

[Complaint](#)

Complaint Details

Complaint No	P-20092 📄
Complaint Date	06-10-2024
Complaint type selected by complainant	Misuse of ISI Mark
Complaint subtype selected by complainant	Misuse of ISI Mark
Complaint category assigned by CMED	Misuse of BIS Standard Mark
BIS License No	7500183610
IS No	14543
Source	Shop
Name Of Source	Kk Wine
Current Complaint Status	Complaint is under investigation
Details added by CMED	
The complaint is against a licensee	Yes
Licence Number	7500183610
Address of Shop	
Country / State / District	-
Address Line 1	rajiv gandhi chouk
Address Line 2	latur
Pincode	413512
Name Of Product	CHAARLEY AQUA
Manufacturer Name	Deshmukh Food Industries
Manufacturer Address Details	
Country / State / District	-
Address Line 1	S. no -128/2, village khadgaon tq and di. Latur
Address line 2	-
Pincode	413512
Complaint Description Section	

Brief of the Complaint	There is no valid license from 10 jan 2023.there production is also going on and selling there product in market. And also they have produced other brand which is WATERPRO From gujrat.
Uploaded Documents	Document-1 Document-2 Document-3 Document-4 Document-5

Address Of Complainant			
Name	Mundada Foods	Mobile No.	9545440076
Email ID	mundadafoods11@gmail.com		
House No./ Building/Floor	MIDC	Street & Area/Locality	latur
Town/City	latur	LandMark	-
State/UT	MAHARASHTRA	District	Latur
Pin Code	413512		

Communication With Complainant

1	Date: 14-10-2024 01:21:29
Please provide purchase bills of product through mail & BIS care app within 2 days.	
By: ANUJ KUMAR (SCIENTIST-B)	
	Date: 14-10-2024 01:25:43
There is no purchase bill but we are sending sample bottles to BIS pune	
By: Mundada Foods	

Investigation Report(s)

SI.No	Report Type	Report Submission Date	Submitted By	View Reports
No Record Available				

[Action History](#)[Print as PDF](#)

Name -ANUJ KUMAR | Designation- EMP-CMED | Department- CMED | Timestamp: 14-10-2024 13:21:29

[Action:](#) Raise query to complainant

[Sent to:](#) Mundada Foods

[Remark/query:](#)

Please provide purchase bills of product through mail & BIS care app within 2 days.

[Reply by complainant:](#) There is no purchase bill but we are sending sample bottles to BIS pune

Name -CHIRAGKUMAR BHAVNESHKUMAR SHAH | Designation- EMP-CMED | Department- CMED | Timestamp: 19-10-2024 12:07:55

[Action:](#) Send matter to concerned authority

[Recommendation:](#) Complaint may be accepted and assigned to concerned BO/Department

[Complaint Category:](#) Misuse of BIS Standard Mark

[Recommended Licensee BO/Department/Laboratory:](#) Certification, Surveillance and Monitoring Department

[Sent to:](#) HOD-CMED

[Remark/query:](#)

The complaint seems genuine, as the complainant has provided Product photos that indicate a Expired CML number with the latest Date of manufacturing. as it is a case of misuse, it may be forwarded to CSMD.

Name -PRAVEEN KUMAR | Designation- HOD-CMED | Department- CMED | Timestamp: 21-10-2024 17:24:52

[Action:](#) Accept complaint and assign

[Finalize Complaint Category:](#) Misuse of BIS Standard Mark

[Assigned Licensee BO/Department/Laboratory:](#) Certification, Surveillance and Monitoring Department

[Sent to:](#) HOD-CSMD

[Remark/query:](#)

शिकायत की जांच-पड़ताल, तलाशी/जब्ती, प्रशासनिक / कानूनी कार्रवाई, इत्यादि करवाने और इसे बंद करने हेतु यथोचित कार्रवाई का अनुरोध किया जाता है।

Name -R K KAIN | Designation- HOD-CSMD | Department- CSMD | Timestamp: 23-10-2024 09:17:57

[Action:](#) Assign dealing Officer(DO)

[Sent to:](#) sandeep panwar (CSMD) SCIENTIST-C

[Remark/query:](#)

pls. examine

[Name -sandeep panwar](#) | [Designation-](#) EMP-CSMD | [Department-](#) CSMD | [Timestamp:](#) 23-10-2024 09:29:53

[Action:](#) Send matter to concerned authority

[Recommendation:](#) May kindly re-assign BO as per recommendation

[Sent to:](#) HOD-CSMD

[Remark/query:](#)

Complaint is related to violation of QCO on IS 14543 for Packaged drinking water(Other than Packaged natural mineral water)- Specification by an expired licensee and may please be forwarded to concerned BO i.e. PNBO , for investigation.

[Name -R K KAIN](#) | [Designation-](#) HOD-CSMD | [Department-](#) CSMD | [Timestamp:](#) 23-10-2024 10:19:53

[Action:](#) Forward to BO/Department

[Sent to:](#) HOD-PNBO

[Remark/query:](#)

For further investigation pls.

Designed & Developed by ITSD, BIS.