



कार्यालय, आयुक्त सीमा शुल्क, आयात-I  
OFFICE OF THE COMMISSIONER OF CUSTOMS (IMPORT-I)  
मूल्य निरूपण ( सामान्य), प्रथम तल, नवीन सीमा शुल्क भवन  
APPRAISING (GEN), 1<sup>ST</sup> FLOOR, NEW CUSTOM HOUSE,  
बॅलार्ड इस्टेट, मुंबई-I BALLARD ESTATE, MUMBAI – 1,  
Fax-022-22757402, Email – [ag1.mumbai@gov.in](mailto:ag1.mumbai@gov.in)

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Attention of all the stake holders, is invited towards the discussions in CCFC Meeting held on 01.12.2023 in which BCBA representative requested to share a proper email-id of BIS office on which problems faced by trade (importers) in mandatory compliance of applicability of BIS, labelling and marking on the product etc. could be raised for timely reply and solutions. It was informed by the President, BCBA that timely reply /response is lacking on the email ids and telephone numbers of BIS offices presently available with trade.

2. Import-1 Commissionerate has raised these points with Senior Scientist-G & Head, BIS-MUBO-I and BIS Officials in New Delhi. After due deliberations with BIS officials, the following existing mechanism of grievance redressal and problem solving at the end of BIS and Line Ministry is being reiterated as below.

- 2.1 If there is any query in respect of mandatory compliance of applicability of BIS, stakeholders are advised to visit the URL [www.bis.gov.in/product-certification/products-under-compulsory-certification](http://www.bis.gov.in/product-certification/products-under-compulsory-certification).
- 2.2 If there is any query in respect of labelling and marking on the product, stakeholders are advised to visit URL [www.bis.gov.in/product-certification/product-specific-information-2/product-manualsmk/](http://www.bis.gov.in/product-certification/product-specific-information-2/product-manualsmk/) and to look out for the product manual of respective Indian Standard.
- 2.3 If the trade is having issues/queries related to the applicability of Quality Control Order (QCO) on a particular product or implementation of QCO or any matters connected therewith or incidental thereto (like extension in the date of implementation of QCO, exemptions as on the date of implementation of the Order etc.), they may approach the concerned Line Ministry/Department of the Central Government that has issued the QCO.
- 2.4 If any other query is there, they may write to [cmd2@bis.gov.in](mailto:cmd2@bis.gov.in) or/and [cmd3@bis.gov.in](mailto:cmd3@bis.gov.in) which are the policy making departments of BIS.

3. This issues with the approval of Commissioner (Import-I) and Commissioner (Import-II) NCH, Mumbai Zone-I.

  
30.01.24  
(Mallinath K Jeure),  
Addl. Commissioner of Customs,  
Appraising Genera, Import-I, NCH,  
Mumbai, Zone-I

Copy to: -

- (i) Shri Pramod Kumar Tiwari, IAS, Director General(DG), BIS, New Delhi ([dg@bis.gov.in](mailto:dg@bis.gov.in)), with the request to issue suitable directions for timely response to trade and industry.
- (ii) Shri Satish Kumar, Scientist- G and Head, (MUBO-I), BIS, Mumbai ([humbo1@bis.gov.in](mailto:humbo1@bis.gov.in))
- (iii) The Pr. Chief Commissioner of Customs Mumbai Customs Zone-I.
- (iv) The Pr. Commissioner of Customs (General), Mumbai Customs Zone-I.
- (v) The Commissioner of Customs (Import-II), Mumbai Customs Zone-I.

- (vi) The Commissioner of Customs (Export), Mumbai Customs Zone-1
- (v) EDI, NCH for uploading on website of Mumbai Customs Zone-1
- (vi) BCBA
- (vii) Notice Board
- (viii) Office Copy