



“Handling complaints”

**Conformity Assessment Workshop
Geneva 16-17 March 2006
CTBT / WTO**

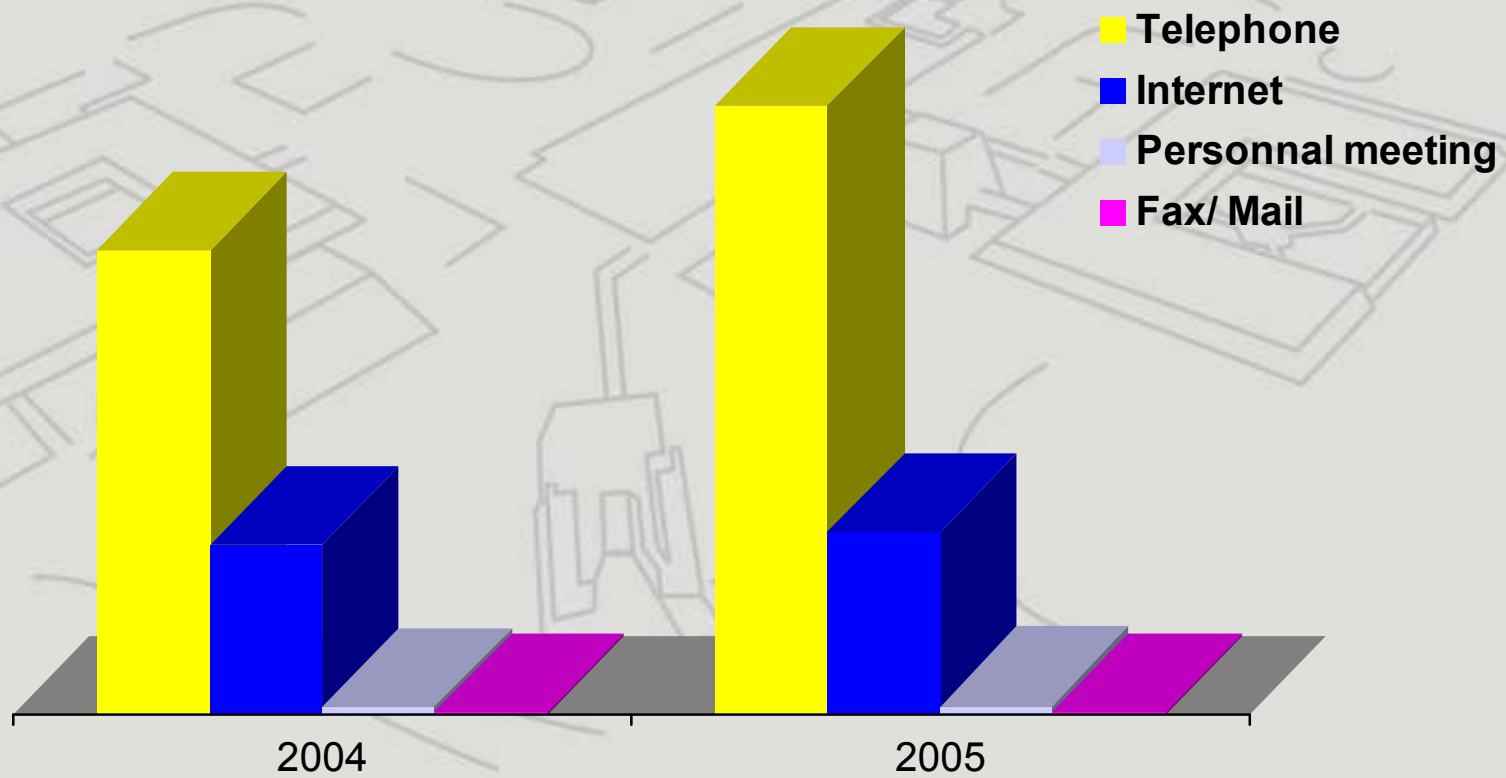
**Anna Camboim
International Affairs
Inmetro, Brazil**

Inmetro's activities:

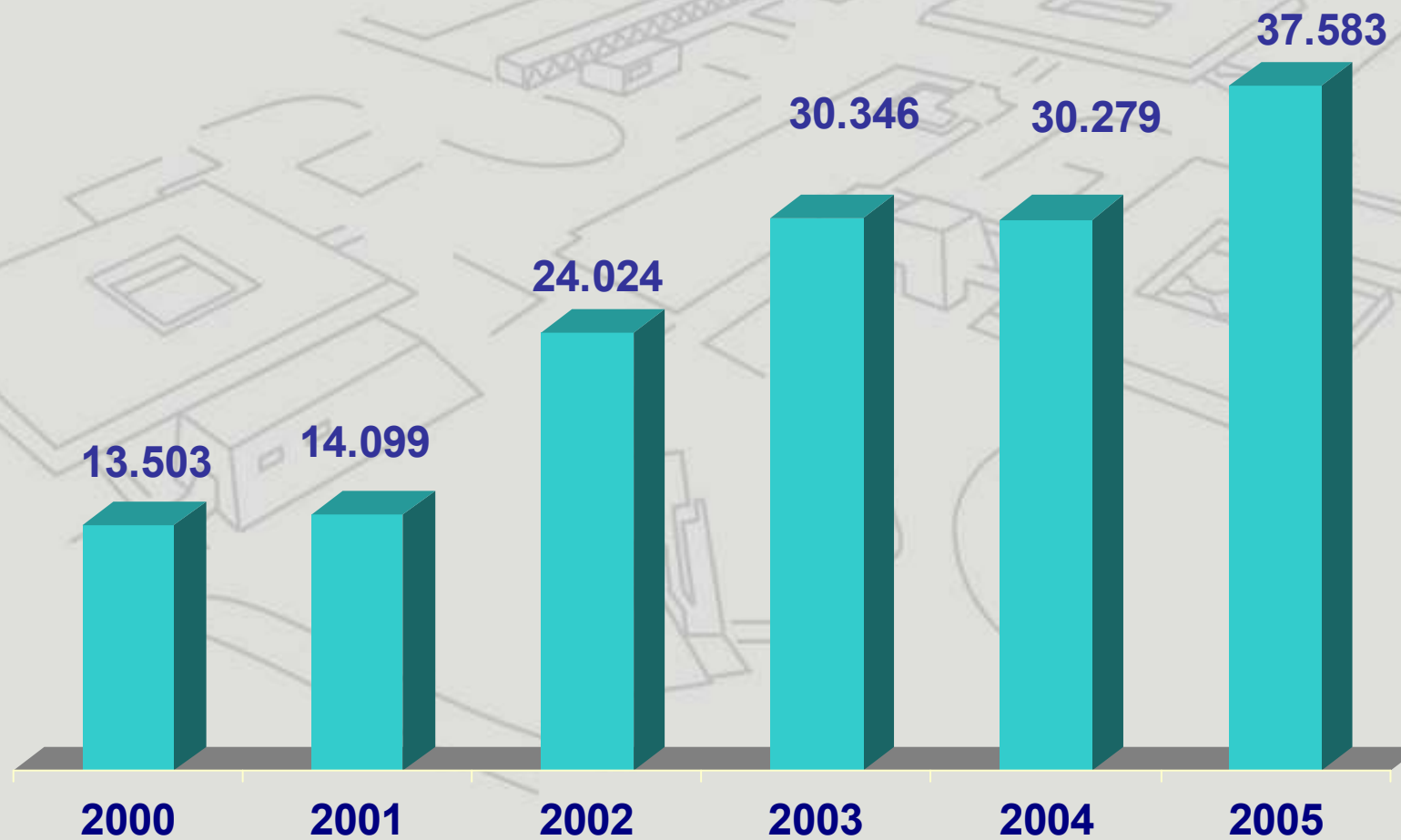
- Scientific and Industrial Metrology
- Legal Metrology
- Regulatory Agency
- National Accreditation Body
- Brazilian TBT/WTO Enquiry Point

Interaction channels

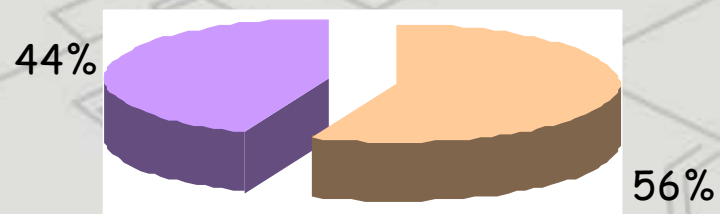
- **Call center Integrated System in RBMLQ
(Brazilian Network on Legal Metrology and Quality)**
- **Product Analysis Program**
- **Brazilian TBT/WTO Enquiry Point**



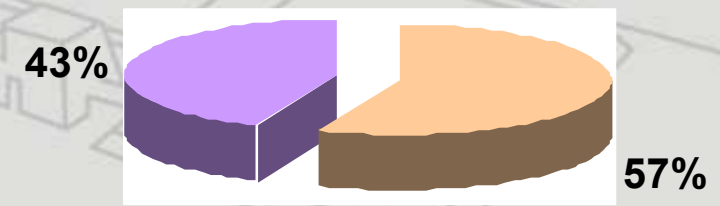
Call center services



consumers
private sector



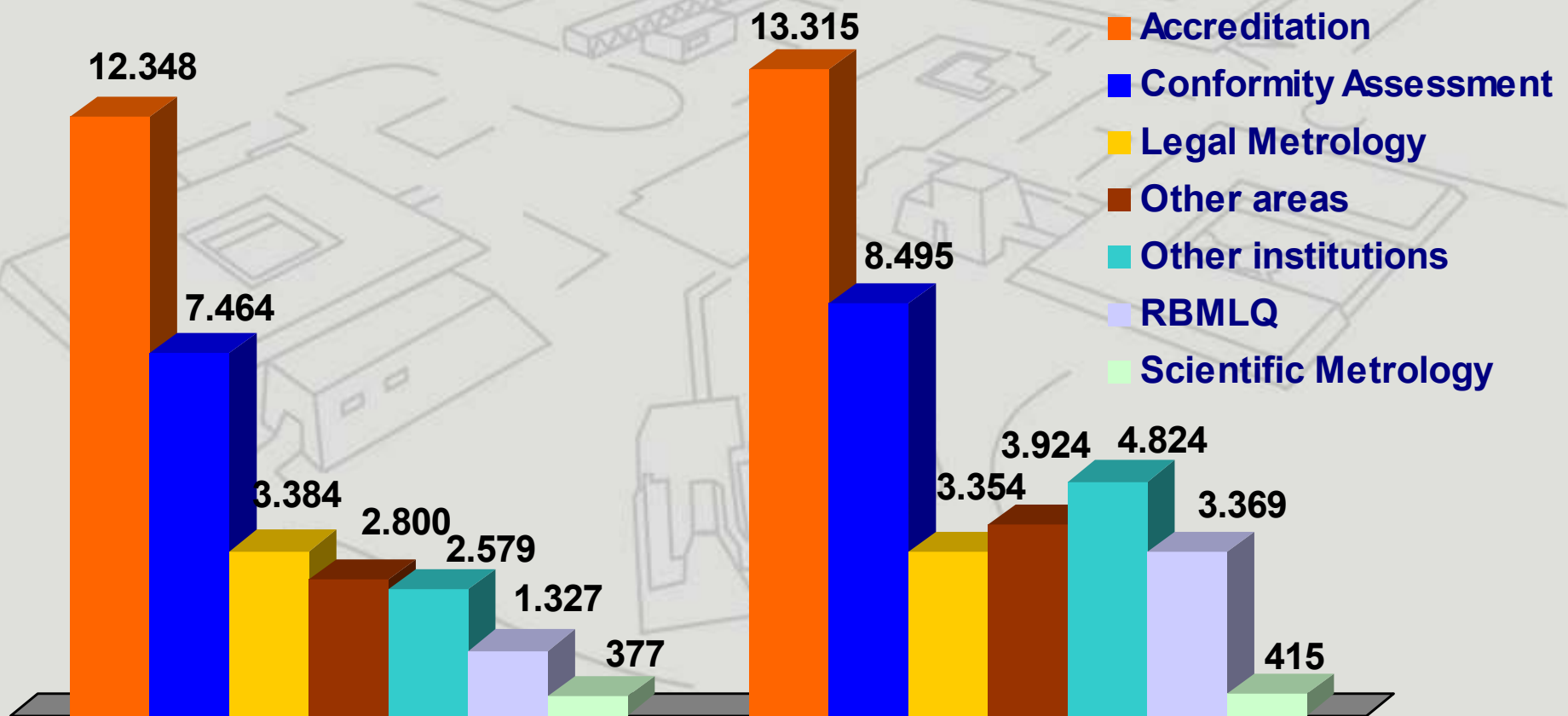
2004



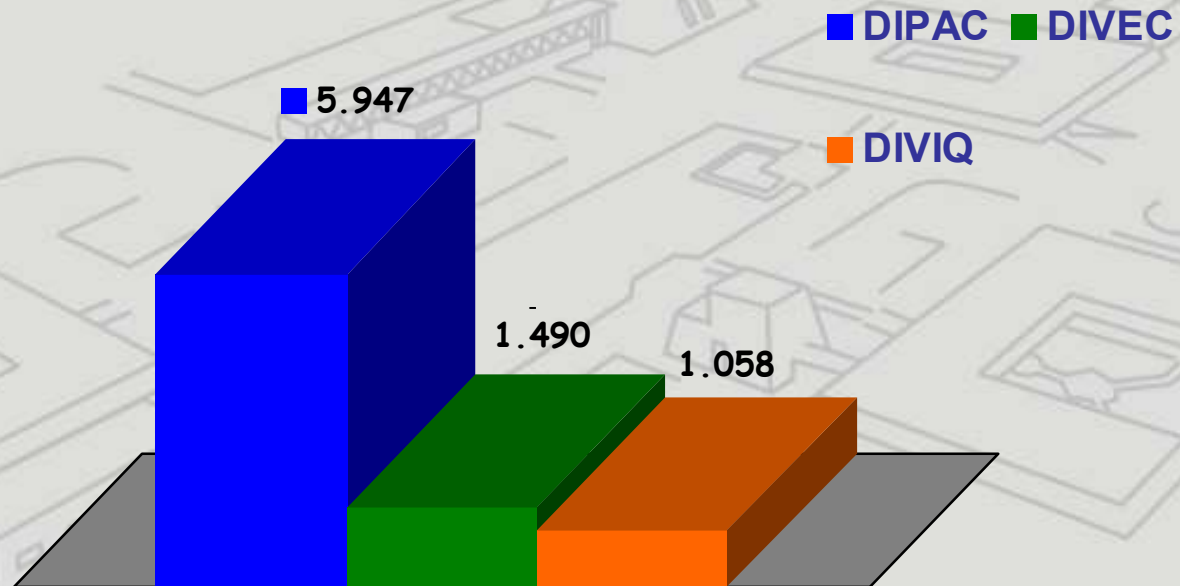
2005

2004

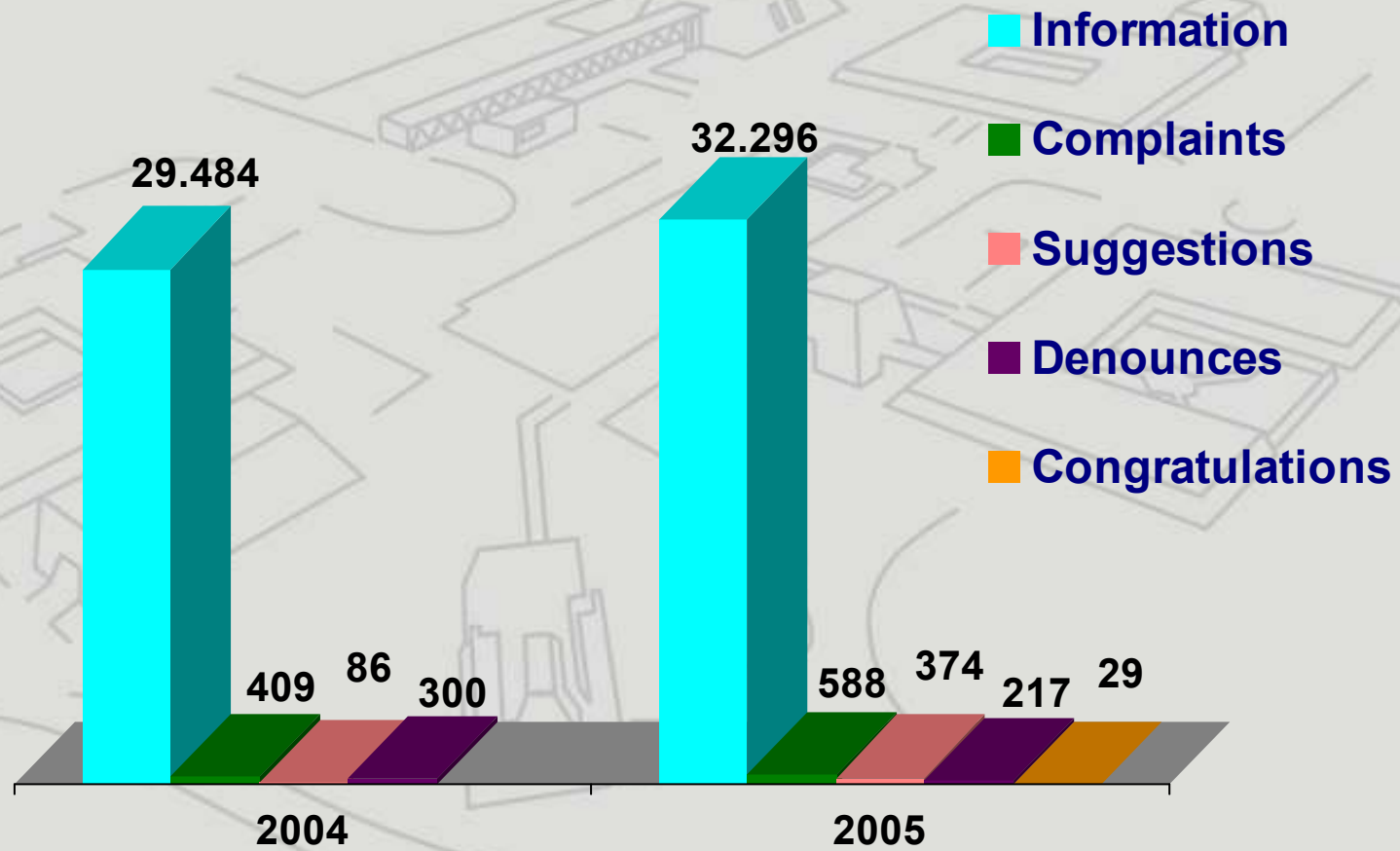
2005



2005



DIPAC - Conformity Assessment Programs Division
DIVEC - Conformity Verification and Control Division
DIVIQ - Orientation and Quality Incentive Division





Product Analysis Program

Products analysed: 140

Products brand: 1437

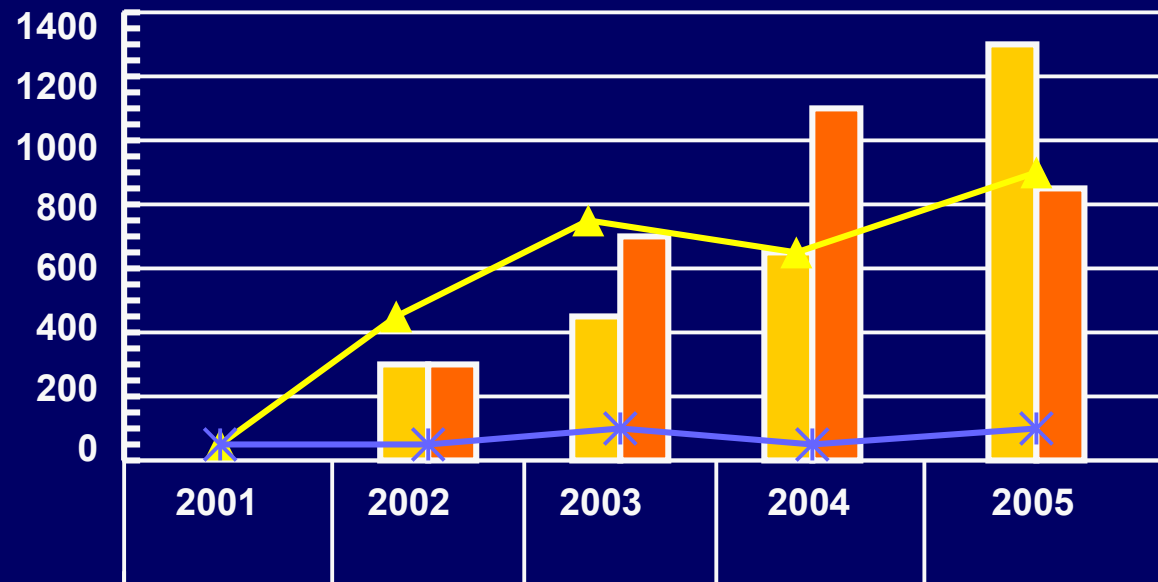




Brazilian TBT/WTO Enquiry Point Information Management



Score-cards (2001-2005)

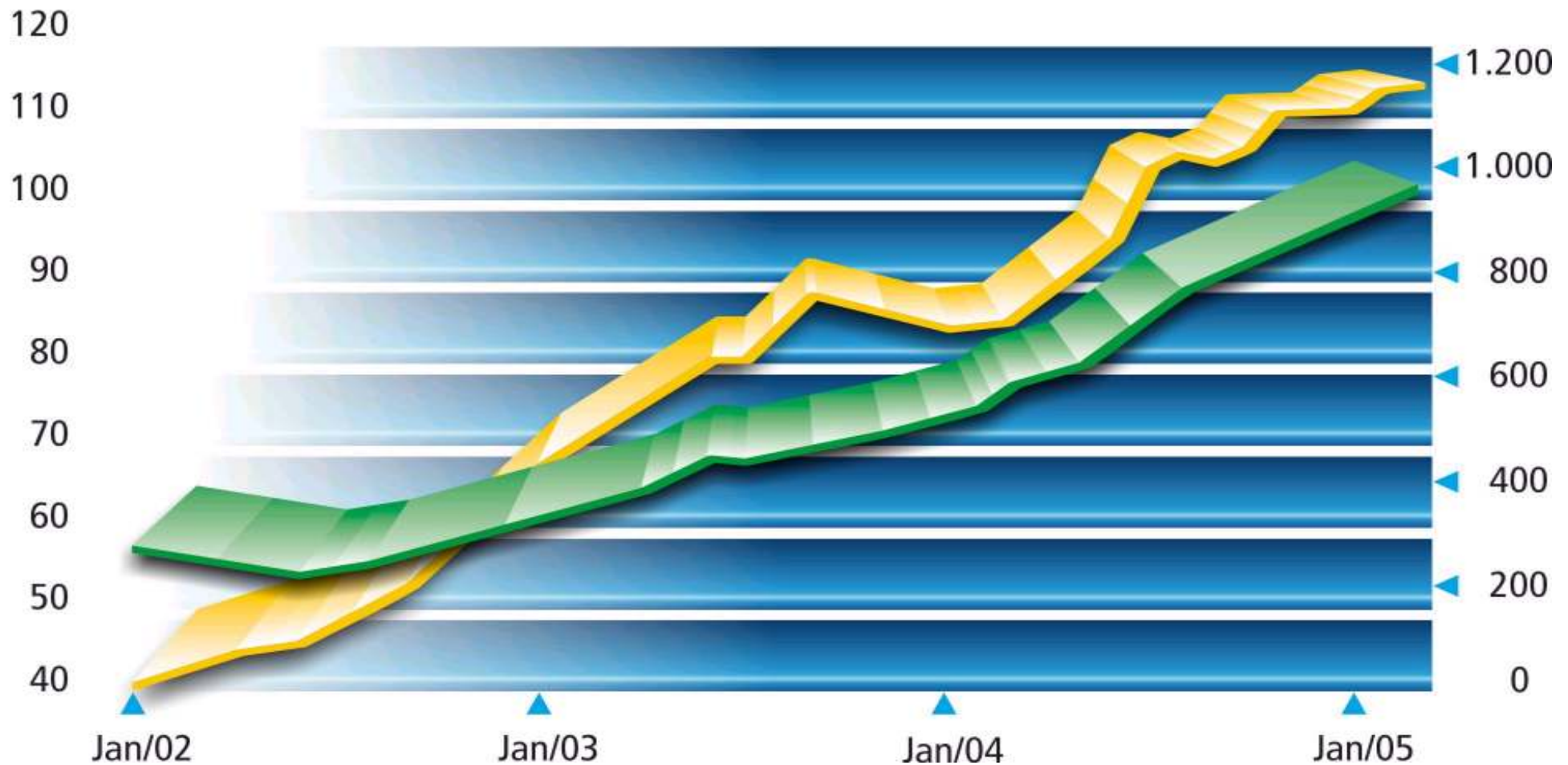


	New subscribers to Alerta Exportador!	0	348	476	657	1319
	Requests for info/Complaints	0	347	703	1100	862
	Overall notifications to TBT/WTO (excluding BRA)	85	534	720	633	854
	Brazilian Notifications	29	45	72	18	61*

*including Addenda, Corrigeenda and Revisions

Exports
US\$ billions FOB
(12 months - accumulated)

**Requests for Information
to Inmetro**
(12 months - accumulated)





Ministério do
Desenvolvimento, Indústria
e Comércio Exterior

Thank you!

