

Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs

RAJYA SABHA

STARRED QUESTION NO. *331

TO BE ANSWERED ON 24.03.2026

CHANGES IN BIS CERTIFICATION NORMS FOR ELECTRONIC PRODUCTS

*331. SHRI ASHOK SINGH:

Will the MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether any changes are proposed or scheduled to be rolled out in the Bureau of Indian Standard (BIS) certification norms with regard to imported electronic goods, if so, the details thereof;
- (b) the present norms for importing electronic consumer goods, requirements of certification and licences; and
- (c) the steps taken or proposed to strengthen consumer education, product safety awareness and grievance redressal mechanisms to ensure better protection of consumer interests across the country?

ANSWER

THE MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI PRALHAD JOSHI)

(a) to (c) : A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF RAJYA SABHA STARRED QUESTION NO.*331 FOR 24.03.2026 REGARDING CHANGES IN BIS CERTIFICATION NORMS FOR ELECTRONIC PRODUCTS ASKED BY SHRI ASHOK SINGH:

(a) & (b) : Electronics and Information Technology Goods (Requirement of Compulsory Registration Order), 2021 has been notified by Ministry of Electronic and Information Technology (MeitY) through which Electronics and IT products have been brought under compulsory BIS Registration as per provisions of Scheme- II of BIS (Conformity Assessment) Regulations, 2018.

Under this Scheme, a licence to use or apply a Standard Mark, through registration based on self-declaration of conformity, is granted for goods or articles, hereinafter referred to as products, manufactured in a manufacturing premises and conforming to all the requirements of the relevant Indian Standard(s). The manufacturer ensures that the product has been tested for conformity against all the requirements of the Indian Standard and submits test report which is issued by third party laboratory.

At present, 65 product categories have been notified under the schedule of “Electronics and Information Technology Goods (Requirement of Compulsory Registration) Order, 2021”. The Order is equally applicable to imported or domestically manufactured goods.

Earlier, as per Scheme-II of Bureau of Indian Standards (BIS) Conformity Assessment (CA) Regulations, 2018, provisions were available for Central Government to notify only Standard(s) for compulsory BIS certification. Now vide Gazette Notification dated 25th February, 2026 in the BIS Conformity Assessment Regulations, 2026, Scheme-II has been amended to include provisions for Central Government to notify essential requirements also besides Standard (s) for compulsory BIS certification.

Also, under this Scheme-II, the existing provisions have been amended, so that validity of initial Grant of Certification has been increased up to 5 years (in place of earlier up to 2 years) with annual payment of fee. Further, the existing provision for renewal of Certification up to 5 years with advance payment of fees for the entire renewal duration has been amended to allow annual payment of fee.

(c) : Bureau of Indian Standards (BIS) organizes awareness programmes and other activities on a regular basis through the network of Regional Offices and Branch offices. These programmes includes Awareness Programme on Standards under Compulsory Certification, Hallmarking, Gram Panchayat Sensitization programmes etc. Further, BIS has launched a user-friendly mobile app for Android and iOS, enhancing consumer access and engagement beyond its web portal. The app supports 12 languages (10 regional, Hindi, and English) and is free to download.

The Bureau of Indian Standards (BIS) has established 9,437 Standards Clubs across the country, including 8,037 in schools, as a key initiative to promote awareness of quality, safety, and standardization among young citizens. Through these clubs, students are introduced to the concept of standards and their role in ensuring the safety and reliability of products and services in everyday life.

BIS has a well-established online complaints mechanism wherein consumers can register through the BIS CARE app or the BIS Complaints Portal (https://www.services.bis.gov.in/php/BIS_2.0/). Upon registration, a unique complaint number is generated for tracking, and the redressal is ensured within the prescribed timeline.

Department of Consumer Affairs also conducts country-wide multimedia consumer awareness campaigns under the aegis of “Jago Grahak Jago” to make the consumers aware of Unfair Trade Practices, grievance redressal mechanisms, other important consumer related issues through electronic, digital, outdoor and social media and participation in fairs and festivals.

To reach citizens without smartphones or internet access, the Department carried out large-scale IVRS voice call campaigns across the country with a focus on Scheduled caste - dominated areas in 2025 in which 23 Cr calls were made. Similarly, the Department also conducted large-scale SMS campaigns in eleven languages in which 65 Cr. SMSs were sent to 15 Cr. PDS beneficiaries in first phase and 24 Cr. SMSs were sent to consumers in ST dominated areas, in 2nd phase in 2025. The Department also generated awareness by playing consumer awareness jingles on All India Radio during ICC Men's T20 World Cup 2026 matches which was broadcasted Over 24 Rainbows Stations, 66 Primary Channels & 86 Local Radio Stations of National & Regional channels of AIR.

At the grassroots level, the Department conducted weekly virtual sessions with Panchayats across various States and Union Territories during the year 2024, 2025 and 2026 wherein more than lakh number of Panchayats representatives attended the sessions. The Department also ran a digital banner advertisement campaign in February 2026 on the IRCTC website and mobile app, generating 78.7 crore impressions during the campaign period.

The National Consumer Helpline (NCH) administered by the Department of Consumer Affairs has emerged as a single point of access to consumers across the country for their grievance redressal at a pre-litigation stage. Consumers can register their grievances from all over the country in 17 languages including Hindi, English, Kashmiri, Punjabi, Nepali, Gujarati, Marathi, Kannada, Telugu, Tamil, Malayalam, Maithili, Santhali, Bengali, Odia, Assamese and Manipuri through a toll-free number 1915. These grievances can be registered on Integrated Grievance Redressal Mechanism (INGRAM), an omni-channel IT enabled central portal, through various channels- WhatsApp (8800001915), SMS (8800001915), email (nch-ca@gov.in), the NCH app, the web portal (consumerhelpline.gov.in) and the Umang app, as per their convenience.

The “e-Jagriti” portal launched by the Department on 1st January, 2025 to enhance consumer grievance redressal, allows users to file complaints seamlessly from anywhere with multilingual support.

The Central Consumer Protection Authority (CCPA) under the Department regulates matters relating to violation of rights of consumers, unfair trade practices and false or misleading advertisements which are prejudicial to the interests of consumers and to promote, protect and enforce the rights of consumers as a class.
