

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
DEPARTMENT OF FOOD SUPPLIES & CONSUMER AFFAIRS,  
K-BLOCK, VIKAS BHAWAN, I.P.ESTATE, NEW DELHI  
(CONSUMER AFFAIRS BRANCH)**

NO.F. 50/222(23)/F&S/CA//2022/178-183

Dated:- 28/2/2022

To

- I. The Member Secretary, Delhi State Legal Services Authority Central Office, Pre-Fab Building First Floor, Patiala House Courts, New Delhi - 110001.
- II. The Commissioner, Industries, Industrial Area, Patparganj, Delhi
- III. The Consumer Organizations:-
  - i. The Secretary, Voluntary Organization in Interest of Consumer Education (VOICE), O-45, Basement, Lajpat Nagar-II, New Delhi-110024
  - ii. The President, Dignity Restoration and Grievance Settlement Association B-4/84/2, Safdarjung Enclave, New Delhi-110029
  - iii. The Secretary, Consumer Coordination Council (CCC) Plot No. 89, 2nd Floor, Chilla Village, Near Amity International School, Mayur Vihar Phase-I Ext. New Delhi-110091
- IV. Registrar, Delhi State Dispute Redressal Commission, A-Block, Vikas Bhawan, New Delhi
- V. All Presidents, District Commissions.
- ✓ VI. System Analyst, F&S to upload in the website of F&S Department

**Subject : Safety Notice in terms of Consumer Protection Act , 2019 alerting consumers against buying household goods which do not conform to BIS standards.**

Sir,

I am directed to find enclosed herewith email dated 23/12/2021 with enclosures, letter No.J-25/77/2021-CCPA received from Nidhi Khare, Additional Secretary, Ministry of Consumer Affairs, Food and Public Distribution, Department of Consumer Affairs, Krishi Bhawan, New Delhi, on the subject cited above for taking appropriate action in the matter under intimation to this office, the action taken report may be provided to Ministry directly.

Thanking You.

Yours faithfully,

Assistant Director  
(Consumer Affairs)

363/SSA/IF  
07/03/2022

SA(MKS) Mukesh 07/3/2022  
Sh. Anurag 08/3/2022

**Fwd: Safety Notice in terms of Consumer Protection Act 2019 alerting consumers against buying household goods which do not conform to BIS Standards**

Neeraj Semwal <cfood@nic.in>  
To: AD <assistantdirectorca@gmail.com>

23 December 2021 at 17:19

**From:** "Shri Vijay Kumar Dev" <csdelhi@nic.in>  
**To:** "Neeraj Semwal" <cfood@nic.in>, "Sanjeev Ahuja" <labcom@nic.in>  
**Sent:** Monday, December 20, 2021 5:52:13 PM  
**Subject:** Fwd: Safety Notice in terms of Consumer Protection Act 2019 alerting consumers against buying household goods which do not conform to BIS Standards

**From:** "Nidhi Khare" <as-ca@gov.in>  
**To:** "Chief Secretary Andamans" <cs-andaman@nic.in>, "Naresh Kumar" <cs-arunachal@nic.in>, "Jishnu Barua IAS" <cs-assam@nic.in>, "Chief Secretary Office" <cs-office.cg@gov.in>, "Chief Secretary" <cs-go@nic.in>, "cs@guj@gujarat.gov.in", "Sanjeev Kaushal, IAS" <cs@hry.nic.in>, "Ram Subhag Singh" <cs-hp@nic.in>, "Shri Sukhdev Singh" <cs-jharkhand@nic.in>, "Dr.V.P.Joy IAS" <chiefsecy@kerala.gov.in>, "cs@kamataka.gov.in", "Iqbal Singh Bains" <cs@mp.nic.in>, "chiefsecy@maharashtra.gov.in", "cs-manipur" <cs-manipur@nic.in>, "cso-meg" <cso-meg@nic.in>, "cs-mizoram" <cs-mizoram@nic.in>, "Mr JAN ALAM" <csngl@nic.in>, "Suresh Chandra Mahapatra" <csori@nic.in>, "Chief Secretary Punjab" <cs@punjab.gov.in>, "csraj@rajasthan.gov.in", "Mr S.C Gupta" <cs-skm@hub.nic.in>, "cs@tn.gov.in", "CS Telangana" <cs@telangana.gov.in>, "cs-tripura" <cs-tripura@nic.in>, "CHIEF SECRETARY GoUP" <csup@nic.in>, "chief secretary" <cs-uttaranchal@nic.in>, "Shri H K Dwivedi" <cs-westbengal@nic.in>, "Dharam Pal" <adviser-chd@nic.in>, "ADMR CHD" <admr-chd@nic.in>, "Shri Vijay Kumar Dev" <csdelhi@nic.in>, "Praful Patel" <lk-admin@nic.in>, "Chief Secretary CS, Puducherry" <cs.pon@nic.in>, "cs-jandk" <cs-jandk@nic.in>, "Advisor to LG" <advisor-ig-ladakh@gov.in>, "Administrator DNH DD" <administrator-dd-dnh@nic.in>  
**Cc:** "Anupam Mishra" <com-ccpa@nic.in>, "Central Consumer Protection Authority" <ccpa-doca@gov.in>  
**Sent:** Monday, December 20, 2021 5:48:35 PM  
**Subject:** Safety Notice in terms of Consumer Protection Act 2019 alerting consumers against buying household goods which do not conform to BIS Standards

Sir/Madam,

PFA Safety Notice on the above subject.

Regards,


Nidhi Khare  
Additional Secretary & Chief Commissioner, CCPA  
Ministry of Consumer Affairs  
011-23384027





19/c



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सबका विकास  
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### Grand Hologram Statue of Netaji

Operating Time :  
October - March : 6:30 pm - 4:30 am | April - September : 7:30 pm - 5:30 am

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## About Amrit Mahotsav

Azadi Ka Amrit Mahotsav is an initiative of the Government of India to celebrate and commemorate 75 years of progressive India and the glorious history of it's people, culture and achievements.

This Mahotsav is dedicated to the people of India who have not only been instrumental in bringing India thus far in it's evolutionary journey but also hold within them the power and potential to enable Honourable Prime Minister Sh. Narendra Modi Ji's vision of activating India 2.0, fuelled by the spirit of Atmanirbhar Bharat.

Azadi ka Amrit Mahotsav is an embodiment of all that is progressive about India's socio-cultural, political and economic identity. The official journey of "Azadi ka Amrit Mahotsav" commenced on 12th March, 2021 which started a 75 week countdown to our 75th anniversary of Independence and will end post a year on 15th August, 2023.

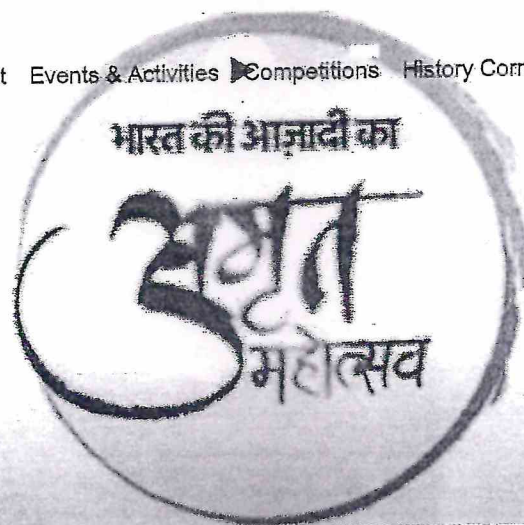
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Did You Know?  
Once sweet dish is served  
staff associated with  
Budget making & printing  
process is required to stand  
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## Themes of Azadi Ka Amrit Mahotsav

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[Poems@75](#)

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[Amrit Mahotsav@75](#)

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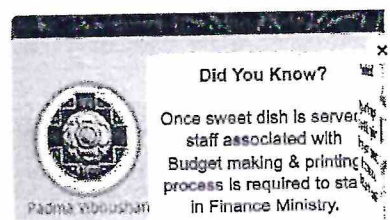
[Scientists at ARCI create a new method for producing hydrogen with smaller carbon footprint \(Ideas@75\)](#)

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## Weekly Highlights

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17/0

Prime Minister Narendra Modi inaugurates 216-feet tall 'Statue of Azadi Ka Amrit Mahotsav' commemorating the 11th century Bhakti Saint Sri Ramanujacharya

'Beating the Retreat' Ceremony 2022: Events & Activities in 10th Editions with audience for first time

Announcement of Padma Awards Blog Media Coverage

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## Children's Corner

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Hon'ble Prime Minister Shri Narendra Modi Ji lauding the efforts of CCRT in Mann ki Baat

अंतरराष्ट्रीय बाल कवि सम्मेलन - 'आजादी की कहानी- बच्चों की जुबानी'

Azadi Ke Sanani - Dress up like your favorite freedom fighter and get feature

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## Thanjavur Utsavam

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Thanjavur Utsavam Day 1: February 11th, 2022

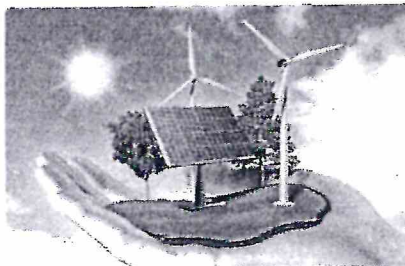


Thanjavur Utsavam Day 1: February 11th, 2022

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## Renewable Energy

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A Program on Renewable Energy Day 3: 18.02.2022

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Sanjivini Museums



A Program on Renewable Energy Day 3: 18.02.2022

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Once sweet dish is served staff associated with Budget making & printing process is required to stay in Finance Ministry.

16/0



About Events & Activities Competitions History Corner Blog Media Coverage Q

Reimagining Museums in India Day-1: 15 February 2022

### Events & Activities

By Ministries & Departments By States & UTs By Country Iconic Events



14-02-2022

इसका मैं भारतीय दत्तात्रय देवता  
आजो जित हिंदी दिवस प्रसिद्धा

27-03-2022

Half marathon organized in  
Patna, Bihar

14-03-2022

49th Management Skills  
Orientation Program held  
at Chennai

07-03-2022

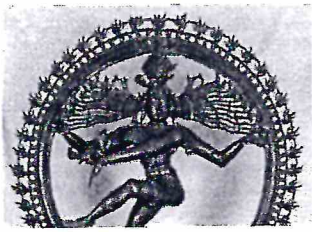
7th batch of 15 Days  
Executive Development  
Program held at C...

Upcoming Events >

### Blog

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14 Feb, 2022

Invaluable artifacts found in the museums of India  
Museums are critical to preserving the history and  
heritage of any given country. The safe keep the antiquity  
of civilizations through centuries,...



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11 Feb, 2022

Splendour of the Brihadeshwar Temple in  
Thanjavur, Tamil Nadu  
Waking up to the sight of Thanjavur's ancient buildings is  
like stepping back in time. With edifices that date back  
more than 1000 years, the cit...

Tweets by @AmritMahotsav

Amrit Mahotsav  
Retweeted

Ministry of Culture  
@MoCIndiaGovt

The Global Summit 'Reimagining  
Museums in India' is a platform  
that will encourage the exchange  
ideas and best practices among  
national and international

Did You Know?

Once sweet dish is served  
staff associated with  
Budget making & printing  
process is required to stand  
in Finance Ministry.

15/6

File No. J-25/77/2021-CCPA  
Central Consumer Protection Authority

14/c

Krishi Bhawan, New Delhi  
Dated 16<sup>th</sup> December, 2021

**Subject: Safety Notice in terms of Consumer Protection Act, 2019 alerting consumers against buying household goods which do not conform to BIS standards**

Whereas, the Central Consumer Protection Authority (CCPA) has been established to regulate matters relating to violation of rights of consumers, unfair trade practices and false or misleading advertisements which are prejudicial to the interest of public and consumers and to promote and enforce the rights of consumers as a class.

2. Whereas, under **Section 18(2)(i)** of the Consumer Protection Act, 2019, CCPA is empowered to issue safety notices to alert consumers against dangerous or hazardous or unsafe goods or services.

3. Whereas, to protect consumers from risk of suffering injury and harm and ensure required safety & technical standards are followed, Central Government is empowered to direct conformity to standard and compulsory use of standard mark under **Section 16** of BIS Act. These directions are generally published in form of Quality Control Orders (QCO).

4. Whereas, QCOs have already been published for various household goods like helmets, sewing machines, hand-held blender, domestic pressure cooker and aluminum foil for food packaging. Violation of compulsory standards for such goods endangers public safety putting consumers at the risk of suffering severe harm or injury. A list of common household goods for which compulsory standards have been issued are attached as **Annexure - I**.

5. Whereas, **Section 17** of the BIS Act, 2016 prohibits any person to manufacture, import, distribute, sell, hire, lease, store or exhibit for sale any such goods or article for which direction of compulsory use of Standard Mark has been published by the Central Government under **Section 16(1)** of the Act. Further, **Section 29 (3) and (4)** of the Act, stipulate the penalty for contravention of **Section 17** and designate it as a cognizable offence.

6. Whereas, 'Consumer Rights' enshrined under **Section 2(9)** of the Act include the Right to be protected against the marketing of goods, products or services which are hazardous to life and property and the Right to be informed about the quality, quantity, potency, purity, standard and price of goods, products or services, as the case may be, so as to protect the consumer against unfair trade practices.

13/c

7. Whereas, under **Section 2(47)** of the Act, unfair trade practice means and includes promoting the sale, use or supply of any goods by adopting any unfair method or unfair or deceptive practice by making any statement, whether orally or in writing or by visible representation including by means of electronic record, which falsely represents that the goods are of a particular standard, quality, quantity, grade, composition, style or model. It also includes permitting the sale or supply of goods intended to be used, or are of a kind likely to be used by consumers, knowing or having reason to believe that the goods do not comply with the standards prescribed by the competent authority relating to performance, composition, contents, design, constructions, finishing or packaging as are necessary to prevent or reduce the risk of injury to the person using the goods.

8. Whereas, it may mentioned that CCPA has decided to take up cases involving sale or offering for sale goods which violate compulsory standards as matter of preventing unfair trade practice and to protect, promote and enforce the rights of consumers as a class. Therefore, any person found selling the annexed household items without conforming to compulsory standards and holding valid license as prescribed by BIS shall be liable for violation of consumer rights and unfair trade practices and face action under the Consumer Protection Act, 2019.

9. Hence, consumers are hereby cautioned against purchasing the annexed household goods without valid ISI mark. Industry associations, consumer organizations and legal service authorities are requested to give wide publicity to this notice for spreading awareness among consumers to check conformity to BIS standards before purchasing the goods.

10. If any consumer finds any person selling or manufacturing such goods in violation to BIS standards, a complaint may be sent to BIS using the BIS Care mobile or the Consumer Engagement Portal at [https://www.services.bis.gov.in:8071/php/BIS\\_2.0/](https://www.services.bis.gov.in:8071/php/BIS_2.0/). Alternatively, complaint may also be sent to CCPA by e-mail at [com-ccpa@nic.in](mailto:com-ccpa@nic.in).

  
Nidhi Khare

Chief Commissioner, CCPA

To

All Consumer Organizations  
All Industry Associations  
All Legal Service Authorities  
All States / U.T.s  
All Law Chairs

12/c

Annexure - I

S. No.	Name	Line Ministry	Standard	Date of coming into force
1	Electrical Immersion Water Heaters	DPIIT	IS 302-2-201 (1992)	17.02.2003
2	Electric Iron	DPIIT	IS 302-2-3 (1992)	17.02.2003
3	Switches for domestic and similar purposes	DPIIT	IS 3854: 1988	17.02.2003
4	Domestic Gas Stoves for use with Liquefied Petroleum Gases	DPIIT	IS 4246:20020	01.06.2020
5	Microwave Oven	MEITY	IS 302 : Part 2 : Sec.25 : 2014	18.09.2021
6	Aluminium Foil for Food Packaging	DPIIT	IS: 15392	17.08.2020
7	Hand-held Blender	DPIIT	IS 302 : Part 2 :Sec 14	01.05.2019
8	Domestic Electric Food Mixer (Liquidizers and Grinders) and Centrifugal Juicer.	DPIIT	IS 4250	01.05.2019
9	Helmet for riders of Two Wheeler Motor Vehicles	MoRTH	IS 4151: 2015	01.06.2021
10	Sewing Machines	DPIIT	IS 15449 : Part 1 : 2004	01.09.2021
11	Cooking Gas Cylinder	DPIIT	As specified in Gas Cylinder Rules, 2016	22.11.2016