

Process Flow for Processing of Requests for Services and Inquiries

The Secretary of BBS or any staff receives and records request/inquiry

All recorded requests submitted to the Secretary III of BBS

The Secretary assigns a tracking # to the request/inquiry & records the request/inquiry in the Customer Service Database

Assign request to relevant Officer or alternate

Relevant Officer processes request as per specified time period (this is monitored by the Secretary) or as agreed with customer

Relevant Officer submits completed forms to the Secretary for filing and documentation



(501) 822-0446/0447
0-800-283-5587



Power Lane, Ministry of Works
Compound, P.O. Box 430
Belmopan, Belize



bbs@btl.net and scu@bbs.gov.bz



www.bbs.gov.bz



@belizebureauofstandards



 Belize Bureau
of Standards
**CUSTOMER
SERVICE
REQUESTS AND
INQUIRIES PROCESS**

Any incoming requests for services and inquiries must be done through the Bureau's helpdesk.

The primary modes of contact for the helpdesk are via email - bbs@btl.net or scu@bbs.gov.bz; via telephone - 501-822-2665 or 822-0446/0447 or via walk-in.

Purpose of the Helpdesk

The helpdesk is to create a centralized system that documents processes and monitors **ALL** incoming requests for services and inquiries received at the Belize Bureau of Standards with expediency and efficiency.

Types of Services and Processing Time (MAX):

Standards Development Requests and Proposal	1 month
Request for copies of Standards	1 day
Request for Product Label Assessment	5 days
Verification of Industrial Scales	2 weeks
Verification of Commercial Scales	2 weeks
Verification of Fuel Pumps	2 weeks
Pattern Approval of Measuring Instruments (LPG scales)	3 days
Verification of Pre-packaged Goods	5 days
Redress to Consumer Complaints	10 days



Issuance of Belize Market Labels	3 days
Request for Opening a User Account for the SCUOLS	1 day
Request for Resetting Passwords	1 day
Request for Unlocking a User Account	1 day
Request for General Information about the Bureau	1 day
Request for Conducting Presentations	1 day

