero Defect Zero Effect Bronze Pledge Certificate can be downloaded from the portal.

**Incentive/Subsidy/Reimbursement of Fees:**

NIL

## LEVEL 2: SILVER: Conformity with Standards

### Procedure & Criteria:

ZERO DEFECT ZERO EFFECT	
<b>Certificate of Conformity to STANDARDS (As applicable)</b>	<ul style="list-style-type: none"><li>➤ Product Certification – Indian or INTERNATIONAL STANDARDS. BIS Standards &amp; Other Sector Specific Standardization bodies can be found on BIS website.</li><li>➤ Quality Management System – ISO 9001</li></ul>

### Supporting Information / Documents to be uploaded on Zero Defect Zero Effect Portal

Udyog Aadhar

Product Pictures clearly specifying STANDARD certifications on packing and labels (if any)

Level 1 Bronze certificate

Respective Certificates of Standards (ISI, BIS, NABCB, ISO or others). International product testing. (List attached at Annexure-3-4).

### **BENEFITS:**

#### **For the customer:**

Review the product and rate it

Information on Warranty & Guarantee over a defined period

Option to file redressal against Defective product

Information on recycling and impact on Environment

Assurance of Quality up to Standards

#### **For the Enterprise:**

Competitive edge in domestic market and in Public procurement

Understanding of Standards and Systems & Processes

Portrays seriousness towards QUALITY

### **CERTIFICATION:**

Post submission of the above-mentioned documents, ZED certification can be granted after NMIU verification.

The Zero Defect Zero Effect Silver Certificate can be directly downloaded from the portal.

### **Incentive/Subsidy/Reimbursement of Fees:**

Reimbursement of 80% for Micro, 60 % for Small and 50% for Medium of testing and Certification fees/Consultancy charges on successful certification, subject to an upper ceiling to be decided by PMAC. This can be claimed only once each for National and International Standards.

For MSMEs supplying for Defence, reimbursement shall be admissible additionally on Defence related certificates/Standards only once.

**OPTIONAL\***(Manufacturers can also mention if they have **any IPR-Trademarks, Industrial Design, Copyrights, Patents** at this level. If any one wishes to take any IPR, they can do the same through **INTELLECTUAL PROPERTY RIGHT SCHEME**

Links to IPR Scheme—<http://my.msme.gov.in/MyMsme/Reg/COM IprReim.aspx>.

### **LEVEL 3: GOLD: Striving for Excellence**

#### **Procedure & Criteria:**

<b>ZERO DEFECT ZERO EFFECT</b>	
<b>Certificate of Conformity to SYSTEM STANDARDS&amp; Compliance with Environment &amp; Other Safeguards</b>	<ul style="list-style-type: none"><li>➤ Energy Management System- ISO 50001</li><li>➤ Environment Management System – ISO 14001</li><li>➤ Occupational Health &amp; Safety Management System -ISO 45001</li><li>➤ Ecomark Certification</li><li>➤ Any International certificate of related field.</li></ul>

#### **Supporting Information / Documents to be uploaded on Zero Defect Zero Effect Portal**

Udyog Aadhar

Product Pictures clearly specifying instructions on packing and labels if any

Level 1 Bronze certificate

Level 2 Silver Certificate

Respective Standardised Certificates (BIS/ISO or others)(Annex 3-4)

#### **BENEFITS:**

##### **For the customer:**

- Review the product and rate it
- Information on Warranty & Guarantee over a defined period
- Option to file redressal against Defective product
- Information on recycling and impact on Environment

##### **For the Enterprise:**

- Ability to compete on global level
- Demonstrates high degree of Conformity to a socially responsible business
- High Degree of Responsible Business Conduct.

#### **CERTIFICATION:**

- Post submission of the above-mentioned documents, ZED certification can be granted after NMIU verification.
- The Zero Defect Zero Effect Gold Certificate can be directly downloaded from the portal.

#### **Incentive/Subsidy/Reimbursement of Fees:**

Reimbursement of 80% for Micro, 60 % for Small and 50% for Medium of cost of certification by accredited agencies / labs, subject to an upper ceiling to be decided by PMAC.

This can be claimed only once each for National and International Standards.

For MSMEs supplying for Defence, reimbursement shall be admissible additionally on Defence related certificates/Standards only once.

**OPTIONAL\***(Manufacturers can also mention if they have any **IPR-Trademarks, Industrial Design, Copyrights, Patents** at this level. If any one wishes to take any IPR, they can do the same through **INTELLECTUAL PROPERTY RIGHT SCHEME**

Links to IPR Scheme—<http://my.msme.gov.in/MyMsme/Reg/COM IprReim.aspx>.

## **LEVEL 4: DIAMOND: Achieving Excellence**

### **Procedure & Criteria:**

<b>ZERO DEFECT ZERO EFFECT</b>	
<b>Certificate of Conformity to LEAN MANUFACTURING</b>	<ul style="list-style-type: none"><li>➤ 5S System</li><li>➤ Visual Control</li><li>➤ Standard Operating Procedures</li><li>➤ Just in Time (JIT)</li><li>➤ KANBAN System</li><li>➤ Cellular Layout</li><li>➤ Value Stream Mapping</li><li>➤ Poka Yoke or Mistake Proofing</li><li>➤ Single Minutes Exchange of Dies or quick Changeover (SMED)</li><li>➤ TPM (Total Productive Maintenance)</li><li>➤ Kaizen Blitz or Rapid Improvement Process</li><li>➤ Other Lean Techniques on need basis, etc.</li><li>➤ For Defence SMEs, separate standard for lean to be assessed.</li></ul>

### **Supporting Information / Documents to be uploaded on Zero Defect Zero Effect Portal**

Udyog Aadhar

Product Pictures clearly specifying instructions on packing and labels if any

Level 1 Bronze certificate

Level 2 Silver Certificate

Level 3 Gold Certificate

Lean completion certificate by Implementing Agencies (18 months process to be completed)

### **BENEFITS:**

#### **For the customer:**

- Review the product and rate it
- Information on Warranty & Guarantee over a defined period
- Option to file redressal against Defective product
- Information on recycling and impact on Environment

#### **For the Enterprise:**

- Ability to introduce innovative practices for improving overall competitiveness
- Demonstrates high degree of Conformity to a socially responsible business
- High Degree of Responsible Business Conduct
- Imbibing a culture of continuous improvement
- Inculcate good management system

### **CERTIFICATION:**

- Post submission of the above-mentioned documents, ZED certification can be granted after NMIU verification.
- The Zero Defect Zero Effect Diamond Certificate can be directly downloaded from the portal.

**Incentive/Subsidy/Reimbursement of Fees:**

As per Lean Manufacturing Scheme guidelines

**OPTIONAL\***(Manufacturers can also mention if they have any **IPR-Trademarks, Industrial Design, Copyrights, Patents** at this level. If any one wishes to take any IPR, they can do the same through **INTELLECTUAL PROPERTY RIGHT SCHEME**

Links to IPR Scheme—<http://my.msme.gov.in/MyMsme/Reg/COM IprReim.aspx>.

**LEVEL 5: PLATINUM- ZED Compliant**

<b>ZERO DEFECT ZERO EFFECT</b>	
<b>ZED Compliant Parameters (Certificate for World Class MSME)</b>	Design Capability Design process & methodologies Turnover growth Operating Profit % Improvement (Measured as gross profit)
	Keep House in Order: <ul style="list-style-type: none"> <li>- Garden Green Hospital Clean Factory</li> <li>- Must be facility Score</li> <li>- Undesirable practices elimination</li> </ul> Develop Employee Skill <ul style="list-style-type: none"> <li>- Skill Development Centre</li> <li>- Zero Defect Operator Certification</li> <li>- Low cost Automation</li> </ul> <b>Zero Defect:</b> <ul style="list-style-type: none"> <li>- Zero Defect Achievement plan</li> <li>- Quality War Room</li> <li>- Concept of 100 % Inspection</li> <li>- Defect Free parts handling</li> <li>- (Storage / Transport and transhipment)</li> <li>- Poka-Yoke at every stage to arrest defect</li> <li>- Auto Measurement &amp; Control</li> <li>- Quality Proving @ time of new Product introduction</li> <li>- Zero Defect at Every stage of process</li> </ul> <b>Zero Effect:</b> <ul style="list-style-type: none"> <li>- Resource optimization through 5 Tatvas (Air,Water,Fire, Space and Earth)</li> <li>- Impact Analysis and life cycle assessment</li> <li>- Resource optimization of 6M (Man / Machine / Material / Method / material Handling Equipment / Measuring Equipment)</li> </ul> Design management <ul style="list-style-type: none"> <li>- Design Review</li> </ul> Quality proving at Design stage
	For Defence SMEs, separate approved standard for excellence to be assessed.

**Supporting Information / Documents to be uploaded on Zero Defect Zero Effect Portal**

Udyog Aadhar  
 Product Pictures clearly specifying instructions on packing and labels if any  
 Level 1 Bronze certificate  
 Level 2 Silver Certificate



Level 3 Gold Certificate  
Level 4 Diamond Certificate

**BENEFITS:**

**For the customer:**

- Review the product and rate it
- Information on Warranty & Guarantee over a defined period
- Option to file redressal against Defective product
- Information on recycling and impact on Environment
- Assurance of excellent product, quality and process

**For the Enterprise:**

- Certificate of excellence
- National recognition
- Ability to introduce innovative practices for improving overall competitiveness
- Demonstrates high degree of Conformity to a socially responsible business
- High Degree of Responsible Business Conduct
- Imbibing a culture of continuous improvement
- Inculcate good management system

**CERTIFICATION:**

This is a journey of excellence and support through consultants shall be provided by all Implementing agencies. After the NMIU verification, certificate can be downloaded through website. Platinum category MSMEs shall also be given National Award by the Ministry of MSME.

**Incentive/Subsidy/Reimbursement of Fees:**

80% of the cost of consultancy shall be reimbursed by Ministry of MSME, subject to an upper ceiling fixed by PMAC.

## **2.0 NMIU HEADQUARTER CHARGES & MONITORING COST:**

Grant in Aid/Fund will be given to Implementing Agencies, the National Monitoring and Implementing Unit (NMIU) Secretariat for the project, towards Headquarter Charges & Monitoring Cost as per guidelines of O/oDC-MSME.

## **3.0 PROMOTION & BRANDING:**

2 activities have been planned under this activity group as briefed below:

### **a) Print of Newsletters (Quarterly) and Review Report (Yearly):**

**Objective:** To popularize, information sharing and review of achievements made under the scheme Printing of Newsletters (Quarterly) and Review Report (Yearly) will be done. These will be done through NMIU/IAs.

### **b) Advertisement and Brand Promotion:**

**Objective:** For popularization of the scheme and Brand Promotion, wide publicity is needed.

**Details:** The wide publicity through Advertisements and Media Campaigns etc. is required for brand promotion. This work will be done by O/o DC-MSME, Field formation of O/o DC-MSME and NMIU.

### **c) Misc. Expenses and contingencies:**

Activities like Independent verification of results, documentation, Admin expenses, printing of guidelines, purchase of office automation equipment, assistance to field formation of O/o DC-MSME for their role in implementing the scheme, etc.

## **4.0 IMPLEMENTATION ARRANGEMENTS:**

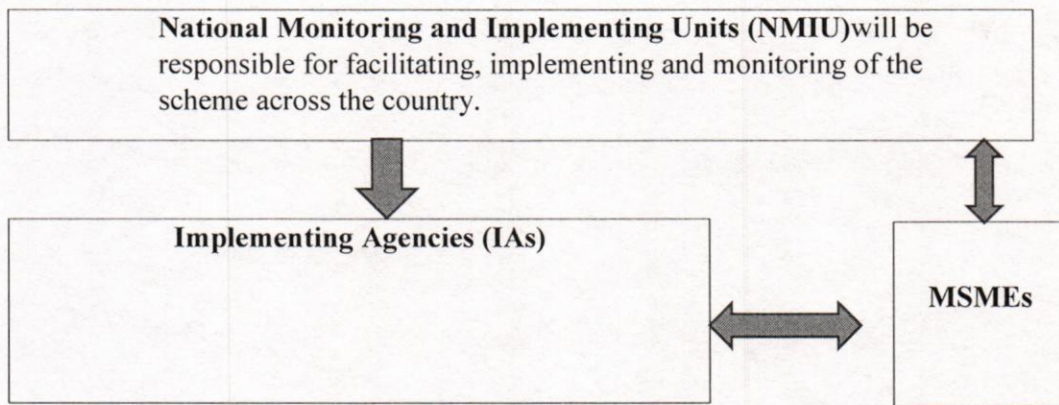
**4.1 Implementing Agencies:** MSME DIs, TCs, State governments and its organizations/agencies; Central government ministries and their connected agencies/organizations; technical institutions; Industry Associations; Social enterprises; in addition to the current QCI shall function as Implementing agencies for the programme.

**4.2 National Monitoring and Implementing Unit (NMIU) –** National Monitoring and Implementing Unit (NMIU) will be responsible for facilitating, implementation and monitoring of the scheme. NMIU will be setup at the office of DC(MSME) and will function as the MSMEs outsourced project 'Control Room'. It will monitor every stage of the programme on behalf of the Development Commissioner (MSME). Proper monitoring mechanism for each stage of ZED will be developed by NMIU for the scheme based on previous version of the scheme. The suggested Roles of NMIU are as below:

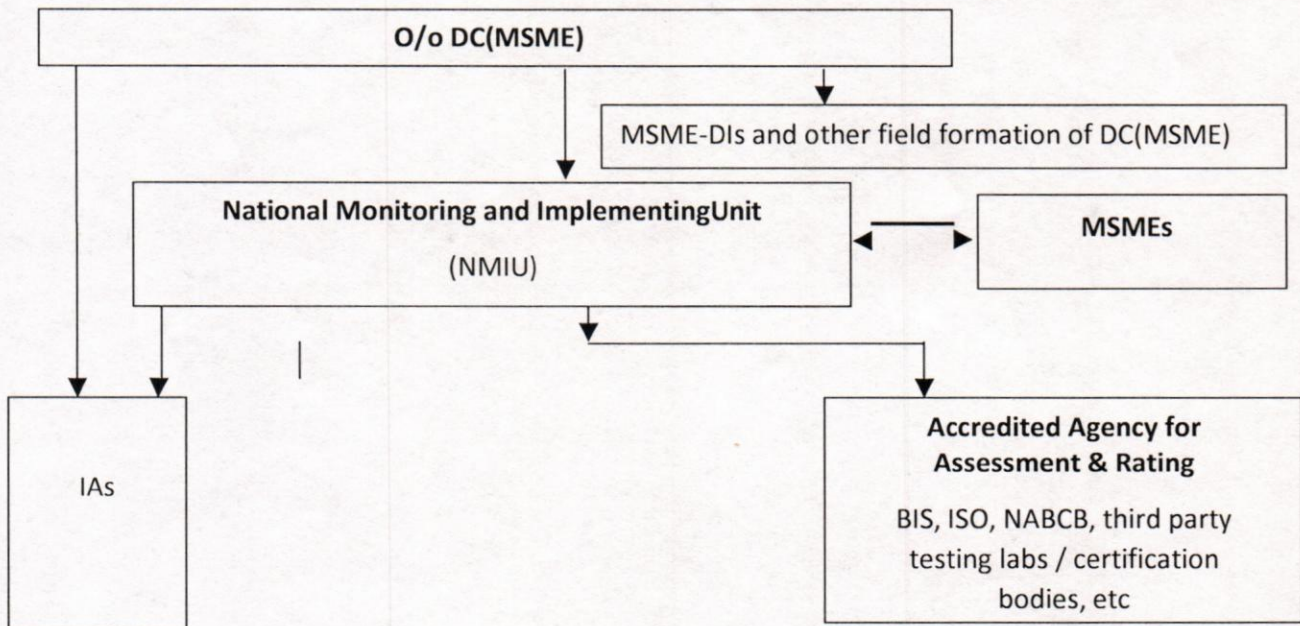
- Monitoring and Implementation Unit of DC (MSME).
- Taking over the ZED website developed by QCI on behalf of the ministry and maintaining it for the implementation of the scheme, including the registration and certification portal and the grievance redressal Portal
- Maintaining agreements / liaison with National and International Quality and Standards Institutions and organizations.

- Conducting Industry promotion and awareness programmes for MSMEs and support /associate in similar programmes organized by the other agencies & hosting training programme for officials of central Organizations and State DICs,
- Monthly Reviews and Trouble Shooting.
- Accepting scheme funds and releasing funds to applicants after scrutiny by PMAC.
- Maintaining separate accounts & managing and keeping centralized accounting for the fund flow.
- Periodic Target assessments & publishing of success stories, case studies, etc.

**A THREE TIER STRUCTURE IS BEING IMPLEMENTED IN THE SCHEME;**



**5.0 MODALITIES OF FUND TRANSFER:**



**Fund Transfer to NMIU:** For facilitating the smooth and faster roll out of the Scheme at a National Level, the total amount of grant envisaged under the Scheme would be periodically transferred to NMIU to be kept in a separate account to be opened by NMIU. NMIU could take the funds out of this account against compliance of pre-defined conditions. NMIU would keep and periodically report on the fund status O/o DC MSME.

### ANNEXURE 1: PLEDGE

1. I \_\_\_\_\_ proprietor/Managing director /CMD of M/s \_\_\_\_\_ pledge to uphold the values of Zero DefectZero Effect in our enterprise. We further resolve to constantly upgrade our systems, processes and products to meet the highest standards of the quality and excellence as per the zero defect zero effect preamble.
2. I hereby state that the life of the product is \_\_\_ days/months/years and we have \_\_\_\_\_ certifications and will redress all the consumer complaints/ queries.
3. The warranty/guarantee for the product is for \_\_\_\_ days/month/years.
4. The complaints can be mailed to \_\_\_\_\_ with \_\_\_\_\_ complaint number.
5. I also pledge to use recyclable packing and packaging for the product having a clear recyclable plan.

All this information is mentioned on the product label.

I hereby certify & declare that the above statement is true to the best of my knowledge.

Date

## **ANNEXURE 2**

The Product Certification Schemes of BIS aims at providing Third Party assurance of quality, safety and reliability of products to the customer. Presence of BIS certification mark, known as Standard Mark, on a product is an assurance of conformity to the specifications. The manufacturer is permitted to self-certify the licensed products after ascertaining its conformity to the Standard. Through its surveillance operations, the Bureau maintains a close vigil on the quality of certified goods. The conformity is ensured by regular surveillance of the licensee's performance by surprise inspections and testing of samples, drawn both from the market/factory.

### **ANNEXURE 3 – List of SDOs**

1. Food Safety and Standards Authority of India (FSSAI), - Ministry of Health and Family Welfare
2. The Petroleum and Explosives Safety Organisation (PESO)- Ministry of Commerce and Industry
3. Directorate of Standardization – Ministry of Defence
4. Central Electricity Authority - Ministry of Power
5. Food Corporation of India - Ministry of Consumer Affairs, Food and Public Distribution
6. Directorate of Marketing and Inspection - Ministry of Agriculture
7. Central Pollution Control Board - Ministry of Environment and Forests
8. Department of Fertilizers - Ministry of Chemicals and Fertilizers
9. Oil Industry Safety Directorate - Ministry of Petroleum and Natural Gas
10. Atomic Energy Regulatory Board – Department of Atomic Energy
11. Petroleum and Natural Gas Regulatory Board- Ministry of Petroleum and Natural Gas
12. Directorate General of Mines Safety- Ministry of Labour and Employment
13. National Jute Board - Ministry of Textiles
14. Ministry of Textiles
15. Ministry of Water Resources, River Development & Ganga Rejuvenation
16. National Horticulture Board (NHB) - Ministry of Agriculture
17. Department of Animal Husbandry, Dairying & Fisheries - Ministry of Agriculture
18. Centre for Fire, Environment & Explosive Safety
19. e Governance Standards Portal - Department of Information Technology
20. Standardisation Testing and Quality Certification - Department of Information Technology
21. The Central Council for Research in Ayurveda & Siddha (CCRAS) – Department of AYUSH
22. Ministry of Health and Family Welfare
23. Indian Roads Congress
24. Delhi Electricity Regulatory Commission
25. Research Designs and Standards Organization
26. Central Electricity Regulatory Commission
27. Central Board of Irrigation & Power
28. Coconut Development Board
29. Ministry of Road Transport and Highways
30. Spices Board India
31. Central Insecticides Board and Registration Committee
32. Export Inspection Council of India
33. The Marine Products Export Development Authority
34. The Agricultural and Processed Food products Export Development Authority (APEDA)
35. Central Drugs Standard Control Organization
36. Department of Agriculture and Cooperation
37. Ministry of Food Processing Industries
38. The Cashew Export Promotion Council of India
39. The Medical Council of India
40. Department of Biotechnology (under the Ministry of Science and Technology)
41. Tea Board of India
42. Automotive Research Association of India (ARAI)
43. Office of the Textile Commissioner
44. Office of the Jute Commissioner
45. Telecommunication Engineering Centre (TEC)
46. Directorate General of Civil Aviation
47. Ministry of Environment, Forests and Climate Change (MoEFCC)
48. The Directorate General, Factory Advice and Labour Institutes (DGFASLI)

[Link to the List of SDOs](#)

## ANNEXURE 4

### International Standards Developing Organizations

1.  International Organization for Standardization (ISO)
2.  International Electrotechnical Commission (IEC)
3.  International Telecommunication Union (ITU)
4.  World Standards Servicing Network (WSSN)
5.  IEEE-Standards Association

[Link to International SDOs](#)