



## **RULES GOVERNING PRODUCT CERTIFICATION**

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## **CHAPTER I: PRELIMINARY**

### **1. Legal basis**

As per Section 4 (d) and 11 (f) of the Bhutan Standards Act 2010 (“the Act”) and the approval accorded by the Board of the Bureau during its 6<sup>th</sup> Meeting held on 3<sup>rd</sup> November 2016, the Bhutan Standards Bureau (“the Bureau”) hereby issues these Rules Governing Product Certification.

### **2. Title and Commencement**

These Rules shall be called as *Rules Governing the Product Certification and* shall come into force on the 8<sup>th</sup> Day of November 2016 corresponding to the 8<sup>th</sup> Day of the 9<sup>th</sup> Month of Fire Male Monkey Year of the Bhutanese Calendar.

### **3. Scope of Application**

These Rules shall apply to all products manufactured in the country and imported into the country. The products covered by these rules are listed in Annexure 1, which shall be updated as and when revised by notices.

### **4. Amendment**

Amendment shall be made according to the needs and changes in national priorities, policies and industry trends. The amendment by way of addition, variation or repeal may be effected by the Bureau as and when required, after two third majority votes of the Bureau Board members.

### **5. Interpretation**

The power to interpret these Rules shall be vested with the Bureau who may issue such directions and notices as may be necessary to give effect to and carry out the provisions of these Rules.

### **6. Rules of Construction**

In this Rules unless the context indicates otherwise, the singular shall include the plural.

## 7. Aims and Objectives

These Rules shall serve both as ready reference and guidance for product certification by relevant organizations, prospective manufacturers, wholesale dealers and retailers for sale of products in Bhutan or for the purpose of export.

## 8. Definitions

Unless the context otherwise requires, the following words and terms used in this Rules shall have the following meanings assigned to them:

**Act** means the Bhutan Standards Act 2010

**Bureau** means the Bhutan Standards Bureau

**Certification** means third party attestation related to product or article, processes, systems or persons

**Committee** means the Committee established by the Bureau to accord approvals for certification of products.

**Director General** means the Head of the Bureau

**DoT** means Department of Trade

**Government** means the Royal Government of Bhutan

**International Certification** means certificate issued by an international certification body

**IRD** means the International Relations Division

**Member Secretary** shall mean the Officer designate for the product to review the application, conduct factory inspection and recommend the approval/certification of the product and appointed by the Head of the Bureau

**MoEA** means Ministry of Economic Affairs

**National Certification** means certificate issued by a national certification body

**Officer Designate** means an official designated to review and process applications for product certification based on established procedures adopted for the purpose

**Organization** means establishments both government and private including manufacturers

**Product** means an article or substance manufactured or refined for sale

**Relevant Organizations** means government/private organizations concerned with the implementation of these Rules

**RGOB** means Royal Government of Bhutan

## **CHAPTER II: COMMITTEE, CONDITIONS AND PROCEDURES FOR PRODUCT CERTIFICATION**

### **9. Committee**

- (1) There shall be established a Committee in the Bureau to determine the fulfillment of all requirements with respect to the application, test reports, factory inspection reports (where required) and product or any other samples.
- (2) The Committee shall consist of the following members appointed by the Chairperson of the Board:
  - (a) Director General, Bureau, Chairman
  - (b) Head, Certification Division, Bureau, Member
  - (c) Head, Standardization Division, Bureau, Member
  - (d) Head, Metrology and Laboratory Services Division, Member
  - (e) Head, International Relations Division, Member
  - (f) Head, Administration and Finance Division, Member
  - (g) Representative from DoT, MoEA, Member
  - (h) Member Secretary

### **10. Meeting of the Committee**

- (1) Meetings of the Committee shall be convened on a date and at a venue convenient to all the members confirmed one week prior to the meeting by the Member Secretary.
- (2) All decisions of the Committee shall be based on consensus. The quorum of the Meeting shall be two- third of the committee members.
- (3) The Member Secretary shall maintain all records and decisions of the Committee duly signed by the Members on the date the decision is made.
- (4) Subject to sub-section 10(1) the Committee shall meet as and when required

### **11. Application Procedure**

- (1) The The manufacturing company, its authorized dealer or its authorized representative may apply to the Bureau for certification of their products in the prescribed application

form that may either be downloaded from the Bureau's website [www.bsb.gov.bt](http://www.bsb.gov.bt) or purchase a printed copy from the office of the Bureau.

- (2) Applications, supporting documents and product samples may be posted to the following address:

**Director General, Bhutan Standards Bureau, Thimphu, Bhutan**

- (3) All applications for product certification must include the following:

- (a) Application Form completed in all respects
- (b) Company Profile
- (c) Product Catalogue
- (d) Product Specification
- (e) Product Price Structure
- (f) Copies of National/International Certification
- (g) Test reports from company laboratory and recognized third party testing laboratory
- (h) Product Samples
- (i) Credentials from prestigious organizations, if available

- (4) A non-refundable application fee as per published amount in Ngultrum shall be paid to the Bureau during the submission of the application. The amount of fee payable to the Bureau may be subject to revision from time to time by the Board and such changes shall be updated in the Annexure 2 – Fee Schedule of the Rules published on the website of the Bureau.

- (5) The application fee may be paid either by cash or by Demand Draft or other modes of payment drawn in favour of “Bhutan Standards Bureau, Thimphu” or any other agency as notified by the Bureau.

- (6) Upon receipt of the application fee the Officer Designate shall open a file against each new application received to complete the review and approval process.

## **12. Review and Approval Process**

- (1) Director General shall forward applications to the Head of the Certification Division who shall designate an Officer to review the applications and to ensure completeness of documentation requirements as per sub-section 11(3) including:

- (a) Application Form is complete in all respects

- (b) Products are certified in the country of origin by their national certification bodies, OR national certification bodies of other countries and attested copies of such certification are submitted.
- (c) Products are tested in the company's testing laboratory as well as at a recognized third party testing laboratory. Test reports from both these laboratories are submitted.
- (d) Certificates and test reports are valid or not older than one year.
- (e) Product specifications are provided.
- (f) Product samples are submitted.
- (g) Factory inspection as per Clause 12(2)

(2) Factory inspection shall be mandatory for products listed in Annexure 3 prior to its approval.

(3) Notwithstanding sub-section 12 (2) and where the committee is not able to take decisions based on the company's documentation, or where committee members have sufficient grounds to doubt the authenticity of documents or credibility of the company, factory inspections may be directed to ascertain facts and figures prior to grant of approval. Such inspections shall be carried out by the Officer designate and a second official from the Bureau or such other organization as approved by the Director General.

(4) Cost of Factory Inspection

- (a) For products requiring mandatory factory inspection, the Bureau shall expediently inform the company or their authorized representative in writing on the requirement and the related activities including obligations to finance the costs of activities.
- (b) For companies outside Bhutan, the costs of factory inspection including return flight/train tickets for the inspectors from Bhutan to the country where the factory is located shall be borne by the company, while per diem and terminal expenses for such visits shall be borne by the RGoB.
- (c) For ease of logistics, the applicants shall be responsible for arranging reasonable lodging facilities while payment for such accommodations shall be borne by the inspectors of the Bureau; the Head of IRD or Human Resource Officer or any Officer designated by the Director General shall be responsible for liaising with the applicants.

## (5) Laboratory Testing and Charges

- (a) As per international best practices, quality assurance of any product shall be based on certificates and test reports issued by recognized national, regional or international testing laboratories.
- (b) A product shall be subjected to additional laboratory testing requirement, in-house or abroad only when the test reports and certificates are ambiguous or when there is sufficient ground to doubt the credibility of a testing laboratory issuing the certificate or report.
- (c) If a product needs to be subjected to additional testing requirement, such test shall be carried out in a recognized laboratory in-country or outside Bhutan identified by the Bureau.
- (d) Any fees and/or charges and related expenses in connection to testing of the product(s), whether the testing is done in Bhutan or abroad, shall be paid by the applicant before the test is conducted (or the product sent for testing).
- (e) The Officer designate shall obtain the details of testing fees and/or charges and related expenses and intimate the same to the applicant expediently.

## (6) Review of Applications

- (a) Irrespective of the type of product, Officer designate shall review application and all documents submitted by the company as well as factory inspection report for authenticity and validity.
- (f) If a required document is missing, the Officer designate shall inform the applicant in writing advising the company to provide the required documents within thirty days, failing which the application will be deemed cancelled.
- (g) If all required documents are in order including the factory and test reports show that the product meets the required standards, the Officer designate shall intimate the Head of Certification Division who will then convene the Committee meeting.



- (h) The review process for a product shall not take more than seven (7) working days, and the committee meeting shall be held no later than three (3) working days on completion of the review of documents.

#### (7) Committee Meeting

- (a) The Committee shall meet as and when there is an application to be discussed. No application shall be left pending except in cases where required documents are missing or pending factory inspections.
- (b) Based on the appraisal by the Officer designate for that application/product, committee members shall cross check all documents. They shall also closely examine product samples submitted by the company.
- (c) The committee shall accord approval for product certification after ensuring that the product meets the specified standards as determined by the documentary evidences presented.

#### (8) Conveying the decision of the Committee

The Officer designate shall convey the decision of the Committee to the applicant or its authorized representative in writing the outcome of their application in no later than two (2) working days after the decision taken by the Committee.

#### (9) Publication of products certified

As and when a product is certified, the product shall be appended to the list of “BSB Approved Products”; updated in the Bureau's website; and notified in local newspapers.

### **13. Product Certification, Validity & Fees**

- (1) If the Committee approves the product certification of the applicant, the Officer designate shall arrange to issue a Product Certificate having a validity of two years in the name of the applicant signed by the Chairperson of the Committee.
- (2) The applicant or his/her authorized representative may collect the certificate from the Bureau within twenty one (21) days calculated from the date of conveying the decision of

the Committee to the applicant on payment of the applicable product certification fee, amount as published in Annexure 2. The certificates shall not be issued until the certification fees are paid and receipts obtained.

- (3) In the event the applicant fails to collect the certificate within twenty one (21) days or seek time extension, the product certificate shall be cancelled and the applicant shall be eligible to re-apply for the product certification only after a penalty period of six months.
- (4) Product Certificate shall normally be collected in original from the Bureau. However, arrangements to post the certificate may be considered on receipt of all applicable fees and postal charges and subject to Bureau not taking any responsibility for loss/damage or any inconvenience caused by the posting arrangement.

## **CHAPTER III: RENEWAL, SURVEILLANCE AND DEALERSHIP**

### **14. Renewal of Certificate**

- (1) Products certified by the Bureau are subject to renewal before the expiry date of their validity.
- (2) Applications for renewal should reach the Bureau four (4) weeks before the date of expiry as no grace period for renewal is considered.
- (3) If a product certificate is not renewed before the date of expiry, the certificate shall automatically be dropped from the Bureau's approved list and renewal of certification for the same product shall follow the same process followed by new applicants.
- (4) Documents required for the renewal of certificates include:
  - (a) Application Form for Renewal of Approval Certificate
  - (b) Copies of national, regional or international certifications, not older than 2 years
  - (c) Copies of Company and Third Party Test Reports, not older than 1 year
  - (d) Product Catalogue & Price Structures
  - (e) Bhutanese dealership Information
- (5) Applications for renewal must be in the prescribed renewal application form. The "Application Form for Renewal of Product Certificate" is available for free download

from the Bureau's website **www.bsb.gov.bt** or can be collected from the Bureau's office after paying fees as prescribed in Annexure 2.

- (6) The process and timeline for acknowledgement of renewal application, review of documents, meeting of the Committee and intimation to the applicant for renewal shall be the same as that for a new application, as given in Clauses 11(6), 12(5), 12(6) and 12(7).
- (7) Payment of fees for renewal shall be made during the time of collection of the renewed certificate. No certificates shall be issued until the renewal fees are paid and receipts obtained.
- (8) The Renewed Certificate may be collected in original from the Bureau's office except when arrangements are made by the applicant to post the certificate on payment of all applicable fees and postal charges; and when the Bureau is recused by the applicant of any responsibility on account of loss/damage or any inconvenience caused by this act of posting.

## **15. Surveillance and consumer complaint**

- (1) All organizations holding product certifications issued by the Bureau shall be subjected to surveillance in their respective organizations as per Act and this Rule.
- (2) The Bureau shall carry out routine as well as adhoc surveillance on any of the approved products, as a part of its monitoring exercise or upon consumer complaint, collect samples and subject such samples to laboratory testing or other quality examinations.
- (3) During these surveillances, if products are found to be of inferior quality not meeting the committed specifications, such organizations shall be immediately intimated in writing and explanations called for.
- (4) Following the intimation as per section 15 (3), organizations may provide explanations in writing and or depute their representative(s) within seven (7) days after the intimation from the Bureau to present the facts of the case to the Committee for considerations.
- (5) If the Committee is convinced and has evidence to show that the manufacturer has not maintained the specification or standard presented in their applications owing to problems ranging from defective manufacturing process or not meeting/maintaining the

quality of raw materials or any other credible reasons, the approval shall be immediately revoked for that product and a public notification shall be made to that effect.

(6) If the product is not meeting the stipulated requirements due to reasons such as manipulation or false claims by third parties, the matter shall be dealt with on a case-by-case basis in consultation with relevant agencies of the government.

(7) If the company fails to provide written explanations and or depute its representative within seven (7) days after the intimation by the Bureau, approval shall be revoked and a public notification to that effect shall be made.

## **16. Dealership for Certified Products**

(1) Consequent upon grant of certification for a product, the applicant organization shall appoint a dealer for the product in Bhutan within a period of two (2) months, and furnish dealership details to the Bureau.

(2) The appointment and establishment of dealership shall be as per the provisions of the Bhutan Wholesale Trade Regulations 2006 (MoEA).

(3) If an organization awarded with product certificate by the Bureau fails to establish the dealership within the stipulated time, the approval granted to its product shall be kept in abeyance until such time a dealer is appointed subject to a maximum period of one year failing which the certificate shall be revoked.



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# Bhutan Standards Bureau

The National Standards Body of Bhutan



## APPLICATION FORM FOR PRODUCT BRAND APPROVAL

This form has 3 Pages

**Name of Company**

**Year Established**

**Company Address  
(Corporate Office)**

Specify complete postal address & telephone & fax numbers:

**Company Address  
(Works/Factory)**

Specify complete postal address & telephone & fax numbers:

**Contact Person(s)**

Provide at least names of 2 contact persons with their cell phone numbers & e-mail addresses:

**Company Website**

**Annual Turn-over**

**Products Manufactured**

List here all products that your company manufactures:

**Brand Name(s)**

List here the Brand Name(s) under which your products are marketed:

**Certification (Product)**

List national/international certifications for your products here:

**Certification (Company)**

List national/international certifications for your company/management here:

**Foreign Collaboration**

List here the foreign companies with whom your company has collaboration:

**Products for which approval is sought**

List here the products & brands for which you are seeking approval in Bhutan:

**Mandatory requirements for approval**

Please TICK the items you are submitting with this application:

1. Copy of national certification for the product (e.g. BIS, TISI etc.)
2. Copy of international certification (e.g. ISO, IEC etc)
3. Valid test report from company's laboratory
4. Valid test report from recognized 3<sup>rd</sup> party testing laboratory
5. Product sample(s)
6. Product Catalogue and/or specification
7. Product price structure
8. Company profile
9. Application Fee of Nu. 1000 per product per brand

**Do you have any AUTHORIZED dealer(s) in Bhutan?**

If yes, please list them here:

**Declaration:**

I hereby declare that the information furnished above are true and complete. I understand that any false or inaccurate information shall render my application invalid, or shall result in cancellation of approval if it is already granted.

Name: .....

Designation: .....

Signature: .....

\_\_\_\_\_  
OFFICIAL SEAL & DATE

For more details please contact 00-975-2-328298/325104 or visit our website [www.bsb.gov.bt](http://www.bsb.gov.bt)



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Bhutan Standards Bureau

The National Standards Body of



**APPLICATION FORM FOR RENEWAL OF APPROVAL CERTIFICATE**

This form has 2 Pages

**Name of Company**

**Product Brands for which certificate renewal is sought**

**Mandatory Requirements for Certificate Renewal**

**Are there any changes in the company's Corporate office address?**

Please list here the products and brands for which you are seeking certificate renewal:

Please TICK the items you are submitting with this application:

1. Copy of valid national certification for the product (e.g. BIS, TISI etc.)
2. Copy of valid international certification (e.g. ISO, IEC etc)
3. Valid test report from company's laboratory
4. Valid test report from recognized 3rd party testing laboratory
5. Product catalogue and price structure
6. Bhutanese dealership information
7. Renewal application fee of Nu. 750/- per product per brand

If YES, please provide here the complete new address with telephone and fax numbers:



**Are there any changes in the company's factory/worksite address?**

If YES, please provide here the complete new address with telephone and fax numbers:

**Have your contact persons changed?**

Please YES, please provide names of two new contact persons with cell numbers and email addresses:

**Authorized Dealers in Bhutan**

Please list here the names and location of your AUTHORIZED dealers:

**Declaration:**

I hereby declare that the information furnished above are true and complete. I understand that any false or inaccurate information shall render my application invalid, or shall result in cancellation of approval if it is already granted.

Name: .....

Designation: .....

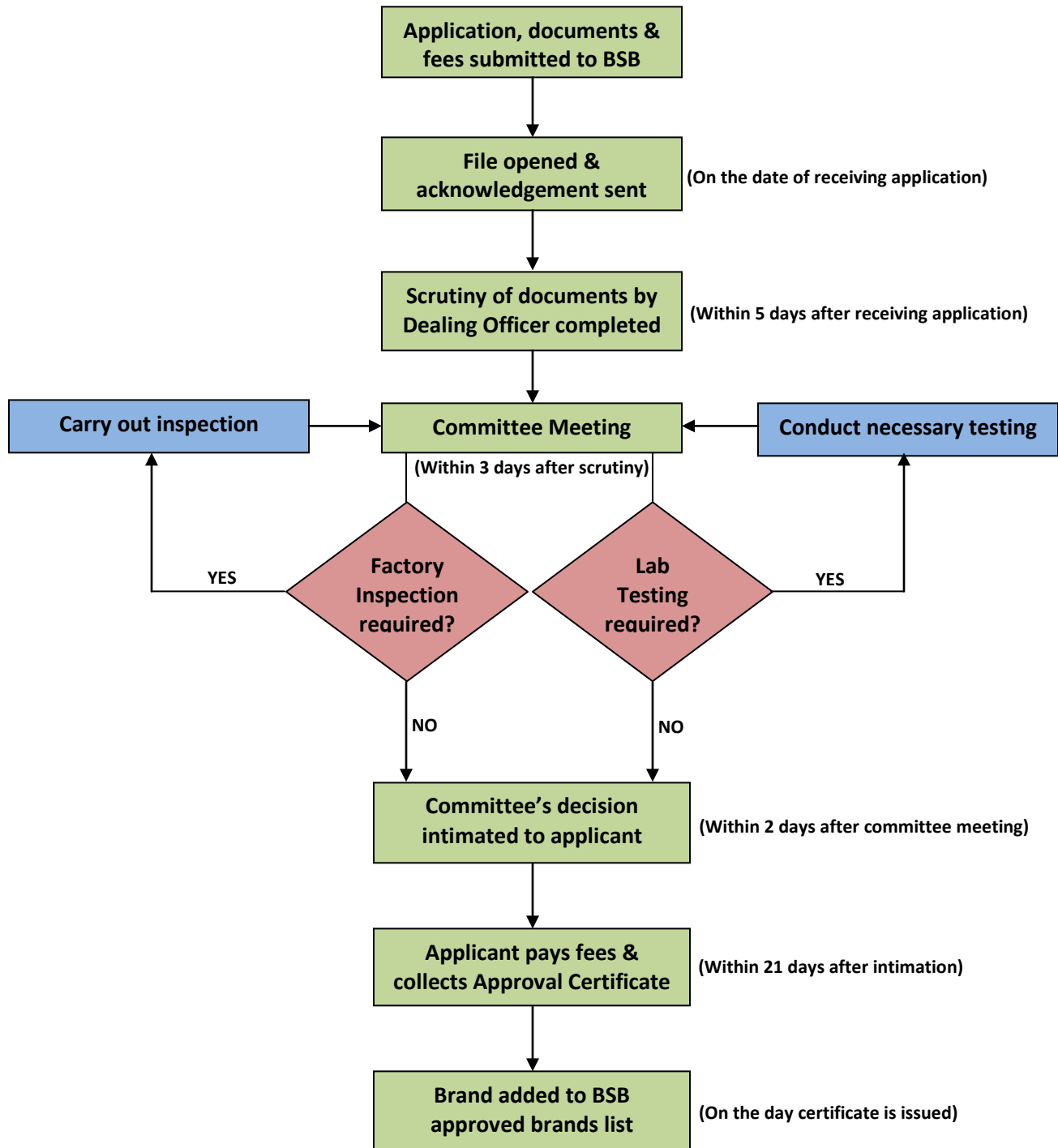
Signature: .....

\_\_\_\_\_  
**OFFICIAL SEAL & DATE**

For more details please contact 00-975-2-328298/325104 or visit our website [www.bsb.gov.bt](http://www.bsb.gov.bt)

## **SCHEMATIC DIAGRAM OF APPROVAL PROCESS**

(Procedure & Timeline)



For products that do not require testing & factory inspection, approval can be accorded in 10 working days (provided documentation is proper and complete)

# ANNEXURE 1

## List of products covered by these Rules:

### A. Civil Engineering & Construction Items:

1. Reinforcement steel
2. Cement
3. Bitumen
4. Roofing Sheet
5. Tile Adhesives
6. Flooring & Wall Tiles
7. Metal for producing roof & wall sheets
8. Boards
9. Pavers
10. Composite Deck Slab
11. Bricks
12. Hollow Blocks
13. Geo-textiles

### B. Plumbing & Sanitary Items:

1. Pipes
2. Pipe Fittings
3. Valves & Cocks
4. Sanitary Appliances
5. Water Storage Tanks

### C. Electrical Accessories & Appliances:

1. Lamps & Luminaries
2. Switches, Sockets & Wiring Accessories
3. Wires & Cables
4. Switchgears & Control Gears
5. Fans
6. Electric water Heaters (Geysers)
7. Electric Room Heaters
8. Conduit Pipes
9. Casing & capping materials

# ANNEXURE 2

**Fee Structure:**

- 1. Application Fee: Nu. 1,000.00
- 2. Renewal Application Fee: Nu. 750.00
- 3. Approval/Certification Fee: Nu. 20,000.00
- 4. Renewal of Approval/Certification Fee: Nu. 15,000.00
- 5. Cost of Printed Form: Nu.50.00

## **ANNEXURE 3**

### **List of mandatory products requiring factory inspections:**

1. Reinforcement Steel
2. Cement
3. Bitumen Emulsion
4. Potable water pipes and accessories
5. Roofing Sheets
6. Water tanks
7. Building blocks
8. All electrical related products