

CMIPF 281

**BUREAU OF INDIAN STANDARDS**

**(Parwanoo Branch Office)**

**REPORT OF INVESTIGATION OF COMPLAINT AT LICENSEE END**

Our Ref: **PRBO/Complaint/P-18518**

Date: **02/08/2024**

Subject: **Complaint against M/s Asian Enterprises**

0. GENERAL

0.1 Complaint No. **P-18518 & Date: 29/06/2024**

0.2 Name and address of the Complainant: **Mr Chandra Prakash: (Mob: 6396109810), H. No. 112, PAC Gate No. 2, Girja Colony, Etawah, Uttar Pradesh-206002.**

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

0.3 Product and IS No.: **Rubber Hose for Liquefied Petroleum Gas (Domestic and Commercial Application) as per IS 9573: Part 2: 2017**

0.4 Specific nature of complaint: **Misuse of BIS Standard Mark (Use of Expired License CM/L 9600013709 on Rubber Hose for LPG Gas)**

0.5 Licence No. & valid up to: **CM/L: 9600013709, Validity: 15 August 2020**

0.6 Is complainant end report available at the time of licensee end investigation? **No**

1. DETAILS OF INVESTIGATION

1.1 Date of Investigation: **02/08/2024**

1.2 Persons contacted: **Factory was in locked condition and no person was available in the factory premises.**

1.3 Quantity under complaint: **01 No**

1.4 Whether licensee is aware of the complaint: **No**

1.4.1 If yes, actions taken for the same: **NA**

1.4.2 Licensee's opinion on the complaint: **During the Complaint Investigation at Licensee**

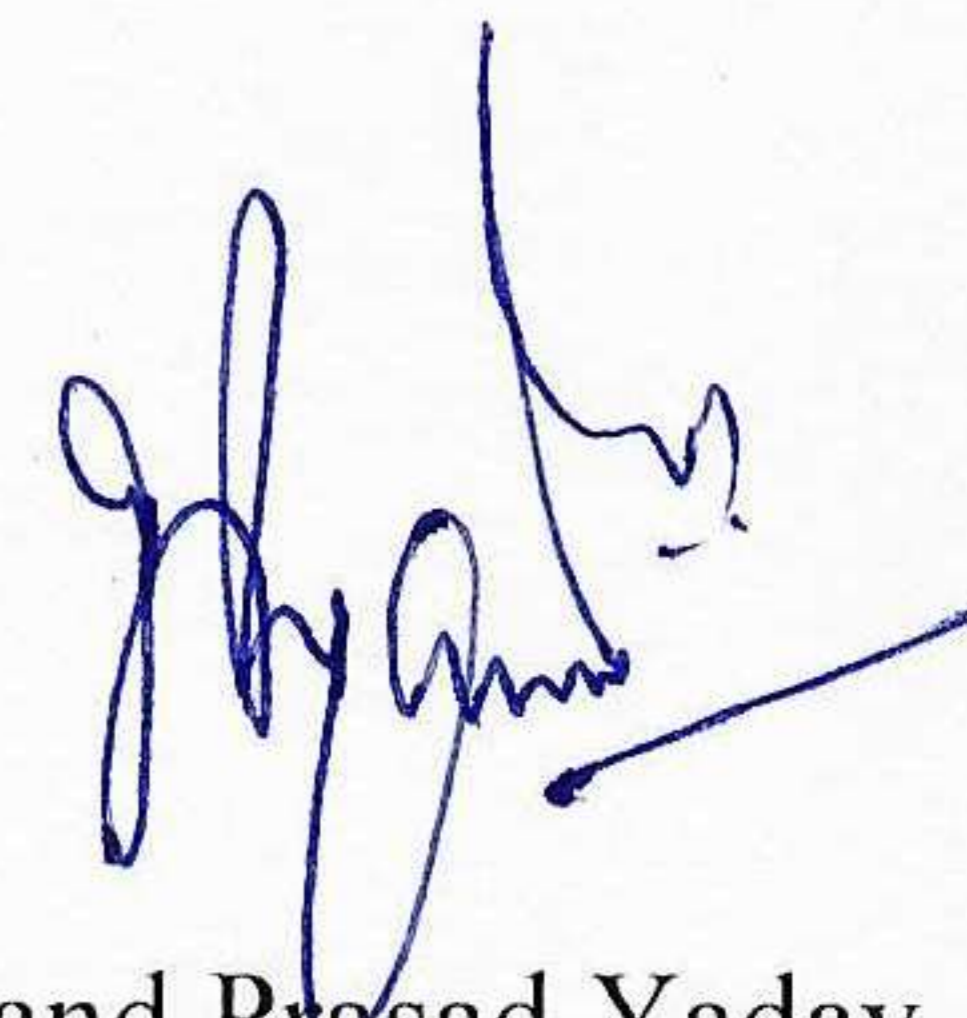
- End, factory was found in locked condition and no person was available in the factory premises.**
- 1.4.3 Whether material was sold directly or through dealer, retailer etc., **During the Complaint Investigation at Licensee End, factory was found in locked condition and no person was available in the factory premises. Therefore, the mode of sale of material could not be discussed.**
- 1.4.4 Is product under warranty/ guarantee/service contract?: **During the Complaint Investigation at Licensee End, factory was found in locked condition and no person was available in the factory premises. Therefore, warranty of the product could not be discussed.**
- 1.5 Licensee's record of the material under complaint: **During the Complaint Investigation at Licensee End, factory was found in locked condition and no person was available in the factory premises. Therefore, licensee's record of the material under complaint could not be verified.**
- 1.6 Manner of marking adopted by licensee for the product under complaint: **During the Complaint Investigation at Licensee End, factory was found in locked condition and no person was available in the factory premises. Therefore, manner of marking on the product under complaint could not be verified.**
- 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?: **During the Complaint Investigation at Licensee End, factory was found in locked condition and no person was available in the factory premises. Therefore, availability of stock of the product under complaint could not be verified.**
- 1.8.1 If yes, give factory testing details (if carried out on the same):
- 1.9 Any other observations: **Complaint investigation was carried out at the licensee end for the complaint no. P-18518 dated 29/06/2024. During the visit, following observations were made: (i) Factory was found in locked condition and no person was available in the factory premises and no activity (manufacturing or dispatch) was observed. (ii) Persons nearby the firm were enquired for the activity of the firm and it was informed that this factory is in closed condition for a long period of time. Photographs of the firm are attached for reference.**
2. **CONCLUSION: Firm was holding a BIS License (CM/L: 9600013709) which was valid till 15 August 2020. During the Complaint Investigation carried out on 02.08.2024, factory was found in locked condition and no person was available in**

the factory premises. Also, no manufacturing activity or dispatch of product was observed during the investigation at the factory premises. From the condition of the factory, it seems that factory is in closed condition for a long period of time. Same was also confirmed upon enquiry with the people available nearby the firm (Photographs of the firm taken during the complaint investigation are enclosed for reference). The product under the complaint might be very old which may have been manufactured during the period when the BIS License (CM/L 9600013709) was operative. Since, factory was locked and no person was available, production or dispatch records pertaining to the product under complaint could not be verified.

3. RECOMMENDATIONS:

During the Complaint Investigation, factory was found in locked condition and no person was available in the factory premises. Also, no manufacturing activity or dispatch of product was observed during the investigation at the factory premises. From the condition of the factory, it seems that factory is in closed condition for a long period of time. Same was also confirmed upon enquiry with the people available nearby the firm. No misuse of BIS Standard Mark was observed during the investigation. In view of the above, the complaint may be processed for closure please.

Signature



Name of IO: Gorenand Prasad Yadav  
Designation: Scientist-C/Deputy Director

Inc: Photographs

HPRBO

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