

BUREAU OF INDIAN STANDARDS
(Kolkata Branch Office II)

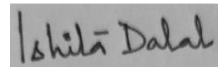
Ref: KKBO-II/P-18176

09.11.2024

Subject: Recommendation for closure of complaint no P-18176 dated 27.05.2024.

1. This has reference to the complaint no P-18176 dated 27.05.2024 received on BIS complaint portal against M/s Dey Water Supply, Athpur Mula Jore New Para, New Cord Road, Post-Athpur, near Bharti Shangha Club, WB – 743128. The complainant alleged that “Fake company without any Bis Rules and Regulations Not Available FSSAI Licence.”
2. The same was examined and the following were observed:
 - i) M/s Dey Water Supply, Athpur Mula Jore New Para, New Cord Road, Post-Athpur near Bharti Shangha Club, WB – 743128 does not have any valid BIS licence as per IS 14543 as observed from MOL.
3. The complaint was then contacted over telephone (Mob – 8961976503) on 18.06.2024, wherein he informed that he has not purchased the subject product from the market, hence he does not have the product with himself to present to BIS for investigation. But he has seen the subject product being available for sale at the factory of M/s Dey Water Supply, Athpur Mula Jore New Para, New Cord Road, Post-Athpur, Bharti Shangha Club, WB – 743128. He has requested to investigate the matter and take necessary action against M/s Dey Water Supply for selling PDW without any BIS licence or FSSAI Licence. He even volunteered to help BIS to find the exact location of M/s Dey Water Supply.
4. As per mutual agreement with the complainant, a discreet investigation was carried out at M/s Dey Water Supply, Athpur Mula Jore New Para, New Cord Road, Post-Athpur, Bharti Shangha Club, WB – 743128, on 12.07.2024 in presence of the complainant himself. During the said discreet visit the following were observed:
 - i) M/s Dey Water Supply, was situated at Athpur Mula Jore New Para, New Cord Road, Post-Athpur, Bharti Shangha Club, WB – 743128.
 - ii) The firm was observed to be manufacturing, filling and despatching 20 Ltr Jars of Packaged Drinking each fitted with a tap for dispensing water, without any label, brand name or ISI-Mark.
 - iii) At the time of the subject discreet visit, about 4 - 5 nos of 20 ltr Jars filled with PDW each fitted a with tap for dispensing water, without any label, brand name or ISI-Mark & 7 – 9 nos of empty 20 ltr Jars each fitted with a tap for dispensing water, without any label, brand name or ISI-Mark were available in front of the premises for delivery purposes.

5. Since none of the 20 ltr Jars fitted with tap, available at the said unit during the time of the subject discreet visit, had any ISI Mark or BIS Licence details or any reference to IS 14543 marked/written on them, hence, the subject matter does not constitute a violation under the BIS Act 2016. However, the said unit was indeed found to be purifying, filling, packing and storing PDW in 20 ltr Jars each fitted with a tap for sale, hence, the matter has been forwarded to FSSAI for further action at their end vide our email dated 03.11.2024.
6. Though the discreet investigation dated 12.07.2024 was carried out in presence of the complainant, Shri Suman Ghosal, himself yet the outcome of the same has also been communicated to him vide email dated 03.11.2024.
7. In view of the above, as no misuse of ISI Mark was observed, the subject complaint may kindly be closed.
8. Put up for kind consideration of CA plz.



(Ishita Dalal)

Sc-D, KKBO-II

Head(KKBO-II)