Centre deliberates ways to ensure easier adoption of Standard IS 19000:2022 by Startups & MSME's to boost the confidence of Industry and Consumers

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The scheme- Conformity Assessment Scheme on IS 19000:2022, has been formulated with the objective of certifying the processes related to the collection, moderation and publication of online customer reviews as per IS 19000:2022 to check the publication of fake or misleading reviews, said Secretary Department of Consumer Affairs, Rohit Kumar Singh.

In this regard, Secretary chaired a meeting titled 'Online Consumer Reviews — Principles and Requirements for their Collection, Moderation and Publication' here today.

Under the conformity assessment scheme for Grant of Conformity for Process as per standard IS 19000:2022 on 'Online Consumer Reviews — Principles and Requirements for their Collection, Moderation and Publication', conformity is granted for demonstrating conformity to all the requirements of IS 19000:2022.

The Scheme lays down the criteria and responsibilities of the organization and ancillary requirements for grant and operation of certification requirements for processes related to the collection, moderation, and publication of online customer reviews, and charges relating to certification of said process.

This Conformity Assessment Scheme will ensure the authenticity and reliability of consumer reviews published online, and will help consumers make informed decisions. This is a major step towards ensuring consumer protection and promoting fair trade practices in the e-commerceindustry.

The rapid growth of consumer review for a wide range of products (for example clothes, electrical appliances, toys, cars, etc) and services (for example services by restaurants, hotels, travel and logistics, real estate, lawyers, etc) have the potential to empower consumers and drive industry growth, by creating a more transparent and dynamic way to exchange information.

The meeting was attended by senior officials of Department of Consumer Affairs and Bureau of Indian Standards

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