



# INDO BORAX & CHEMICALS LTD.

Regd. Office: 302, 3rd Floor Link Rose Building, Linking Road, Santacruz (West), Mumbai - 400054, India.

Ph.: 022 26489142 / 47 / 48 • Fax No. 022-26489143 • CIN : L24100MH1980PLC023177

Email : info@indoborax.com • Website : www.indoborax.com

26<sup>th</sup> June, 2024

## Complaints Management and Enforcement Department (CMED)

Bureau of Indian Standards

Ministry of Consumer Affairs, Food & Public Distribution

Government of India

Manak Bhawan

9, Bahadur Shah Zafar Marg

New Delhi-110002

Email : [complaints@bis.gov.in](mailto:complaints@bis.gov.in)

Email : [headcmed@bis.gov.in](mailto:headcmed@bis.gov.in)

Email : [dg@bis.gov.in](mailto:dg@bis.gov.in)

Email : [cvo@bis.gov.in](mailto:cvo@bis.gov.in)

Sir,

**Sub :** Complaint against M/s Organic Industries Pvt. Ltd for manufacturing Technical Grade Boric Acid not conforming to IS 10116:2015, in violation of QCO.

For manufacturers of Boric Acid, certification with BIS and conformation with the IS 10116:2015 is mandatory as per "Bureau of Indian Standards (Standards for Boric Acid) Order, 2019". Copy of the QCO is attached as **Annexure 1** and the copy of IS 10116:2015, reaffirmed in April 2024 is attached as **Annexure 2**.

IS 10116:2015 makes it mandatory for Boric Acid Technical Grade to contain the following Additives known as "Polishing Compounds" in the range as prescribed in Clause 4.0 & Clause 4.5 of the Standard:-

#### 4.4 Additional Requirement for Technical Grade Boric Acid

4.5 The technical grade boric acid shall also comply with the following additional requirements of polishing compounds when tested according to the methods prescribed in Annex A. Reference to the relevant clauses of Annex A is given in col 5 of the Table 1.

a) Chloride (as Cl), : 0.05 – 0.15  
percent by mass

b) Sulphate (SO<sub>4</sub>), : 0.15 – 0.25  
percent by mass

1. However, Boric Acid Technical Grade manufactured and sold by M/s Organic Industries Pvt. Ltd. consistently fails in meeting the above requirements



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prescribed in clause 4.4 & clause 4.5 of the Standard. Copy of Sales Invoice attached as **Annexure 3**. As can be seen from the latest **Certificate of Analysis (COA) for their Technical Grade Boric Acid** issued by the above manufacturer, which is sent along with the consignment of Technical Grade Boric Acid, to their customers, **their Technical Grade Boric Acid is much lower in Sulphate (SO<sub>4</sub>) and Chloride (Cl) content than what is prescribed in the Indian Standard**. Copy attached as **Annexure 4**.

2. 26th MEETING of The INORGANIC CHEMICALS SECTIONAL COMMITTEE, CHD 01 was held on Monday, 19 June 2023 and the same was attended by the Directors of M/s Organic Industries Pvt. Ltd. In the said meeting, the said manufacturer repeatedly confirmed that they are manufacturing Technical Grade Boric Acid with lower levels of Chlorides and Sulphates than what is specified by the Indian Standard. The said confirmation is recorded in the Minutes of the Meeting attached as **Annexure 5** (duly highlighted)
3. Subsequently, a meeting of Boric Acid manufactures along with the senior Officers of BIS was taken by the then Additional Secretary Consumer Affairs, Smt. Nidhi Khare on 11.07.2023 at Krishi Bhavan. The confirmation by M/s Organic Industries Pvt. Ltd that they are manufacturing Technical Grade Boric Acid with lower levels of Chlorides and Sulphates than what is prescribed by the Standard is also recorded in the minutes of the said meeting. Copy of the minutes attached as **Annexure 6** (duly highlighted).
4. **Based on R&D study conducted by ICT Mumbai it has been decided to retain the Standard IS 10116:2015 in its present form without any modification and accordingly the Standard has also been reaffirmed as it is in April 2024**. The extracts of the 29th Meeting of the Inorganic Chemicals Sectional Committee, CHD 1 is attached as **Annexure 7** (duly highlighted).
5. The complete address of their factory where the material is available is :  
M/s Organic Industries Pvt Ltd.  
Address:- S/163, Gidc, Dahej, Taluka Vagra Dist. Bharuch, Gujarat  
PIN:-392130
6. It is humbly requested that your investigation team **may kindly draw the sample themselves only from the warehouse as well as of the finished product coming out of the process**. It is humbly requested to **kindly sensitize**





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**your team not to ask any employee of the above unit to draw sample on their behalf.** The drawn sample may kindly be analyzed for compliance with Sulphate and Chloride levels prescribed in the clause 4.4 & 4.5 of relevant IS standard, i.e. IS 10116:2015.

7. **It is also requested that special attention be given to samples drawn and analyzed from bags marked as "Boric Acid Technical High Purity" to detect non- compliance with clause 4.4 & clause 4.5 of the mandatory IS 10116:2015.**
8. It is also learnt that the said manufacturer has already been placed under "Stop Marking" once by BIS last year, which was subsequently lifted.
9. The details of M/s Organic Industries Pvt. Ltd are: -

License No.	Names and address of the Boric Acid manufacturer	Defects in the product	Violation of clause No. of IS 10116
7200155608	<b>ORGANIC INDUSTRIES PVT LTD</b> Address:- S/163, GIDC, DAHEJ, TALUKA VAGRA DIST. BHARUCH, BHARUCH PIN:-392130, BHARUCH, GUJARAT	Fails in Sulphate Fails in Chloride	Clause 4.5 (b) Clause 4.5 (a)

10. **Most humbly, we request you to kindly register our complaint on your portal and send us the number please.**

There is enough evidence available with the BIS, including records of statements made by M/s Organic Industries Pvt. Ltd. Before the senior most officers of BIS, as recorded in the minutes of the various meetings. We shall be very obliged for your early action in the matter in the interest of consumers. It is requested that our name and details may kindly be utmost confidential as we fear harm from the above manufacturer.

Thank you.

For Indo Borax & Chemicals Ltd.,

  
(Pravin Chavan)  
Company Secretary

Copy to :



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Shri Pramod Kumar Tiwari

IAS

Director General (DG)

Bureau of Indian Standards

Ministry of Consumer Affairs, Food & Public Distribution

Government of India

Manak Bhawan

9 Bahadur Shah Zafar Marg, New Delhi-110002

Shri Ashish Tripathi

IRS

Chief Vigilance Officer (CVO)

Bureau of Indian Standards

Ministry of Consumer Affairs, Food & Public Distribution

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9 Bahadur Shah Zafar Marg, New Delhi-110002