

Process Flow for Processing of Requests for Services and Inquiries

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

Request recorded by any Officer is submitted to the Secretary

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

The request is then assigned to the relevant Officer for processing.

The Officer processes the request as per the specified time period or as agreed with the customer.

The Officer submits the completed form to the Secretary for filing and documentation.

(501) 822-0446/0447
0-800-283-5587
📞 (501) 628-6867

Power Lane
P.O. Box 430
Belmopan, Belize

✉️
helpdesk@bbs.gov.bz

🌐
www.bbs.gov.bz

📱
@belizebureauofstandards



CUSTOMER SERVICE REQUESTS AND INQUIRIES PROCESS



Any incoming requests for service or information must be made through the Bureau's helpdesk.

The primary modes of contact for the helpdesk are:

Email: helpdesk@bbs.gov.bz or
Telephone: 501-822-0446/0447
WhatsApp: 501-628-6867
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
Request for Conducting Presentation	1 day
Biodegradable Products Evaluation	5 days
Redress to Consumer Complaints	10 days



Volume Calibration

2 Weeks

Mass Calibration (Metric)

Based on # of pieces

Mass Calibration Imperial)

Based on # of pieces

Calibration of Non-Automatic Weighing Instrument

2 Weeks

Request for General Information about the Bureau

1 day

Other (Specify)

1 day

