

# **BUREAU OF INDIAN STANDARDS**

**(Jamshedpur Branch Office)**

## **REPORT OF INVESTIGATION OF COMPLAINT AT COMPLAINANT END**

Our Ref: **JDBO/BIS Care/P-18656**

Date: **09-Sep-2024**

Subject: **Complaint raised by common consumer regarding Fake ISI Mark**

### **0. GENERAL**

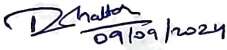
- 0.1 Complaint No. & Date: Complaint No. P-18656 Dated 13-07-2024
- 0.1.1.1 Name & Address of Complainant: Mr. Roshan Prasad, Punai, Daru, Hazaribag, Landmark- Near Excellent Public School, Jharkhand- 825 402
- 0.2.1 Name & Address of recipient of material (if different from 0.2) Punai, Daru, Hazaribag, Landmark – Near Excellent Public School, Jharkhand- 825 402
- 0.3 Product and IS No.: Rubber Hose for LPG as per IS 9573(P-2):2017
- 0.4 Nature of Complaint (highlight specific shortcomings) The complainant vide complaint dated 13-07-2024 has conveyed that he had purchased the product from Flipkart and upon checking the same on BIS Care App has found that the Licence no. is fake.
- 0.5 Licence No.: CM/L No. 8663701 with Brand Name SURAKSHA

### **1. DETAILS OF INVESTIGATION**

- 1.1 Place & Date of Investigation: Place: Punai, Daru, Hazaribag, Landmark- Near Excellent Public School, Jharkhand- 825 402.  
Date: 28-08-2024
- 1.2 Persons contacted: Mr. Roshan Prasad (Customer), Mob. 6206193607
- 1.3 Details of product: Rubber Hose for LPG-Domestic, IS 9573:2012, Brand Name: Suraksha, Manufactured By: Maxwell Hydraulic Rubber Hose (I) Ltd, Andheri West, Bombay (India).  
  
(As per the photograph provided by Complainant in the online complaint)
- 1.3.1 Date of purchase: 08-07-2024 (Invoice No. FAMVUM2500002410)
- 1.3.2 Total Quantity purchased. 01 No

1.3.3	Quantity under complaint:	01 No
1.3.4	Source of purchase and details of Bill Cash Memo	The Rubber Hose was purchased through online platform i.e. M/s Flipkart and was delivered from the seller M/s Aditya Enterprise, Jaipur Road, Bikaner, Bikaner-334 001 vide Order ID OD431727111538225100, Invoice No. FAMVUM2500002410 dated 08-07-2024.  Pictures & Invoice enclosed at <u>Annex-A</u>
1.3.5	Material under complaint Inspected/Repaired/Randled by any other agency e.g. DGS&D, Local Dealer/Mechanics	NA
1.3.6	Is product under Warranty:/ Any service contract?	No documents available with the complainant in this regard
1.3.7	Action taken by the licensee for redressal of the complaint (if any, till date)	Nil
1.4	Inspection of Material under complaint	Found genuine as per the material available and documents provided by complainant.
1.4.1	Is material ISI Marked or not?	The material under complaint was found to be marked with details as already indicated in 1.3
1.4.2	Whether ISI Mark Genuine or spurious	Seems Spurious
1.4.3	Details of Markings on the product	The Rubber Hose was marked with CML No. 8663701, MFD BY: MAX-WELL HYDRAULIC RUBBER HOSE (I) LTD, Batch No. 01, Change Before 2029 (DTS)...H
1.4.4	Condition of packing/storage	Satisfactory (As per the photograph provided by Complainant in the online complaint). Original packaging has been scrapped by the complainant.
1.4.5	Visual Examination	Already mentioned in 1.4.3
1.4.6	Observations in respect of 0.3	Product found to be as per 0.3 with incorrect IS No. and Licence No.
1.4.7	Result of testing at complainant end, if done (attach sheet if necessary).	NA

- 1.5 Testing: Not done at complainant's end due to unavailability of testing facility
- 1.5.1 Details of sample drawn for independent testing, if any NA
- 1.5.2 Test request ref. & date NA
- 1.5.3 Laboratory to which sent NA
- 1.5.4 Date on which dispatched to Lab by self/complainant NA
- 1.6 Any other information relevant to the complaint NA
2. **CONCLUSIONS:** The complaint found genuine as per the item available at complainant's end and documentary evidences provided by the complainant.
3. **RECOMMENDATIONS:** Further action/investigation may be carried out by MUBO at manufacturer's end (Mumbai, Maharashtra) and JPBO at seller's address (Bikaner, Rajasthan)

Signature:   
Name of IO: **DILLIP CHATTAR**  
Designation: **Scientist-D/Joint Director**  
BO/Department: **JDBO**

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9/9/24

Head (CMED)