

BUREAU OF INDIAN STANDARDS  
BHOPAL BRANCH OFFICE  
Report of Investigation

Our Ref: BPBO/L-8200157006


Dated:24-10-2024

1. This is with reference to the complaint received through email on 26-08-2024 against M/s Amar agency holding BIS CM/L-8200157006 for Packaged Drinking Water (OTPNMW) as per IS 14543:2016 which is valid till 09-02-2025.
2. The complainant Mr Sanjay Ahirwar had stated in the email dated 26-08-2024 that the firm M/s Amar Agency was producing Packaged Drinking Water even though licence was under stop marking.
3. The licence is under suspension with effect from 02-04-2024. M/s Amar Agency was initially having licence at Plot No. 222, Transport Nagar, Galli No. 2, Indore District - Indore M.P-452001. Firm had informed about shifting of premises to new location at Khasra No. 69/2/3, Pipliya Malhar, Mhow, Indore District - Indore 453331 on 09-07-2024 and subsequently confirmed shifting work on 29-07-2024. ROM visit was carried out on 01-08-2024 during which firm's old premises as well as new premises was inspected and it was observed that firm had complied with Stop marking orders and had completed shifting of all manufacturing machineries and test equipment from old premises to the new premises.
4. Subsequent to receipt of complaint on 26-08-2024, visit was carried out on 10-10-2024. During the visit it was observed that production of Packaged Drinking Water was not going on in the factory premises ( Khasra No. 69/2/3, Pipliya Malhar, Mhow, Indore District - Indore 453331) of M/s Amar Agency. No misuse of ISI mark was detected during the visit on 10-10-2024. Visit was also carried out at the old factory premises (Plot No. 222, Transport Nagar, Galli No. 2, Indore District - Indore M.P-452001) of the firm to verify any misuse of ISI mark but it was observed that no manufacturing machinery to produce Packaged Drinking Water was available and no misuse of ISI mark was detected over there. Firm's proprietor Shri Ashu Singh Chhabra informed during the visit on 10-10-2024 that he was not aware of such complaint against his firm and he had not undertaken production of Packaged Drinking Water during stop marking period.
5. The undersigned also visited nearby shops in the vicinity of the factory premises of M/s Amar Agency but no product manufactured by M/s Amar Agency (CM/L-8200157006) was available in the nearby market.
6. Factory surveillance was also conducted on 16-10-2024 at the new premises (Khasra No. 69/2/3, Pipliya Malhar, Mhow, Indore District - Indore 453331) by OSA during which no misuse of ISI mark was observed as per the inspection report received through the portal.

**Conclusion:** Based on the findings of the investigation carried out on 10-10-2024, no misuse of BIS Standard Mark was detected at M/s Amar Agency (CM/L-8200157006) and complaint could not be established.



**Recommendation:** As no misuse of BIS Standard Mark was detected and complaint could not be established, it is recommended that the complaint may be processed for closure please.

  
25-10-2024  
Rahul Kumar  
Scientist-C