

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

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

Our Ref:P-18948

Date: 08 Nov 2024

Subject: Complaint regarding product quality

1. Complaint against **M/s Hamilton Housewares Private Limited CM/L-8300153813**
2. Licensee under **DLBO**

a. GENERAL

- i. Complaint No. & Date : **P-18948; 01 Aug 2024**
- ii. Name & Address of Complainant: **Mr. Mohan; No-236, Raja street, Solur village,Ambur-635802, Vellore district, Tamil Nadu**
- iii. Name & Address of recipient of material (if different from ii) – **Same as Above**
- iv. Product and IS No : **Stainless Steel Vaccum Falsk; IS 17526 : 2021**
- v. Nature of Complaint (highlight specific shortcomings) : Complainant has reported that after one month of use, flask is not able to retain the temperature for more than 4 hours.
- vi. Licence No : **CM/L-8300153813**

b. DETAILS OF INVESTIGATION

- i. Place & Date of Investigation : **25 Sep 2024**
- ii. Persons contacted : **Mr. Mohan**
- iii. Details of product : **1 Litre Stainless Steel Vaccum Flask with Brand name : Milton**
- iv. Date of purchase : **Invoice dated 20 Apr 2024**
- v. Total Quantity purchased : **1 Number**
- vi. Quantity under complaint : **1 Number**
- vii. Source of purchase and details of Bill / Cash Memo ( copy of such document may be collected, if available) : **Procured through E-Commerce app - Amazon. Complainant has already uploaded the details in portal**

- viii. Material under complaint Inspected/Repaired/Handled by any other agency e.g. DGS&D, Local Dealer/Mechanics : **No, as reported by complainant**
  - ix. Is product under Warranty/ : Any service contract? : **No, as reported by complainant**
  - x. Action taken by the licensee for redressal of the complaint (if any, till date) : **Licensee is not aware of the complaint**
  - xi. Whether complainant seeks redressal in the form of repair or replacement of the product under complaint: **Sought for replacement of product during investigation**
- c. INSPECTION OF MATERIAL UNDER COMPLAINT
- i. Is material ISI Marked or not : **ISI marked**
  - ii. Whether ISI Mark Genuine or spurious : **Genuine. Authenticity verified through BIS Care App**
  - iii. Details of Markings on the product : **As per the image of product, attached by complainant in portal**
  - iv. Condition of packing/storage : Since the flask was used by the complainant, Packing couldn't be verified
  - v. Visual Examination : **No external damage as observed during visual inspection**
  - vi. Observations in respect of a iii – **Complainant and recipient are same, as reported by complainant**
  - vii. Result of testing at complainant end, if done (attach sheet if necessary) : **Testing could not be done at complainant end**
- d. TESTING
- i. Whether sample drawn for independent testing : **Since the complainant has used the product since Apr 2024, sample could not be drawn for independent testing**
  - 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 : **NA**

3. **CONCLUSIONS** : During investigation, visual damage of the stainless steel flask is not observed. Since the complainant is using the flask since apr 2024, sample for independent testing could not be drawn.
4. **RECOMMENDATIONS** : Licencee end investigation may be carried out and sample may be drawn from batch pertaining to H 24-03, and tested for requirements of CI 7.4 and CI 7.5 of IS 17526 : 2021

Signature



Name of IO : Dhinesh Rajagopalan L  
Scientist-D/Joint Director

**Sc-F & HCNBO**