

BUREAU OF INDIAN STANDARDS
(Delhi Branch Office-I)

REPORT OF INVESTIGATION OF COMPLAINT AT COMPLAINANT END

Our Ref: DLBO-I/Complaint/IS14543

Date: 14/08/2024

Subject: Complaint related to Quality of BIS Certified Products

0.	GENERAL	
0.1	Complaint No. & Date:	Offline complaint
0.2	Name & Address of Complainant:	Mr. Ram Singh, New Moti Bagh, New Delhi
0.2.1	Name & Address of recipient of material(if different from 0.2):	NA
0.3	Product and IS No.:	Packaged Drinking Water (Other Than Packaged Natural Mineral Water) - IS 14543 : 2016
0.4	Nature of Complaint:	Presence of worm (larvae) in packaged drinking water
0.5	Licence No.:	8700058116
1.	DETAILS OF INVESTIGATION	
1.1	Place & Date of Investigation:	New Moti Bagh, New Delhi & 14/08/2024
1.2	Persons contacted:	Mr. Ram Singh
1.3	Details of product:	Packaged Drinking Water (Other Than Packaged Natural Mineral Water), 20 litre capacity, Manufactured by: M/s Adarsh Cement Product Pvt. Ltd, B-5/20, 21, 22 Surajpur Industrial Area, G.B. Nagar, Greater Noida-201306 & Marketed by Bisleri International Pvt Ltd, Andheri, Mumbai-400099.
1.3.1	Date of purchase:	01/08/2024
1.3.2	Total Quantity purchased:	1Pc
1.3.3	Quantity under complaint:	1Pc

1.3.4	Source of purchase and details of Bill/Cash Memo:	Purchased offline from M/s Bhatia Jee Electrical & Hardware, Shop No 38, Netaji Nagar, New Delhi, Bill/tax invoice was not available with complainant.
1.3.5	Material under complaint Inspected/Repaired/Handled by any other agency e.g. DGS&D, Local Dealer / Mechanics:	NA
1.3.6	Is product under Warranty/ Any service contract?:	NA
1.3.7	Action taken by the licensee for redressal of the complaint:	NA
1.4	Inspection of Material under complaint:	Material under complaint was inspected and it was observed that suspended particles (worm) are present. Further Batch and date of manufacturing was not visible. Shell life mentioned on label is of one month. Product was bearing BIS standard mark with CM/L-8700058116
1.4.1	Is material ISI- Marked or not?:	Yes with CM/L-8700058116
1.4.2	Whether ISI- Mark Genuine or spurious:	CM/L-8700058116 was verified on BIS care app and found genuine
1.4.3	Details of Markings on the product:	Packaged Drinking Water (Other Than Packaged Natural Mineral Water), 20 litre capacity, Manufactured by: M/s Adarsh Cement Product Pvt. LTD, B-5/20, 21, 22 Surajpur Industrial Area, G.B. Nagar, Greater Noida-201306 & Marketed by Bisleri International Pvt Ltd, Andheri, Mumbai-400099. Product was bearing BIS standard mark with CM/L-8700058116. Batch No and date of manufacturing was not visible.
1.4.4	Condition of packing/storage:	Seal opened and product was opened for use by the complainant.
1.4.5	Visual Examination:	Material under complaint was inspected and it was observed that suspended particles (worm) are present.
1.4.6	Observations in respect of 0.3:	Product was bearing BIS standard mark with CM/L-8700058116
1.4.7	Result of testing at complainant end, if done (attach sheet if necessary):	NA

1.5	Testing	
1.5.1	Details of sample drawn for independent testing, if any:	Approx 10litre sample available was sealed for independent testing.
1.5.2	Test request ref. & date:	Sample was sealed in presence of complainant and coded DLBO-I/71412/20240814/CP/1 dated 14/08/2024
1.5.3	Laboratory to which sent:	Central Laboratory Plot No. 20/9, Site IV, Sahibabad Industrial Area, Sahibabad
1.6	Any other information relevant to the complaint:	NA
2.	CONCLUSIONS:	Packaged Drinking Water (Other Than Packaged Natural Mineral Water), 20 litre capacity, Manufactured by: M/s Adarsh Cement Product Pvt. LTD, B-5/20, 21, 22 Surajpur Industrial Area, G.B. Nagar, Greater Noida-201306 bearing BIS standard mark with CM/L-8700058116 was found having suspended particles.
3.	RECOMMENDATIONS :	Complainant sample was sealed for independent testing. Complaint may be forwarded to NOBO for further necessary action after receipt of test report . Further seller end investigation may be carried out at M/s Bhatia Jee Electrical & Hardware, Shop No 38, Netaji Nagar, New Delhi.

Signature: *Sachin*
14/08/2024
Name of IO: Sachin Singh Naruka
Designation: Scientist-B
BO/Deptt.: Delhi Branch Office-I

H(DLBO-I)

cc:
i) CMED

Sachin
14.08.24