12/21/22, 10:02 AM Email

Email complaints@bis.gov.in

## IMG\_20221217\_145846.jpg



12/21/22, 10:02 AM Email

## IMG\_20221217\_145904.jpg



## IMG\_20221217\_145454.jpg



## IMG\_20221217\_145722.jpg



## IMG\_20221217\_145918.jpg



12/21/22, 10:04 AM AllDetails

Details for registration number: DOCAF/E/2022/09845	Details for registration	number:	: DOCAF/E/2022/09845
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Name	Vana Narayanan
Date of receipt	10/12/2022
Address	Parvathi Law Associates , 221 Muthuramman Koil Street ,Suganthalai Post, Muthuramman Koil Street ,Suganthalai Post,
District name	Thoothukkudi
State name	Tamilnadu
Mobile no	9840325588
Email Id	vana81@gmail.com
Grievance description	

Consumer Affairs >> Bereau of Indian Standard Organisation Related >> Implementation of the BIS Act & Rules

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Please find the enclosed attachment for the complaint

Name of organisation(s) where grievance is pending	Department of Consumer Affairs
Type of receipt	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



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?
- 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.

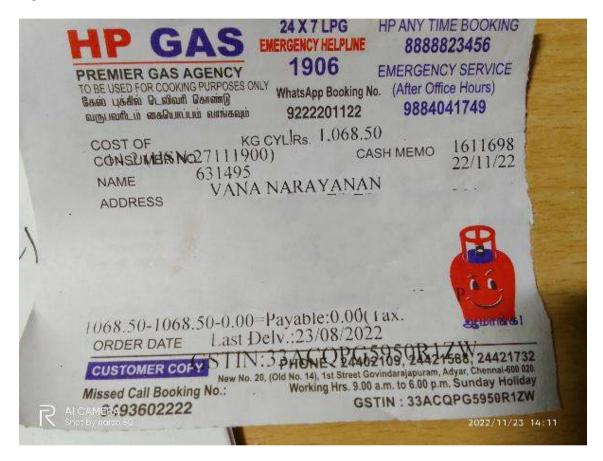
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Alayam, Chennai-4



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



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Alayam, Chennai-4

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

Sn	Action Taken	Date Of Action	From	То	Remar ks	Action Taken by	#
1	RECEIVED THE GRIEVANC E	10/12/202	COMPLAI NANT - (C1TZN)	Departme nt of Consumer Affairs - (DOCAF)			
2	TAKEN UP WITH SUBORDI NATE ORGANIS ATION	10/12/202	Departme nt of Consumer Affairs - (DOCAF)	BIS Headquar ter - (BISHQ)	Auto Forwarde d		
3	TAKEN UP WITH SUBORDI NATE ORGANIS ATION	10/12/202 2	BIS Headquar ter - (BISHQ)	Departme nt of Consumer Affairs - (BQCAF)	Auto Forwarde d		
4	EXAMINE D AT OUR LEVEL	14/12/202 2	Departme nt of Consumer Affairs - (BQCAF)	Departme nt of Consumer Affairs - (BQCAF)		Shri Deepak Lodhwal (Deputy Director)	

about:blank 1/3

Sn	Action Taken	Date Of Action	From	То	Remar ks	Action Taken by	#
5	CLARIFIC ATION/SU PPL. INFO. SOUGHT FROM COMPLAI NANT	16/12/202	BIS Headquar ter - (BISHQ)	COMPLAI NANT - (C1TZN)	For prelimina ry examinati on of your grievance, we request you to kindly provide us with clear photogra phs of the cylinder from different angles covering following parts-Stay Plates, Foot Ring and Bung (where valve is fitted). The requisite informati on may kindly be provided at the earliest so that necessary action may be	Head CMED (Scientist E)	

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Sn	Action Taken	Date Of Action	From	То	Remar ks	Action Taken by	#
					initiated		
					at our		
					end.		

about:blank 3/3