

Appendix 3

BUREAU OF INDIAN STANDARDS

REPORT OF INVESTIGATION OF COMPLAINT AT COMPLAINANT END

Our Ref: P - 16581.

Date:08.01.24

Subject:Complaint Against M/s Kelvin Plastic Pvt Ltd.
Our Licensee under Rajkot Branch Office-I

0. GENERAL

0.1 Complaint No. & Date: Received by post(Allotted online on 19.01.24, compliant no P 16581)

0.2 Name & Address of Complainant:Vadhel Pratapbhai Amarshibhai, near school,saiyaji rajpara,rajpara,sayajirajpara,Kodinar,Gujarat-362710

0.2.1 Name & Address of recipient
of material(if different from 0.2)- NA

0.3 Product and IS No.- IS13592:2013

0.4 Nature of Complaint (highlightspecific shortcomings) - Supply of the inferior and sub standard quality of the pipes.The pipes are laid in the field for the supply of the water to the field.As informed by the complainant the pipes are laid in a depth of 3 feet.Complainant informed that the pipes are found leaking after sometime of the installation.However the pipes which are under complaint are Type A pipes as per IS 13592:2013 and are meant for use in ventilation pipes work & rain water harvesting applications.

0.5 Licence No.: 7600129316

1. DETAILS OF INVESTIGATION

1.1 Place & Date of Investigation- Complainant field/farm situated at kodinar,veraval.) Date of Investigation 08.01.23

1.2 Persons contacted: Vadhel Pratapbhai Amarshibhai

1.3 Details of product: IS 13592:2013, UPVC pipes for soil& water discharge system for inside and outside buildings including ventilation & rain water system

1.3.1 Date of purchase: 02.01.2023

1.3.2 Total Quantity purchased: 423 meters

1.3.3 Quantity under complaint:Out of 423 meters pipes a portion of the pipes which are attached by solvent cement of approx. 15 meters of pipe in between was found broken.

- 1.3.4 Source of purchase and details of Bill / Cash Memo: Purchased from Kisan Trade Link,Kodinar(Dealer/shop) and Bill no 38
- 1.3.5 Material under complaint Inspected/Repaired/Handled by any other agency e.g. DGS&D,Local Dealer/Mechanics- None
- 1.3.6 Is product under Warranty/ :Any service contract?- NA
- 1.3.7 Action taken by the licensee for redressal of the complaint(if any, till date)- A representation/complaint was sent to the licensee M/s Kelvin plastic for which no reply was received.
- 1.4 Inspection of Material undercomplaint- The material under compliant was inspected and found that the appearance to the pipes looks like the pipes were laid before in the soil and was taken out.On inspection it was found that the pipes were joined by means of solvent for the purpose laying.Holes,Dents were present in the pipe and the pipes possess the brand name as Kelvin, 90mm,SWR pipe(Type A) bearing CM/L 7600129316 with ISI mark.The batch no on the pipe was mentioned as 202111250031.The reason for the damage of the pipe i.e due to leakage or damage by physical means could not be ascertained during the investigation as the pipes were prior laid in the soil of 3 meter depth and removed.
- 1.4.1 Is material ISI Marked or not?- Yes ISI marked.
- 1.4.2 Whether ISI Mark Genuine orspurious- Genuine
- 1.4.3 Details of Markings on the product- The pipes possess the brand name as Kelvin, 90mm,SWR pipe(Type A) bearing CM/L 7600129316 with ISI mark.The batch no on the pipe was mentioned as 202111250031.
- 1.4.4 Condition of packing/storage- Pipes are already laid, removed them from the soil and were kept in the open area of the field.
- 1.4.5 Visual Examination- The pipes were found broken at two locations and Dents were found observed.It appears that the pipe was laid down in the soil and removed after installation due to leakage. The pipes possess the brand name as Kelvin, 90mm,SWR pipe(Type A) bearing CM/L 7600129316 with ISI mark.The batch no on the pipe was mentioned as 202111250031
- 1.4.6 Observations in respect of 0.3- Brand name as Kelvin, 90mm,SWR pipe(Type A) bearing CM/L 7600129316 with ISI mark.The batch no on the pipe was mentioned as 202111250031.
- 1.4.7 Result of testing at complainant end, if done (attach sheet if necessary) - None.
- 1.5 Testing- Not applicable.
- 1.5.1 Details of sample drawn forindependent testing, if any- 6 meter/ 6 cut pipes were drawn for testing.(See Test request) Sample was sent for testing as per IS 13592:2013.
- 1.5.2 Test request ref. & date: Sample coded as RJBO-I/63240/20240119/CP/1, Dated 30.01.2024

- 1.5.3 Laboratory to which sent: CIPET,Lucknow.
- 1.5.4 Date on which despatched to Lab by self/complainant: Sample was sent from BIS,RJBO-I on date 30.01.2024.
- 1.6 Any other information relevant to the complaint: The complainant do not possess the original invoice bill of the pipes purchased from the Kisan Trade Link, Kodinar.The complainant informed that the original bill was submitted to the local agricultural dept for claiming subsidy.
2. CONCLUSIONS: As informed by the complainant the pipes were purchased in the month on January 2023 form a local dealer in the kodinar by name kisan trade link.The pipes of quantity 425 meter were purchased by the complainant for the purpose of the water supply to the field where water was drawn from the well and supplied through the pipes laid at a depth of 3 feet.The pipes were purchased in the month of January 2023 and were laid in the month of April 2023.As informed by the complainant that the pipes are found leaking in between in the month of September 2023 i.e after five months after the installation.The leakage was informed to the dealer from where the pipes were purchased and the dealer had informed the compliant to the M/s kelvin pipes pvt ltd on 29.09.23.The same issue was raised and brought to the notice of the area manager of M/s Kelvin plastic pvt ltd.Firm also informed that they don't have the original bill of the purchase since it was submitted to the gram sevak,kodinar(agriculture officer) for obtaining subsidy from the govt.of Gujarat.To ascertain the further information, the undersigned had contacted the gram sevak Shri Bhargav Patiya over telephone,where he informed that the complainant has been given the subsidy for laying the **PVC** pipe which was approved under the scheme in the ikhedut portal and said that the licensee M/s Kelvin Plastic Pvt Ltd was approved vendor.Since there is no response from the area manager, the complainant approached Grahak Suraksha mandal who further given a written compliant to the firm which is unanswered till date.From the above facts it is concluded that the complaint is found genuine, however the nature of the complaint i.e pipes as per IS 13592:2013 were used for the supply of water in field, are not being used for intended purpose (Type A pipes as per IS 13592:2013 shall be used in ventilation pipes work & rain water harvesting applications).
3. RECOMMENDATIONS: The complaint may be processed further based on the investigation at the licensee end.

Signature

Name of IO: B.V.Ramana

Designation:Sc-C,RJBO-I

Sc-E & HRJBO-I

CMED