

BUREAU OF INDIAN STANDARDS

(Delhi Branch Office-I)

REPORT OF INVESTIGATION OF COMPLAINT AT LICENSEE END

Date: 14/08/2024

Our Ref: P-18169

Subject: Complaint

0.0	GENERAL	
0.1	Complaint No. & Date	P-18169 & 27-05-2024
0.2	Name and address of Complainant:	Sanjeev Kaushik
0.2.1	Name & Address of recipient of material (if different from 0.2):	NA
0.3	Product and IS No.	Reverse Osmosis Based Point of Use Water Treatment System for Drinking Purposes IS 16240 : 2023
0.4	Specific nature of complaint	Misuse of ISI Mark
0.5	Licence No. & valid upto	CM/L- 8100155680 & valid upto 2025-07-31
0.6	Is complainant end report available at the time of licensee end investigation?	No, Complainant was emailed for complainant end investigation. However no response received.
1.0	DETAILS OF INVESTIGATION	
1.1	Date of Investigation	01/08/2024
1.2	Persons contacted	Shri Rajat Bansal, G.M, M/s SURESH KUMAR BANSAL & SONS (HUF)

1.3	Quantity under complaint	1pc
1.4	Whether licensee is aware of the complaint	No
1.4.1	If yes, actions taken for the same	NA
1.4.2	Licensee's opinion on the complaint	Licensee refused to be part of this complaint. Further stated that they always supply RO units with TDS meter and user manual.
1.4.3	Whether material was sold directly or through dealer, retailer etc.,	NA
1.4.4	Is product under warranty/ guarantee/service contract?	NA
1.5	Licensee's record of the material under complaint	Test records and Production details since Gol i.e, August 2023 was available with firm. Month & year of manufacturing as per details uploaded by complainant of product under complaint is of March 2023.
1.6	Manner of marking adopted by licensee for the product under complaint	NA
1.7	Has the material been taken back by licensee ?	NA
1.7.1	If yes, observations on the same vis-a-vis specific nature of complaint	NA
1.8	Is the batch/lot/control unit under complaint held in stock by the licensee?	NA
1.8.1	If yes, give factory testing details (if carried out on the same)	NA
1.9	Any other observations	1) Testing records available with firm

		and found in order. 2) Stock available for dispatch was verified (user manual and TDS meter) and found satisfactory.
2.	CONSLUSION	No misuse of BIS standard mark was observed during visit.
3.	RECOMMENDATIONS	In view of no misuse found at the address provided in complaint and no response received from the complainant for complainant end investigation, it is recommended that complaint may be closed.

Signature: *Sachin*
Name of IO: Sachin Singh Naruka
Designation: Scientist-B
BO/Deptt.: Delhi Branch Office-I

H(DLBO-I)

cc:
i) CMED