

[Translation]

Quality of Product

342. SHRI NAWAL KISHORE RAI:
DR. GUNWANT RAMBHAU
SARGODE:

Will the Minister of CIVIL SUPPLIES CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether any complaints have been received by the Bureau of Indian Standards about the poor quality of products;

b) if so, the details thereof and action taken thereon;

(c) whether the Government have decided to adopt some special measures to check decline in standard of I.S.I. marked products in future: and

(d) if not, the reasons therefor?

THE MINISTER OF CIVIL SUPPLIES CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (SHRI A.K. ANTONY): (a) and (b). Complaints are received by BIS from time to time with regard to quality of BIS certified products. During 1993-94, 209 complaints were received and 144 were disposed of. Action on these complaints is taken in accordance with the Certification Marks Scheme. If the complaint is found to be genuine, replacement/repair of products are arranged through the manufacturer to the satisfaction of the complainant. Action is also taken against the manufacturer to ensure that necessary improvement in their quality control system is made so that the complaints do not recur. Additionally, during this period, about 500 licences were cancelled/deferred on the ground of violation of Certification

Marks Scheme. In some cases, temporary orders to stop marking were issued due to failure of samples in testing.

(c) and (d). A number of steps have been taken recently by BIS for bringing about improvement in the quality of the ISI marked products which include the following:

(i) The surveillance mechanism on the operation of licensees has been strengthened.

(ii) Concerted regular drives have been initiated to draw market samples.

(iii) More emphasis is being placed on the testing of market samples in assessing the performance of the licensees.

(iv) Steps have been taken to ensure reliability of testing in BIS laboratories through introduction of quality assurance testing programme and upgradation of the facilities in BIS laboratories.

[English]

New Education Policy

*343. MAJ. GEN. (RETD.) BHUWAN CHANDRA KHANDURI: Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

(a) whether the New Policy on Education visualised delinking of degrees from jobs;

(b) if so, the action taken by the Government to implement this;

(c) the reasons for abnormal delay;