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## Details for registration number : DOCAF/E/2022/09845

<b>Name</b>	Vana Narayanan
<b>Date of receipt</b>	10/12/2022
<b>Address</b>	Parvathi Law Associates , 221 Muthuramman Koil Street ,Suganthalai Post, Muthuramman Koil Street ,Suganthalai Post,
<b>District name</b>	Thoothukkudi
<b>State name</b>	Tamilnadu
<b>Mobile no</b>	9840325588
<b>Email Id</b>	vana81@gmail.com
<b>Grievance description</b>	
Consumer Affairs >> Bureau of Indian Standard Organisation Related >> Implementation of the BIS Act & Rules ----- Please find the enclosed attachment for the complaint	
<b>Name of organisation(s) where grievance is pending</b>	1. Department of Consumer Affairs
<b>Type of receipt</b>	Transferred

 Print Close

**The Secretary,**

**Dated: 10.12.2022**

**Ministry of Consumer Affairs Food and Public Distribution**

**Bureau of Indian Standards (BIS)**

**9, Bahadur Shah Zafar Marg,**

**New Delhi – 110002.**

**Sub: Gas Cylinder delivered without bearing ISI Mark**

**Ref: Section 17(1) Prohibition to manufacture, sell, etc., certain goods without Standard Mark Bureau of Indian Standards Act, 2016**

**Section 18: Obligations of the license holder, seller, etc.**

**Section 29 (3) 3) of the BIS Act**

Dear Sir/Madam,

I have supplied a gas cylinder by HP gas last month without bearing an ISI Mark. The Gas Cylinder are under the ambit of Mandatory certification to ensure that products bearing **ISI Mark as per IS 3196 Part-1 order from Sep -2022.**

As BIS implements **Quality Control Orders (QCOs)** issued by the Government which ensure that the notified products conform to the requirements of the relevant Indian Standard(s).

**PARVATHI LAW ASSOCIATES**

**Tuticorin Branch** : 221, Muthuramman Koil Street,  
New Suganthalai Post, South Maranthalai Village,  
District, Tuticorin, Tamilnadu – 628 207

**Chennai Branch** : Old No : 8,  
No:15, Muthu Street, Mylapore,  
Landmark : Sri Varasiddhi Vinayagar  
Alayam, Chennai-4  
Telephone: 98403 25588  
Email: vana81@gmail.com

Compliance with Indian Standards is compulsory by the Government of India after taking into cognizance various considerations viz. public interest, protection of human, animal, or plant health, the safety of the environment, prevention of unfair trade practices, and national security. The Government makes it mandatory for manufacturers to follow Indian Standards and get BIS certification.

In this case, after the date of commencement of the QCO, no person can manufacture, import, distribute, sell, hire, lease, store or exhibit for sale any product(s) covered under the QCO without a Standard Mark except under a valid certification from BIS. As the QCOs apply to Indian manufacturers (**HP Gas**) as well as foreign manufacturers, Indian consumers have assured of the quality of such products manufactured in India

1. Does HP have applied for a license for services carrying the Standard Mark with BIS?
2. Is HP Gas violated Section 17(1) Prohibition to manufacture, sell, etc., certain goods without Standard Mark Bureau of Indian Standards Act, 2016
3. Section 18: Obligations of the license holder, seller, etc.

Any person who contravenes the provisions of the Order will be punishable under the provisions of sub-section (3) of section 29 of the BIS Act, 2016 with imprisonment or with fine or with both.

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**Enclosed: Pictures of the Cylinder without bearing the ISI mark delivered by HP Gas.**



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## Action history of registration number DOCAF/E/2022/09845

<b>Sn</b>	<b>Action Taken</b>	<b>Date Of Action</b>	<b>From</b>	<b>To</b>	<b>Remarks</b>	<b>Action Taken by</b>	<b>#</b>
1	RECEIVED THE GRIEVANCE	10/12/2022	COMPLAINANT - (C1TZN)	Department of Consumer Affairs - (DOCAF)			
2	TAKEN UP WITH SUBORDINATE ORGANISATION	10/12/2022	Department of Consumer Affairs - (DOCAF)	BIS Headquarter - (BISHQ)	Auto Forwarded		
3	TAKEN UP WITH SUBORDINATE ORGANISATION	10/12/2022	BIS Headquarter - (BISHQ)	Department of Consumer Affairs - (BQCAF)	Auto Forwarded		
4	EXAMINED AT OUR LEVEL	14/12/2022	Department of Consumer Affairs - (BQCAF)	Department of Consumer Affairs - (BQCAF)		Shri Deepak Lodhwal (Deputy Director)	

<b>Sn</b>	<b>Action Taken</b>	<b>Date Of Action</b>	<b>From</b>	<b>To</b>	<b>Remarks</b>	<b>Action Taken by</b>	<b>#</b>
5	CLARIFICATION/SUPPLEMENTAL INFO. SOUGHT FROM COMPLAINANT	16/12/2022	BIS Headquarter - (BISHQ)	COMPLAINANT - (C1TZN)	For preliminary examination of your grievance, we request you to kindly provide us with clear photographs of the cylinder from different angles covering following parts- Stay Plates, Foot Ring and Bung (where valve is fitted). The requisite information may kindly be provided at the earliest so that necessary action may be	Head CMED (Scientist E)	

<b>Sn</b>	<b>Action Taken</b>	<b>Date Of Action</b>	<b>From</b>	<b>To</b>	<b>Remarks</b>	<b>Action Taken by</b>	<b>#</b>
					initiated at our end.		