

## Appendix 4

## BUREAU OF INDIAN STANDARDS

## REPORT OF INVESTIGATION OF COMPLAINT AT LICENSEE END

Our Ref:Kelvin/IS 13592

Date:19.01.2024

Subject: Complaint against M/s Kelvin Pipes Pvt Ltd,Rajkot

## 0. GENERAL

0.1 Complaint No.&amp; Date: P 16581 dated 09.01.24

0.2 Name and address of the Complainant: Pratapbhai Amarsinghbhai Vadel,Sayaji Rajpara,Kodinar Taluk,Girsomnath.

0.2.1 Name and address of the recipient of material(if different from 0.2)-NA

0.3 Product and IS No.: UPVC pipes for soil&amp; water discharge system for inside and outside buildings including ventilation &amp; rain water system,IS 13592:2013

0.4 Specific nature of complaint: Compliant against the quality of the pipe.

0.5 Licence No. &amp; valid up to: 7600129316, valid up to 19.03.2024

0.6 Is complainant end report available at the time of licensee end investigation?- Yes

## 1. DETAILS OF INVESTIGATION

1.1 Date of Investigation: 19.01.2023

1.2 Persons contacted: Pooja Dadhania ( Director), Maulik Khunt QA/QC Head.

1.3 Quantity under complaint: 432 meters

1.4 Whether licensee is aware of the complaint- Yes

1.4.1 If yes, actions taken for the same- The licensee was aware of the complaint.As informed by the licensee, the complainant Shri Pratapbhai Amarsinghbhai Vadhel had contacted the licensee through the customer number of the firm. The complainant had spoken with Ms.Pooja Dadhania who looks after the overall complaints received. In response to the complaint made by the complainant, the firm had offered to replace the damaged portion of the pipe which was denied by the complainant as he wants the total replacement of the pipes purchased.

1.4.2 Licensee's opinion on the complaint- Firms representative M/s Pooja Dadhania was contacted during the visit. She informed that they have received this complaint

telephonically from the complainant Shri Pratapbhai Amarsinghbhai Vadhel. He informed that the SWR pipe of size 90mm Type A bearing CM/L 7600129316 was purchased by him, but it was damaged after installation in the field. The firm had convinced that the pipe which was supplied by them was of superior quality and there is no quality issue. However the complainant did not convinced and claimed for the replacement of the entire 423 mts of pipe purchased instead of the damage portion. However the same was denied by the firm since it is not justifiable to replace the entire portion of the pipe which includes the undamaged portion. Licensee is of opinion that the product supplied was of superior quality. Firm also informed that the complainant had used the product at the site other than the intended use i.e Type A pipes as per IS 13592:2013 is used in ventilation pipe work & rain water harvesting applications.

- 1.4.3 Whether material was sold directly or through dealer, retailer etc.-The material was sold through the dealer..
- 1.4.4 Is product under warranty/ guarantee/service contract?- No
- 1.5 Licensee's record of the material under complaint- Testing records, Production records available with the firm were verified during the course of the visit. Tax invoices of material dispatched from July 01 2023 to till date were verified during the visit and found that the product i.e SWR pipe, Type A, 90mm bearing batch no 202111250031 was supplied to the complainant through dealer.
- 1.6 Manner of marking adopted by licensee for the product under complaint- Printing
- 1.7 Has the material been taken back by licensee ?- No
- 1.7.1 If yes, observations on the same vis-a-vis specific nature of complaint: NA
- 1.8 Is the batch/lot/control unit under complaint held in stock by the licensee?-No
- 1.8.1 If yes, give factory testing details (if carried out on the same):  
NA
- 1.8.2 Any other observations- Firms license was granted on 20.03.2020 for the varieties Type A and Type B as per IS 13592:2013. The pipes installed by the complainant at the site was of Type A which are intended to be used in in ventilation pipe work & rain water harvesting applications. Firms representative M/s Pooja Dadhania was contacted during the visit. She informed that they have received this complaint telephonically from the complainant Shri Pratapbhai Amarsinghbhai Vadhel. He informed that the SWR pipe of size 90mm Type A bearing CM/L 7600129316 was purchased by him but it was damaged after installing in the field. The firm had convinced that the pipe which was supplied by them was of superior quality and there is no quality issue. However the complainant did convinced and claimed for the replacement of the entire 423 mts of pipe purchased and the same was denied by the firm since it is not justifiable. Licensee is of opinion that the product supplied was of superior quality. Firm also informed that the complainant had used the product at the

site other than the intended use i.e Type A is used in ventilation pipe work & rain water harvesting applications.

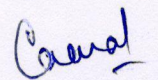
During the investigation at the complainant end, he informed that the Type A pipes as per IS 13592:2013 were laid and subsidy was claimed from the govt of Gujarat. The above point was brought to the notice of the licensee, that whether the said product i.e Type A pipes as per IS 13592:2013 was covered/ enrolled under the subsidy scheme in the govt of Gujarat. In reply, licensee informed that the Type A pipes as per IS 13592:2013 are not covered in any subsidy scheme operated by the govt of Gujarat and they are not the approved vendors for the same. Sample drawn during the complainant end investigation was sent for testing as per IS 13592:2013.

2. CONCLUSION:

- a) The complainant purchased the Type A pipes and installed in the farm for the supply of water from the well to the entire farm.
- b) No original bills were available with the complainant during the investigation at the complainant's end.
- c) During the investigation at complainant's end, the reason for the damage of the pipes could not be ascertained as the pipes were already used and the same pipes were cut and stored separately in the farm.
- d) Since the complainant had used the Type A 90mm solvent cement end pipes as per IS 13592:2013 other than the intended use ( i.e Type A pipes as per IS 13592:2013 are used in ventilation pipe work, rain water and rain water harvesting applications), the complaint could not be established.

3. RECOMMENDATIONS: Since the complainant had used the Type A 90mm solvent cement end pipes other than the intended use, the complaint could not be established and the complaint may be closed. However since the sample at complainant end was drawn for testing, the case may be reviewed later upon the receipt of the test report of the same.

Signature



Name of IO : B.V. Ramana  
Designation-Sc-C

Head RJBO-I

HCMED

BUREAU OF INDIAN STANDARDS  
TEST REQUEST

Date of download: 09-02-2024

Sample sent Rajkot Branch Office-I to Central Institute of Petrochemicals Engg. & Tech.(CIPET)Plas,B-27,,Amausi Industrial Area,Lucknow-226008,UTTAR PRADESH(9102534)

Please test the following sample(s), details of which are given below, according to Indian Standard

Sample Code RJBO-I/63240/20240119/CP/1

IS No. IS 13592 : 2013

QR Code Number 100000519362

Counter QR Code Number --

Sample Description UPVC pipes for soil and water discharge system for inside and outside buildings including ventilation and rain water system.

Grade/Type/Variety/Class/Size/Rating

Component	Value
Type	A
Size	90mm

Sample Type CP

Sample Priority/Non Priority Priority

Sample Drawl Date 19-01-2024

Test Request Finalization Date 05-02-2024

Declared Value, if any

Quantity 1m X 6 Nos

Batch No/Control Unit No 202111250031

Date of Manufacturing 25.11.21

Shelf Life --

Nature of Packing Individual Packs

Manner of Sealing Waxed Sealed

Nature of Test(s) to be carried out All

Mode of Disposal of sample after test To be disposed off

Additional Information, If Any(Sample) To be tested for all possible tests as per IS 13592:2013

Any Other Information --