

Proforma I  
**BUREAU OF INDIAN STANDARDS**  
( NOIDA Branch Office)

**REPORT OF INVESTIGATION OF PRODUCT QUALITY COMPLAINT AT  
COMPLAINANT END**

Our Ref: P-18272

Date:|

**Subject:** Quality of BIS Certified Products

1. **Complaint against** M/s Adarsh Cement Products (P) Ltd.
2. **Licensee under** Noida Branch Office

a. GENERAL

- i. Complaint No. & Date: P-18272 date 06-06-2024
- ii. Name & Address of Complainant: Shri Anupam Kaul, 641, OSIMO TOWER,  
MAHAGUN MODERNE SECTOR 78 NOIDA
- iii. Name & Address of recipient of material (if different from ii): NA
- iv. Product and IS No. Packaged Drinking water, IS 14543:2016
- v. Nature of Complaint (highlight specific shortcomings): Algae growth  
observed in 20 litre PET Jar supplied by M/s Adarsh Cement Products (P)  
Ltd.
- vi. Licence No. 8700058116

b. DETAILS OF INVESTIGATION

- i. Place & Date of Investigation Date 26 June 2024 Place 641, OSIMO  
TOWER, MAHAGUN MODERNE SECTOR 78 NOIDA
- ii. Persons contacted: Shri Anupam Kaul
- iii. Details of product: Packaged Drinking Water in 20 litre PET Jar.
- iv. Date of purchase: Bill not available
- v. Total Quantity purchased 01 Jar
- vi. Quantity under complaint 01 Jar
- vii. Source of purchase and details of Bill / Cash Memo (copy of such  
document may be collected, if available) Bill not available
- viii. Material under complaint Inspected/Repaired/Handled by any other  
agency e.g. DGS&D, Local Dealer/Mechanics; NA
- ix. Is product under Warranty/ : Any service contract? NO
- x. Action taken by the licensee for redressal of the complaint (if any, till a date) [Details of such communication shall be obtained]: As informed

during investigation the a fresh Jar was provided to the complainat by his distributor.

- xi. Whether complainant seeks redressal in the form of repair or replacement of the product under complaint: Replacement already provided by the distributor.

c. INSPECTION OF MATERIAL UNDER COMPLAINT

- i. Is material ISI Marked or not? The material under complaint was not physically available with the complainant.
- ii. Whether ISI Mark Genuine or spurious: NA
- iii. Details of Markings on the product: NA
- iv. Condition of packing/storage: NA
- v. Visual Examination: NA
- vi. Observations in respect of a iii: Nil
- vii. Result of testing at complainant end, if done (attach sheet if necessary)

d. TESTING

- i. Whether sample drawn for independent testing,; NO
- ii. If yes, details of sample drawn for independent testing,; NA
- iii. Test request ref. & date: NA
- iv. Laboratory to which sent: NA
- v. Date on which despatched to Lab by self/complainant/BO: NA
- vi. **Any other information relevant to the complaint:** During complainant investigation complainant Shri Anupam Kaul was present. He informed that he had purchased a 20 litre PET Jar of Packaged Drinking water through a local distributor who supplies water in his society. The growth was observed after using the Jar after a week or 10 days after inverting the Jar on the dispenser when half of the contents wee consumed. The complainant raised the issue with his distributor who provided a replacement. The jar under complaint was not physically present on the day of investigation. Therefore, the date of manufacturing or batch number could not be confirmed.

3. Conclusions and Recommendation: As per the images provided of the material under complaint there is possibility of improper Jar cleaning before filling. Therefore, a licensee end investigation may be carried out

Head of BO

cc: i) Licensee end BO  
ii) CMED

1/7/2024

Signature

Name of IO

Designation:

BO/Dept.:

Ritwaj  
S.C.E.  
NOBO  
01.07.24