

Ministry of Consumer Affairs, Food & Public Distribution



Bureau of Indian Standards cracks down on E-Commerce platforms selling unsafe Non-Certified products

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To curb the distribution of non-compliant products through e-commerce platforms, Bureau of Indian Standards (BIS) has carried out search and seizure operations at multiple warehouse locations of leading e-commerce platforms, including Amazon and Flipkart, in cities like Lucknow, Gurugram and Delhi.

In a recent raid conducted on 07 March 2025 at an Amazon warehouse in Lucknow, BIS seized 215 toys and 24 hand blenders, all lacking mandatory BIS certification. Earlier, in February 2025, a similar operation at an Amazon warehouse in Gurugram resulted in the seizure of 58 aluminium foils, 34 metallic water bottles, 25 toys, 20 hand blenders, 7 PVC cables, 2 food mixers and 1 speaker – all found to be non-certified.

Similarly, in a raid at a Flipkart warehouse in Gurugram, operated by Instakart Services Pvt Ltd, BIS seized 534 stainless steel bottles (vacuum insulated), 134 toys and 41 speakers, that were not certified. BIS's investigations into multiple violations on both Amazon and Flipkart traced non-certified products back to Techvision International Pvt Ltd. Acting on this lead, BIS conducted raids at two different facilities of Techvision International in Delhi, uncovering approximately 7,000 electric water heaters, 4,000 electric food mixers, 95 electric room heaters, and 40 gas stoves, without BIS certification. Non-certified products seized include brands like Digismart, Activa, Inalsa, Cello Swift, Butterfly among others.

Following the seizure of material, BIS initiates legal action under BIS Act, 2016 to hold the responsible entities accountable. BIS has already filed two court cases against M/s Techvision International Pvt Ltd for violations of Sections 17(1) and 17(3) of the BIS Act, 2016. Additional cases are in the process of being filed for other seizure operations. Under Section 17 of the BIS Act, 2016, defaulters face a penalty not less

than two lakh rupees, which may extend up to ten times the value of the goods sold or offered for sale. Furthermore, depending on the severity of the violation, offenders may also face imprisonment of up to two years.

BIS is actively conducting market surveillance to ensure that consumer products available in the market, including on e-commerce platforms, comply with applicable safety and quality standards. As part of surveillance, BIS purchases various consumer products and subjects them to rigorous testing to verify compliance with the prescribed standards.

The products under market surveillance include commonly used consumer goods such as domestic pressure cookers, hand-held blenders, food mixers, electric irons, room heaters, PVC cables, gas stoves, toys, two-wheeler helmets, switches, sockets, and aluminium foils for food packaging. Considering the potential hazards posed by substandard quality products, the Central Government has made BIS certification mandatory for these products in the public interest.

However, during its surveillance activities, BIS has identified that several non-certified products are being sold on e-commerce platforms such as Amazon, Flipkart, Meesho, Myntra, BigBasket even though BIS certification has been made mandatory for these products. Non-certified products include those that do not bear ISI Mark or bear an ISI Mark with an invalid license number (CM/L number). These non-certified products pose significant safety risks to consumers as they have not undergone independent third-party testing to ensure they meet minimum safety and performance standards.

These large-scale seizures highlight the widespread issue of unsafe non-certified products being sold online, underscoring the urgent need for **e-commerce platforms to exercise greater due diligence** in ensuring that only BIS-certified products are listed for sale, wherever mandated by Central Government. In this regard, BIS has issued notices to all these e-commerce platforms, directing them to ensure that products requiring BIS certification are duly certified before being made available to consumers.

BIS urges consumers to make informed purchasing decisions by utilizing the BIS Care app. This app provides consumers with crucial information on products that require mandatory BIS certification and allows them to verify the authenticity of a product's BIS certification by checking the ISI Mark and the manufacturer's license number (CM/L). Additionally, consumers can use the BIS Care app to lodge complaints about products that do not bear the ISI Mark or report quality concerns regarding BIS-certified products.

BIS remains committed to safeguarding consumer interests and encourages the public to connect with BIS through the BIS Care app to ensure safer markets and improved product quality.

For further information, consumers may visit BIS website www.bis.gov.in.

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