

BUREAU OF INDIAN STANDARDS
(Kochi Branch Office)

REPORT OF INVESTIGATION OF COMPLAINT

Our Ref: DOCAF/E/2022/09845

Date: 07 Jan 2023

Subject: Complaint regarding non-ISI marked LPG Cylinder

0. GENERAL

- 0.1 Complaint No.& Date: CPGRAMS Grievance Ref No. DOCAF/E/2022/09845
- 0.2 Name and address of the Complainant: Mr Vana Narayanan, Parvathi Law Associates, Chennai Branch – Old no : 8, No 15, Muthu Street, Mylapore, Chennai - 600004
- 0.2.1 Name and address of the recipient of material (if different from 0.2): Same as above
- 0.3 Product and IS No.: Welded Low Carbon Steel Cylinders exceeding 5 Litres Water Capacity for Low Pressure Liquefiable Gases -Cylinders for Liquefied Petroleum Gases (LPG). IS 3196 (Part 1) : 2013
- 0.4 Nature of complaint (highlight specific shortcomings): Complaint is regarding LPG cylinder does not bear BIS Standard mark despite the product being under compulsory certification of BIS
- 0.5 Licence No. & Valid up to: Not mentioned in complaint. However during investigation of complaint sample, it pertains to CM/L1231428 which is valid upto 31 Aug 2023

1. DETAILS OF INVESTIGATION

- 1.1 Place & Date of Investigation: Parvathi Law Associates, Chennai Branch – Old no : 8, No 15, Muthu Street, Mylapore, Chennai – 600004. Date : 04 Jan 2023
- 1.2 Persons contacted: Smt. Varsha - W/O Shri Vana Narayanan
- 1.3 Details of product:
- 1.3.1 Date of purchase
- 1.3.2 Total Quantity purchased
- 1.3.3 Quantity under complaint
- 1.3.4 Source of purchase and details of Bill / Cash Memo
- 1.3.5 Material under complaint
- Inspected/Repaired/Handled by any other agency e.g. DGS&D, Local Dealer/Mechanics
- Material pertains to M/s Hindustan Petroleum Corporation Limited
- 1.3.6 Is product under Warranty/Any service contract? NA
- 1.3.7 Action taken by the licensee for redressal of the complaint (if any, till date) Licensee is not intimated about the complaint
- 1.4 Inspection of Material under Complaint:
- 1.4.1 Is material ISI Marked or not?
- 1.4.2 Whether ISI Mark Genuine or spurious: Complaint is regarding LPG cylinder does not bear BIS Standard mark despite the product being under compulsory certification of BIS. During investigation it was observed that ISI mark is available in the cylinder, however it is not legible/clearly visible. Further test date of cylinder is observed to be 07/09 (as per the details available in stay plate), and marking may not be legible considering age of cylinder. Photos of marking is attached in Annex-B
- 1.4.3 Details of Markings on the product
- 1.4.4 Condition of packing/storage
- 1.4.5 Visual Examination
- 1.4.6 Observations in respect of 0.3
- 1.4.7 Result of testing at complainant end, if done (attach sheet if necessary)
- 1.5 Testing NA

Copy of Bill attached at Annex-A


- 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: Nil

2. CONCLUSION: Complaint is regarding LPG cylinder does not bear BIS Standard mark despite the product being under compulsory certification of BIS. During investigation it was observed that ISI mark is available in the cylinder, however it is not legible/clearly visible.

Further test date of cylinder is observed to be 07/09 (as per the details available in stay plate), and marking may not be legible considering age of cylinder. Photos of marking is attached in Annex-B.

3. RECOMMENDATIONS During investigation it was observed that ISI mark is available in the cylinder, however it is not legible/clearly visible. Further test date of cylinder is observed to be 07/09 and marking may not be legible considering age of cylinder.

However licensee end investigation (CM/L1231428; M/s Sahuwala Cylinders Pvt Ltd, Vishakapatnam) may be carried out to verify completeness and legibility of marking

Signature 

Name of IO: Dhinesh Rajagopalan L

Designation: Scientist – C

BO: Chennai Branch Office - I

Sc- E & HCNBO1

ANNEX-A



HP GAS 24 X 7 LPG HP ANY TIME BOOKING
EMERGENCY HELPLINE 8888823456
PREMIER GAS AGENCY TO BE USED FOR COOKING PURPOSES ONLY
1906 EMERGENCY SERVICE
 (After Office Hours)
 WhatsApp Booking No. 9222201122 9884041749
 (After Office Hours)

COST OF KG CYLRS. 1,068.50
CONSUMED (27111900) CASH MEMO 1592642
 631495 02/10/22

NAME VANNA NARAYANAN
ADDRESS 15/8-MUTHU STREET 1ST FLOOR
 MYLAPORE
 CHENNAI-600004 600020
 LPG ID: 2 9110 9714 0006 0720
 Subsidy Consumed: 4/12
 308194 01/10/2022 13:54:34
 1017.62+25.44+25.44=1068.50

1068.50-1068.50-0.00=Payable:0.00(Tax.)
 ORDER DATE Last Delv.:23/08/2022

CUSTOMER COPY GSTIN: 33ACQP65950R1ZW 24421732
 PHONE: 24402109 24421588
 New No. 20, (Old No. 14), 1st Street, Gopindanapuram, Adyar, Chennai-600 020.
 Working Hrs. 9:00 a.m. to 6:00 p.m. Sunday Holiday
 Missed Call Booking No.: 9493602222 GSTIN : 33ACQP65950R1ZW

ANNEX-B

