

**Regarding Complaint received at BIS complaint portal regarding Violation of the QCO pertaining to Packaged Drinking Water.**

**ME** Me <kkbo-2@bis.gov.in>  
Sun, 03 Nov 2024 9:14:24 PM +0530  
To "aokolkata" <aokolkata@fssai.gov.in>, "director-er" <director-er@fssai.gov.in>, "idspnadia10" <idspnadia10@gmail.com>  
Cc "Head KKBO II" <hkkbo-2.bis@nic.in>

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Dear Sir,

This has reference to a complaint received at BIS Complaint Portal regarding Violation of the QCO pertaining to Packaged Drinking Water. It was stated by the complainant that the accused M/s Dey Water Supply, Athpur Mula Jore New Para, New Cord Road, Post-Athpur near Bharti Shangha Club, WB – 743128, is manufacturing Packaged Drinking Water without any valid BIS licence or FSSAI licence.

Accordingly, discreet investigation was carried out by our Investigating officer on 12.07.2024, wherein the following were observed, as reported:

- i) M/s Dey Water Supply, was situated at Athpur Mula Jore New Para, New Cord Road, Post-Athpur, near Bharti Shangha Club, WB – 743128.
- ii) The firm was observed to be manufacturing, filling and despatching 20 Ltr Jars of Packaged Drinking fitted with tap for dispensing water, without any label, brand name or ISI-Mark.
- iii) At the time of the subject discreet visit, about 4 - 5 nos of 20 ltr Jars filled with PDW fitted with tap for dispensing water, without any label, brand name or ISI-Mark & 7 – 9 nos of empty 20 ltr Jars fitted with tap for dispensing water, without any label, brand name or ISI-Mark were available in front of the premises for delivery purposes.

Since none of the 20 Ltr Jars fitted with tap, available at the said unit during the time of the subject discreet visit, had any ISI Mark or BIS Licence details or any reference to IS 14543 marked/written on them, hence, the subject matter does not constitute a violation under the BIS Act 2016. However, the said unit was indeed found to be purifying, filling, packing and storing PDW in 20 ltr Jars fitted with tap for sale, hence, the matter is being forwarded herewith for your kind consideration and necessary action at your end in line with Section 26 and Section 29 of Food Safety and Standards Act, 2006.

A copy of the subject mail may please be forwarded to the concerned authorities of FSSAI.

Thanks & regards,

Ishita Dalal

Sc-D, KKBO-II

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