

**Bureau of Indian Standards**  
**(Gandhidham Branch Office)**

**Subject: Complaint Investigation Report of Kaeon Rubber Private Limited (Complaint No. O-18765)**

The complaint was against M/s. Kaeon Rubber Pvt Ltd that the firm is selling tube without IS Code description and other trade marks.

The complainant Mr. Divyang Patel is from Bharuch (as mentioned in the complaint). Since, the address of the complainant is not under the purview of GDBO, complainant end investigation could not be carried out. However, the complainant Mr. Divyang (Mob- 9998214390 as mentioned in the complaint) was contacted over phone to know about the details of complaint.

He informed that when he purchased the tyre tube, the packing of the tube had ISI mark but IS number was not mentioned. When asked whether he had any complaint regarding quality of the tube, he replied that he did not have any complaint regarding quality but he could not see IS number on the packing of the tube.

The address of the firm against which complaint was made was not mentioned in the complaint. In the photograph of tube packing attached with the complaint, the address of the firm is mentioned as Gujarat, India. The address of the firm was also searched on internet. The website (<http://www.kaeonrubber.com/>) with the name of the firm was available in internet. On the website, the address of the firm is mentioned as Near SR Pump (which may be understood as Essar Pump), Morbi, Gujarat. There are many Essar Petrol Pumps in Morbi. 4 Essar Petrol Pumps in Morbi area were visited and searched for any tyre tube manufacturer in the nearby area. No any tyre tube manufacturer could be found. Also, local people and along with one local wholesale tyre tube seller were also contacted to get address of the manufacturer. But, none of them knew the address of the manufacturing unit. The mobile number (9979667799) mentioned in the website of the manufacturer belongs to Mr. U D Rawal. He was contacted over phone. He informed that their manufacturing unit is not in Morbi but in Ahmedabad.

Hence, as per information received from the person contacted over phone, the complaint may be forwarded to AHBO for further investigation and actions at their end.

Manish Kumar  
Sc-D