

Consumer Affairs and Customer Care

Made by
Ms. Kavita Kamboj
Assistant Professor
SRCC



VOLUNTARY AND MANDATORY STANDARDS

VOLUNTARY STANDARDS

- **Voluntary standards** are **standards** established generally by private-sector bodies and that are available for use by any person or organization, private or government.

- **FOR EG. :** 1. HALLMARK
2. ISO

MANDATORY STANDARDS

- A **mandatory standard** is a **standard** that requires compliance because of a government statute or regulation, an organization internal policy, or contractual requirement.

- **FOR EG. :** 1. AGMARK
2. ISI (certain products only)

Voluntary and mandatory trade standards traditionally serve different objectives:

Mandatory standards

Foster trade and economic growth

Encourage competition

Protect consumers against unsafe or substandard products

Voluntary standards

Develop markets for socially or environmentally responsible products

Promote other environmental social and environmental objectives

Compensate for the lack of local or national regulatory capacity

But as we shall see, objectives are beginning to overlap. . .

The background of the image is a dense, repeating pattern of gold coins falling from the top. The coins are shown in various orientations, some as flat discs and others as rounded spheres, creating a sense of motion and abundance. The lighting is bright, highlighting the metallic texture and color of the coins.

HALLMARK

WHAT IS HALLMARK?

Hallmarking is the accurate determination and official recording of the proportionate content of precious metal in precious metal articles. Hallmarks are thus official marks used in many countries as a guarantee of purity or fineness of precious metal articles.



Hallmarking of gold and silver will be mandatory by 15th Jan, 2021.



HOW TO ASSESS THE PURITY OF GOLD ?

Mark	Gold Purity (Carat) Level
958	23 carat
916	22 carat
875	21 carat
750	18 carat
585	14 carat
375	9 carat

- *Complete the five necessities*
- *Consider the carat which indicates purity and fineness.*
- *Use your bargaining power to reduce making charges .*



**International Organization Of
Standardisation**



Founded -23 February 1947

**Headquarters -Geneva,
Switzerland**

ISO is an independent, non-governmental international organization with a membership of 161 national standards bodies. the organization promotes worldwide proprietary, industrial and commercial standards that work in 162 countries.



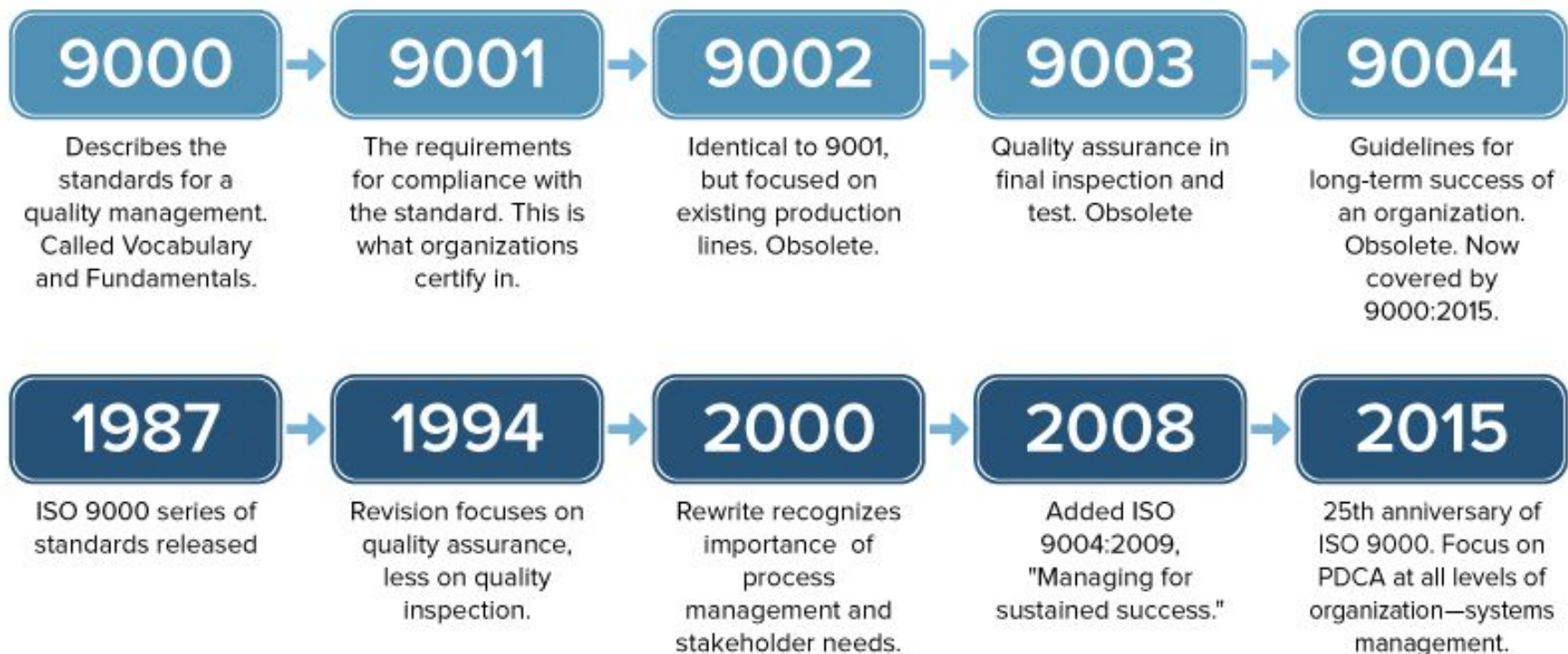
Began in 1946 to facilitate the international coordination and unification of industrial standards

They have published over 22090 International Standards



What is the ISO 9000 series of quality management system standards?

- Created by the International Organization for Standardization (ISO) as international requirements and guidelines for quality management systems.
- Originally introduced in 1987
- Adopted in over 178 countries



ISO 10000 Series Of Quality Standards

The International Standards Organization (ISO) has many supporting standards Which are used in conjunction with the ISO 9000 series



0.2 - ISO 10000 numbered standards

0.2 – GUIDELINES

ISO10001	Customer Satisfaction Guidelines	ISO10012	Management of measurement processes
ISO10002	Customer Satisfaction – handling complaints	ISO10013	QMS Documentation
ISO10003	Customer Satisfaction – External Dispute	ISO10014	Realizing financial and economic benefits
ISO10004	Monitoring and Measuring Customer Satisfaction	ISO10015	Guidelines for Training
ISO10005	Guidelines for Quality Plans	ISO10017	Guidance on Statistical Techniques
ISO10006	Guidelines for Quality Management in Projects	ISO10018	Guidance on People Involvement & Competence
ISO10007	Guidelines for Configuration Management	ISO10019	Guidelines for the selection of QMS consultants
ISO10008	Guidelines – Electronic Commerce	ISO19011	Guidelines for auditing management systems

ISO 26000 - SOCIAL RESPONSIBILITY

- Is an International Standard providing guidelines for social responsibility named **ISO 26000** or simply *ISO SR*.
- released on 1 November 2010.
- goal is to contribute to global sustainable development, by encouraging business and other organizations to practice social responsibility and to manage their impacts on their workers, their natural environments and their communities.

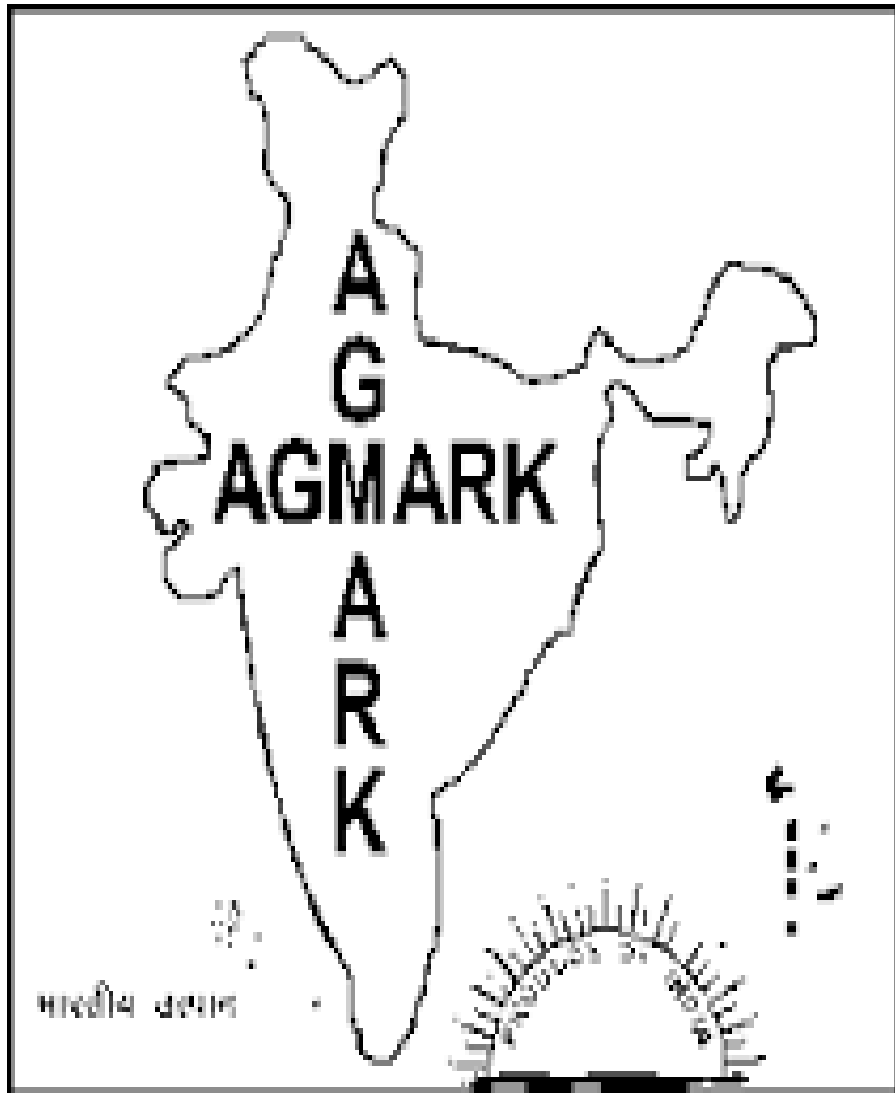
Social responsibility: **7** core subjects





AGMARK





- Mandatory standard
- National consumer helpline - 1800-11-4000
- few certified AGMARK Commodities are :-
 1. Vegetable Oils and blended edible vegetable oils
 2. Spices (whole and powdered) and powdered mixed spices
 3. Compounded Asafoetida (Hing)
 4. Cereals and Pulses
 5. Ghee, Butter, Honey



AGMARK CERTIFICATION



REGISTRATION AND PROCEDURE

- Apply to the nearest field office of the DMI
- Should have necessary infrastructure to process the commodity
- Chemist tests the raw material and the processed commodity
- The field officers check on the commodity graded and certified under by drawing check samples

Requirement of Agmark Application Proceedings

1. **Copy of test report(s), duly authenticated, from independent Agmark recognized laboratory.**
2. **Document authenticating establishment of the firm, such as Registration by Company Registrar**
3. **State Authority or Memorandum of Article in case Applicant Firm is a Limited Company**
4. **Partnership Deed in case the applicant firm is under Partnership.**
5. **Name of the products .**
6. **Name of the applicant**
7. **Name of the Firm/ Company**
8. **Address of the Firm/ Company**
9. **Sample of the product(in pouch of 500 gm.or 1 kg.**
10. **Started Time period of product(specify exact Date/Month/year)**
11. **Total gross product in K.g.(for last year)**
12. **Turnover of last year**

BIS

BUREAU OF INDIAN STANDARDS



BUREAU OF INDIAN STANDARDS

Headquarters: Manak Bhawan

Founded: 23 December 1986

The logo for the Bureau of Indian Standards (BIS) consists of the letters 'BIS' in a large, bold, white, sans-serif font, set against a solid black rectangular background.

The **Bureau of Indian Standards (BIS)** is the national Standards Body of India working under the aegis of Ministry of Consumer Affairs, Food & Public Distribution, Government of India.

- established under the BIS Act 1986**
- was formerly the Indian Standards Institution (ISI)**
- has 25 members drawn from Central or State Governments, industry, scientific and research institutions, and consumer organisations.**

Thank You