Proforma I

BUREAU OF INDIAN STANDARDS

(Kochi Branch Office)

REPORT OF INVESTIGATION OF PRODUCT QUALITY COMPLAINT AT COMPLAINANT END

Our Ref: **KOBO/Complaints/P-20751** Date: **13/12/2024**

Subject: **Complaint registered against Lawyer's notice issued for compensation for damages sustained by explosion of a defective pressure cooker product - reg**

1. Complaint against **M/s TTK Prestige Ltd, Hosur**
2. Licensee under **Bengaluru** Branch Office

a. **General**

i.	Complaint No. & Date	**P-20751 dt 03/12/2024**
ii.	Name & Address of Complainant	**Johny K George Associates, Advocate, R3 Complex, Pathanamtitta, Kerala – 689645 under authority from the person mentioned in S. no iii below**
iii.	Name & Address of recipient of material (if different from ii)	**Ms. Devi kurupp S, Anjali (H), Maroor, Mallassery PO, Pathanamthitta, Kerala, - 689646 (Pls see A-1)**
iv.	Product and IS No.	**Domestic Pressure Cooker as per IS 2347**
v.	Nature of Complaint (highlight specific shortcomings)	**Stated in the complaint that due to Defective Design, Manufacturing defect & Pressure cooker not tested (Quality issues) explosion of cooker happened**
vi.	Licence No	**CM/L - 2351039**

b. **Details of Investigation**

i.	Place & Date of Investigation	**Pathanamthitta , 13/12/24**
ii.	Persons contacted	**Devi kurup S**
iii.	Details of product	**Domestic Pressure cooker**
iv.	Date of purchase	**May 2019**
v.	Total Quantity purchased	**1 no**
vi.	Quantity under complaint	**1 no**
vii.	Source of purchase and details of Bill / Cash Memo (copy of such document may be collected, if available)	**Reportedly purchased from M/s Alankar Super Bazaar, Kizhakedathu Mariam Complex, Pathanamthitta, Kerala (Proof of purchase i.e., Bill/Cash memo/invoice were not provided by the complainant)**
viii.	Material under complaint Inspected/Repaired/Handled by any other agency e.g. DGS&D, Local Dealer/Mechanics	**No**
ix.	Is product under Warranty/: Any service contract?	**As informed by complainant the product is under 10 years warranty but no proof available for the same with the complainant**
x.	Action taken by the licensee for redressal of the complaint (if	**The complainant informed that this notice has been sent to M/s TTK Prestige Ltd., Banglore and no**

	any, till date) [Details of such communication shall be obtained]	**further information or action has been received by them**
xi.	Whether complainant seeks redressal in the form of repair or replacement of the product under complaint	**No, however complainant claimed Rs 18,48,820/- for the loss and expenses as per the lawyer's notice**

c. Inspection of Material under complaint

i.	Is material ISI Marked or not?	**Yes**
ii.	Whether ISI Mark Genuine or spurious	**Yes found genuine**
iii.	Details of Markings on the product	**On bottom of cooker: Prestige, Mfd by TTK Prestige ltd, India, Regd Design ……..(Not clearly visible), Capacity 7.5 litre, Batch No – 13 03 04 HI, Wrought, ISI mark (CM/L – 2351039), On Lid: Outside - ISI mark, TTK; Inside – 13 03 07 HI. On Fusible SPRD – TTK 12.**
iv.	Condition of packing/storage	**No packing available**
v.	Visual Examination	**Deformed (Pls see Photographs in A-2)**
vi.	Observations in respect of a iii	**From the marked details:** **1) CM/L – 2351039 – Licensee – M/s TTK Prestige Ltd., Hosur** **2) Variety: 7.5 L (It may be noted that the variety mentioned in the Lawyer's notice is 5 litres) is in the scope as per BIS Care App as on date however the same may be verified at Licensee end BO** **3) Year & Month of manufacturing could not be ascertained from the available markings as the packaging was not available**
vii.	Result of testing at complainant end, if done (attach sheet if necessary)	**Not done as the product was found in damaged condition**

d. **Testing**

i.	Whether sample drawn for independent testing,	**No**
ii.	If yes, details of sample drawn for independent testing	**NA**
iii.	Test request ref. & date	**NA**
iv.	Laboratory to which sent	**NA**
v.	Date on which despatched to Lab by self/complainant/BO	**NA**
vi.	Any other information relevant to the complaint	**As informed by the complainant (Ms Devi Kurup): The Complainant was cooking Beef in the cooker under complaint and it was used only for cooking beef occasionally not every day. On the day of accident, the cooker exploded and the lid hit the roof, the body of the cooker bounced and fell on the complainant's right leg with the content inside the cooker. No other associated incident happened and no previous issues/complaints happened in the said**

		cooker. On enquiring, Ms Devi Kurup said the gasket used for cooking during the accident was not available. Reportedly, Servicing of cooker including replacement of Gasket and Fusible type SPRD has not been done since the purchase. 1) The complainant could not show any purchase bill/invoice/warranty card and instruction card came with the cooker. 2) The complainant could not show any packaging of the product under complaint. 3) The complainant showed the cooker, Lid and Dead weight pressure regulator, she could not show the gasket and informed that the cooker was not serviced at any time. 4) No data available to comment on the contention that "The pressure Cooker have reached 38 degrees hotter than the boiling point of water". 5) The complainant showed the Medical Discharge summary from M/s Believers Church medical college hospital, Thiruvalla (Photocopy enclosed in A-3). 6) As the complainant Johny K George Associates were not available during the visit, an email sent regarding the non-availability of the purchase bill/Invoice/Cash memo/warranty details for their information (Pls see A-4).

3. CONCLUSIONS:
   1) Based on the evidences available during the investigation, as per the complaint - Explosion of cooker due to Defective Design, Manufacturing defect & Pressure cooker not tested (Quality issues) could not be established as the cooker was used by the complainant reportedly for approximately 5 years without any complaint and the cooker was not serviced regularly at any time.
   2) As the gasket was not shown during the investigation, condition of the same could not be verified as this is being for pressure releasing and therefore facts possibly leading to explosion could not be commented upon
   3) As purchase bill/invoice/warranty details was not available, it could not be ascertained if this incident happened within the warranty period

4. RECOMMENDATIONS: Licensee end investigation may be carried to get further details.

SIGNATURE : 20/12/24
NAME OF IO : Vinith Kumar G
DESIGNATION : Sc-D/JD
BO/DEPT : KOBO

HEAD (KOBO) 20/12/2024

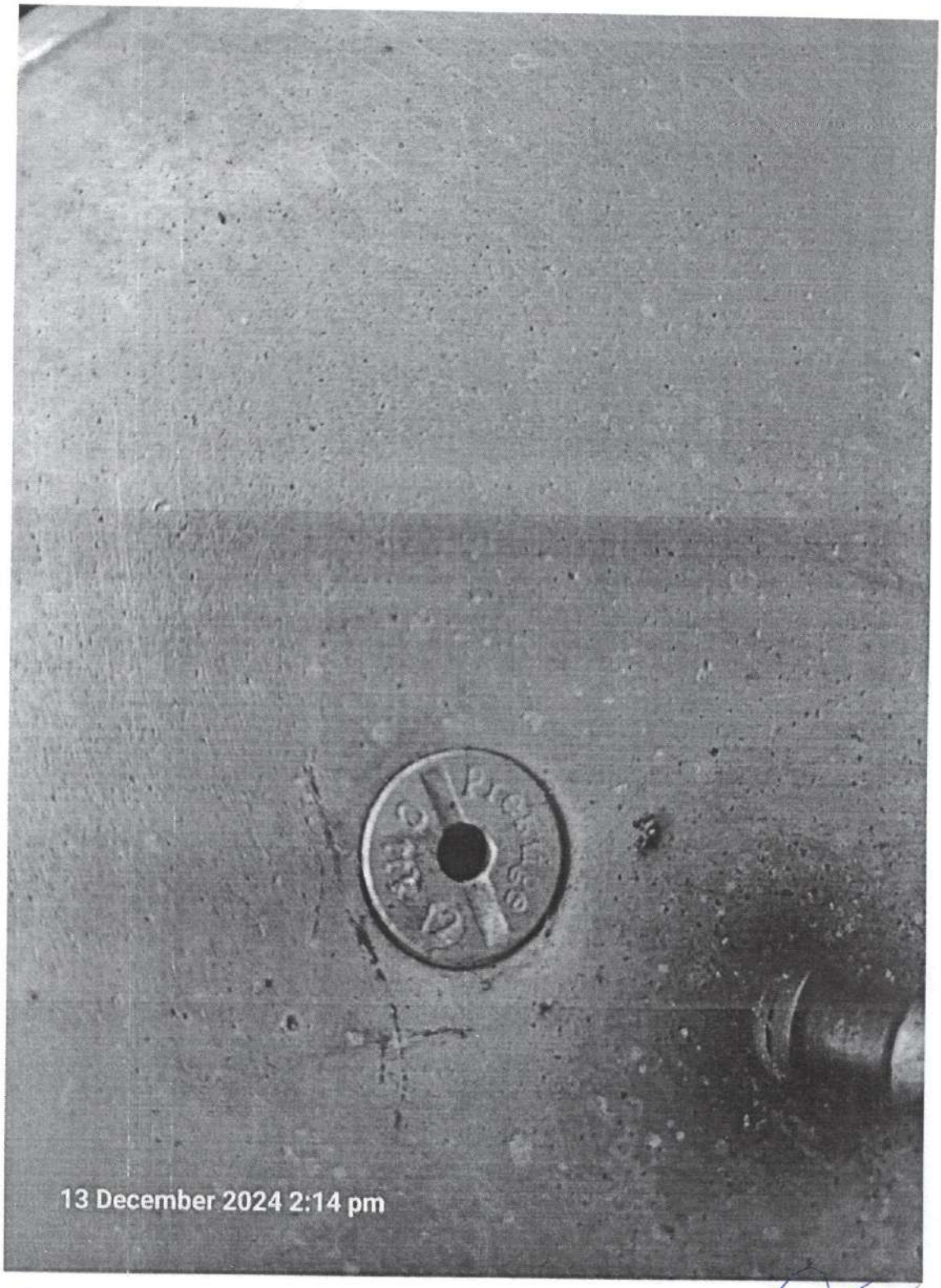
To be sent to TBNBO, CMSD

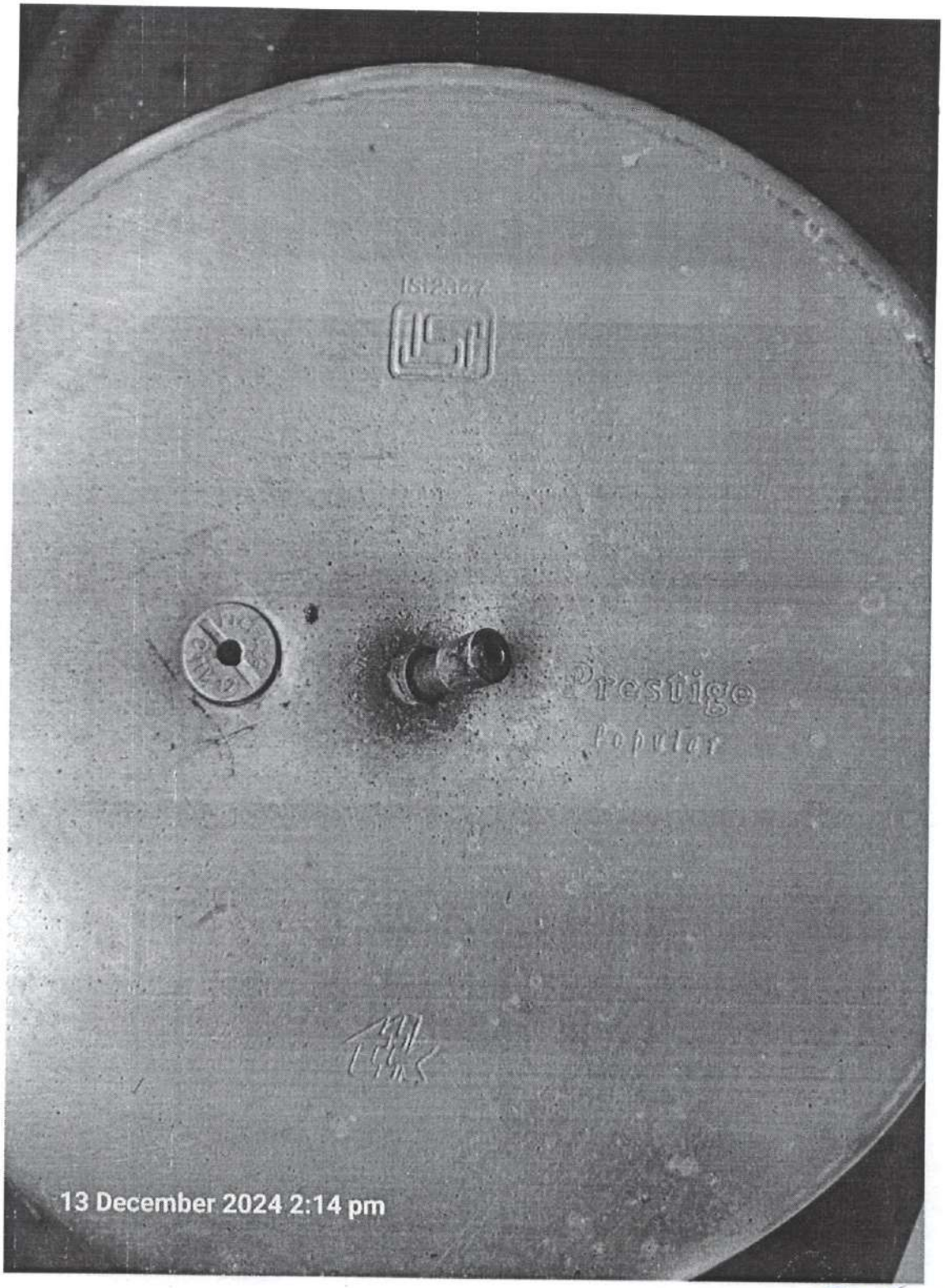
A-1


ഭാരത സർക്കാർ
GOVERNMENT OF INDIA
ദേവി കുറുപ് എസ്
Devi Kurup S
ജനന വർഷം / Year of Birth : 1981
സ്ത്രീ / Female
5910 8319 9689
13 December 2024 2:01 pm


ഭാരതീയ സവിശേഷ തിരിച്ചറിയൽ അതോറിറ്റി
UNIQUE IDENTIFICATION AUTHORITY OF INDIA
ആധാർ
മേൽവിലാസം:
C/O: റ്റി കെ കുറുപ്, അഞ്ജലി,
മരുർ, മല്ലശ്ശേരി പി ഓ, പ്രമാടം,
പത്തനംതിട്ട, കേരള, 689646
Address:
C/O: T K Kurup, Anjali, Maroor,
Mallassery P O, Pramadom,
Thengumcavu, Pathanamthitta,
Kerala, 689646
13 December 2024 2:01 pm

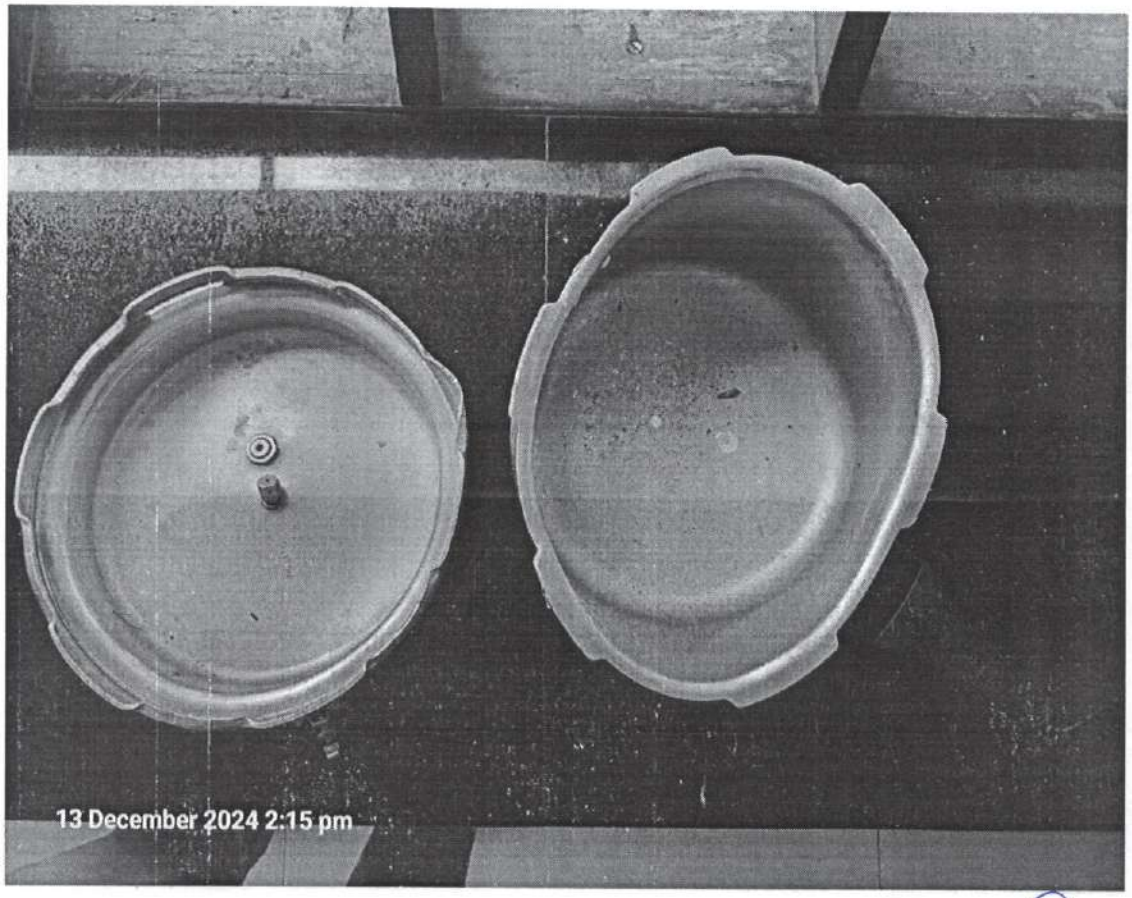
A-2


13 December 2024 2:14 pm

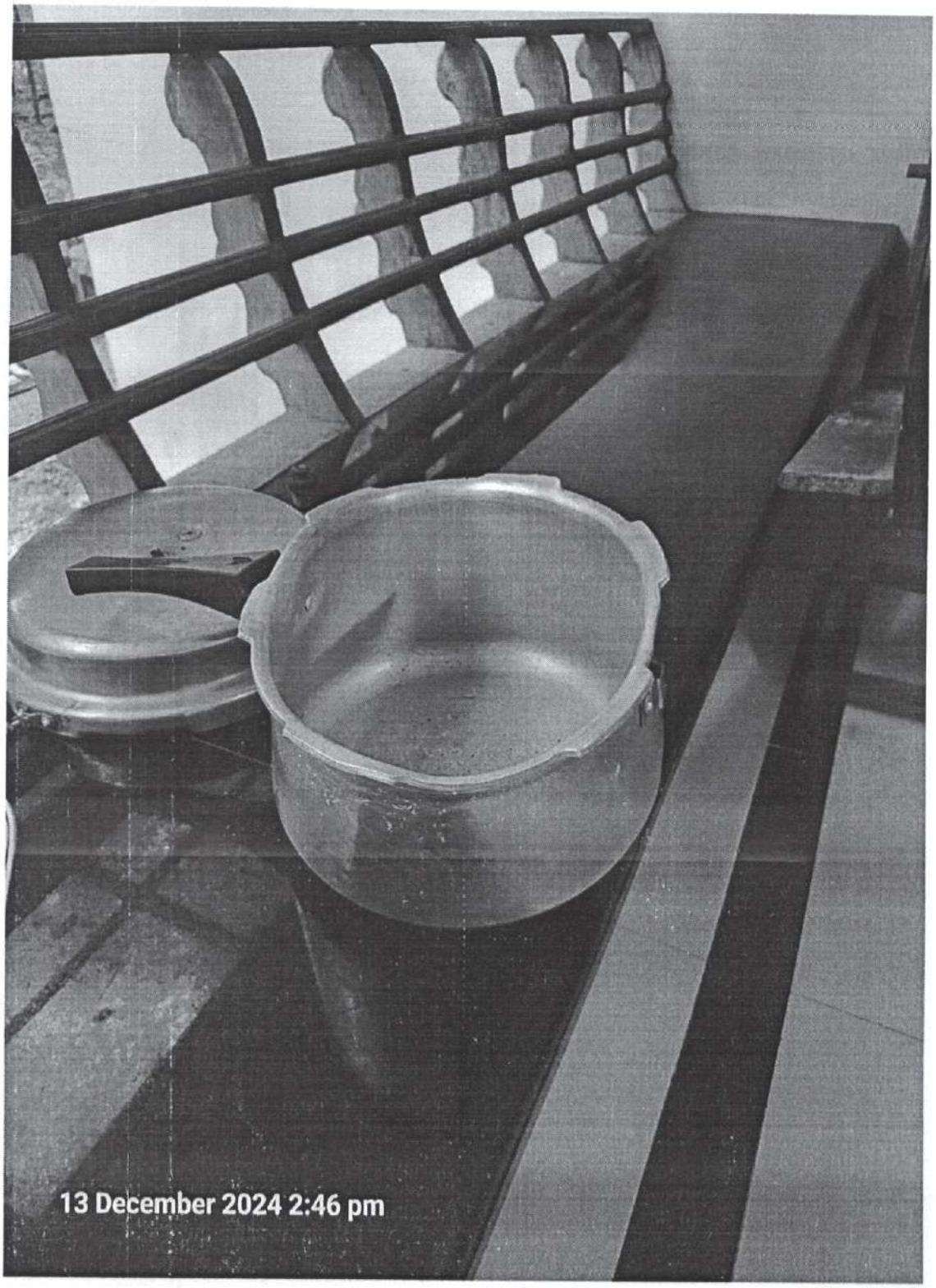

Prestige
Popular
13 December 2024 2:14 pm

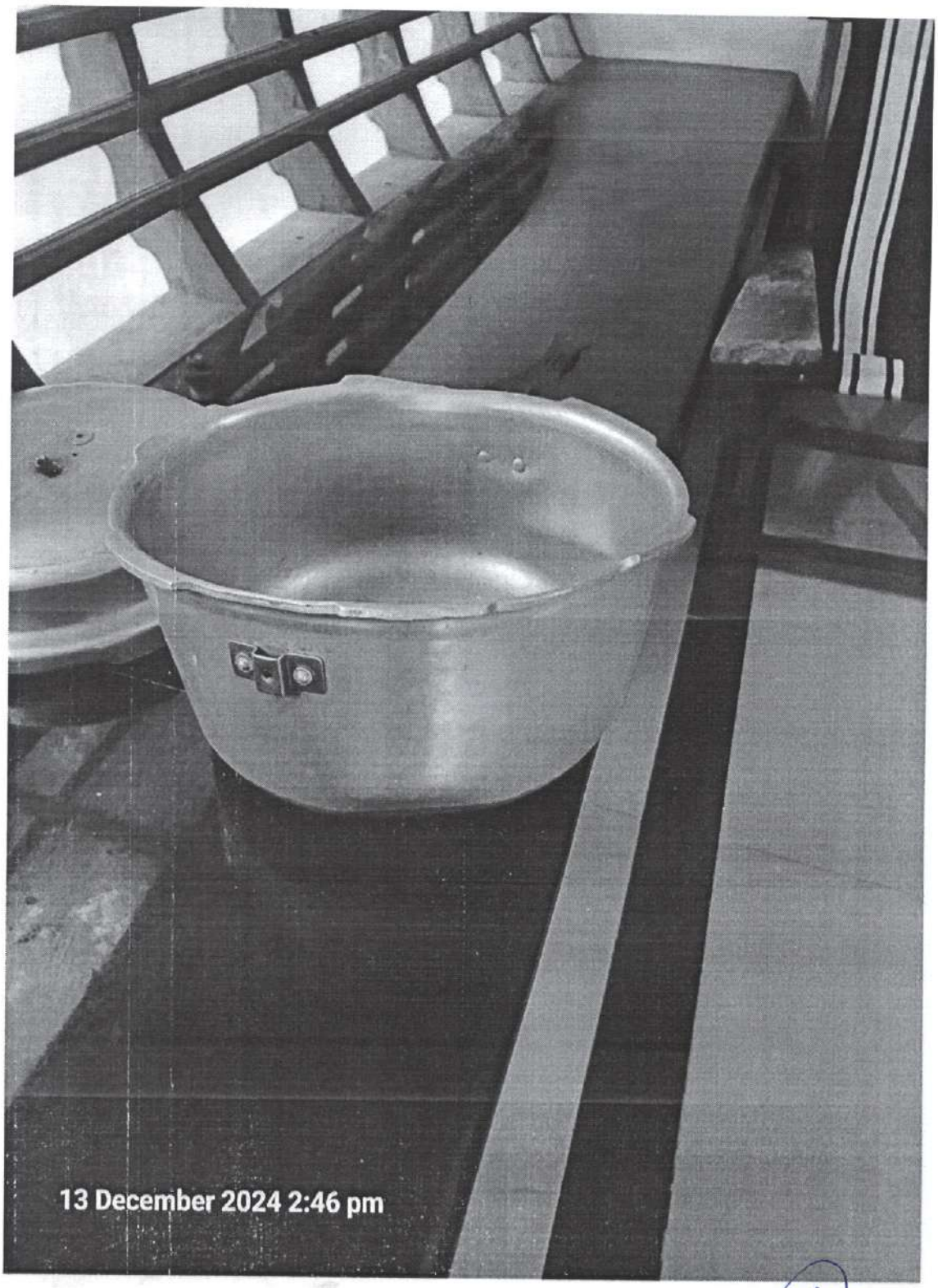

Prestige
MFD. BY
TTK Prestige LTD.
INDIA
REGD
CAPACITY 2.5
BATCH 13 03
PRESSURE COOKER
IS:2347
CM/L-2351039
13 December 2024 2:14 pm

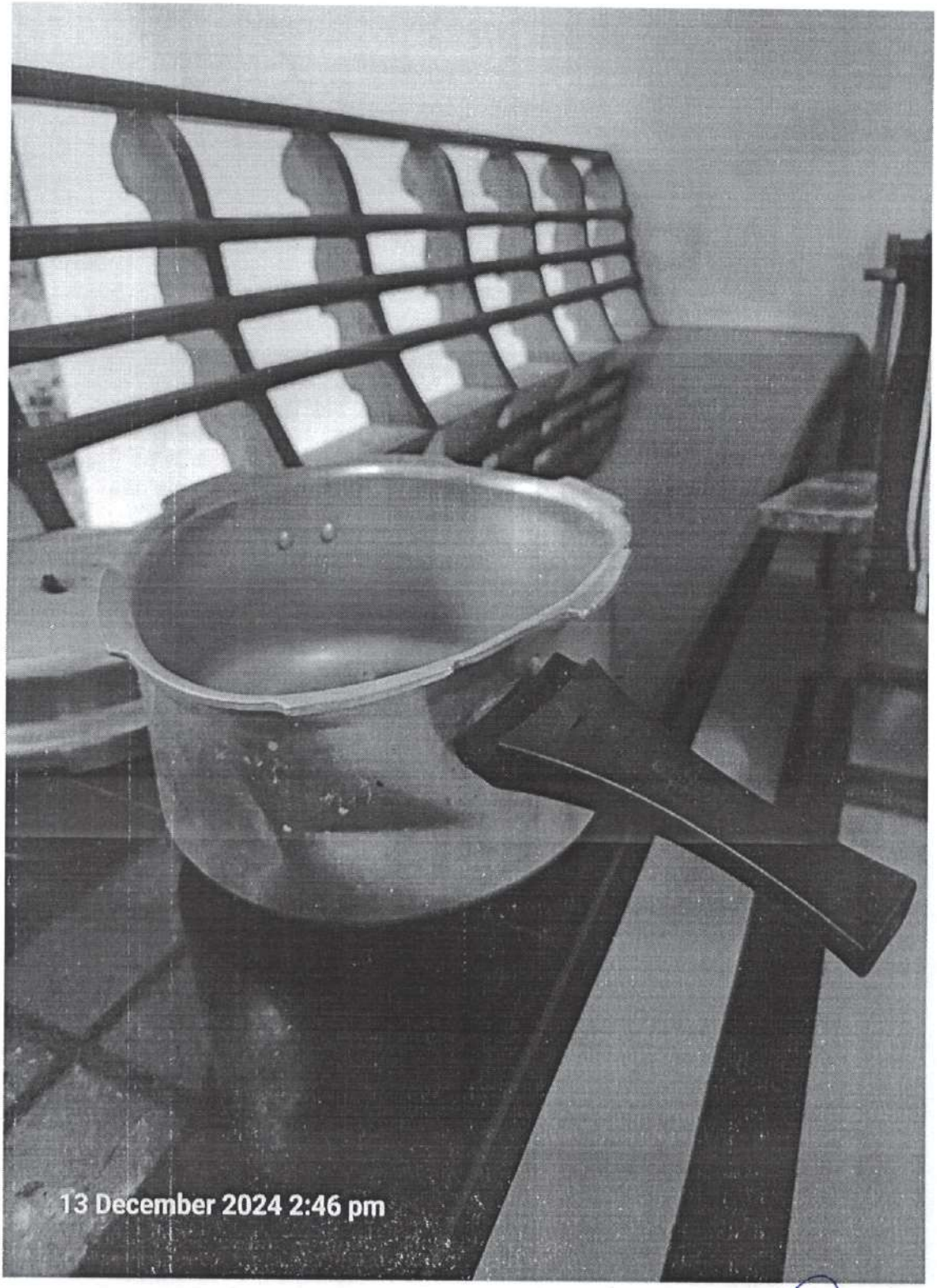

13 December 2024 2:47 pm

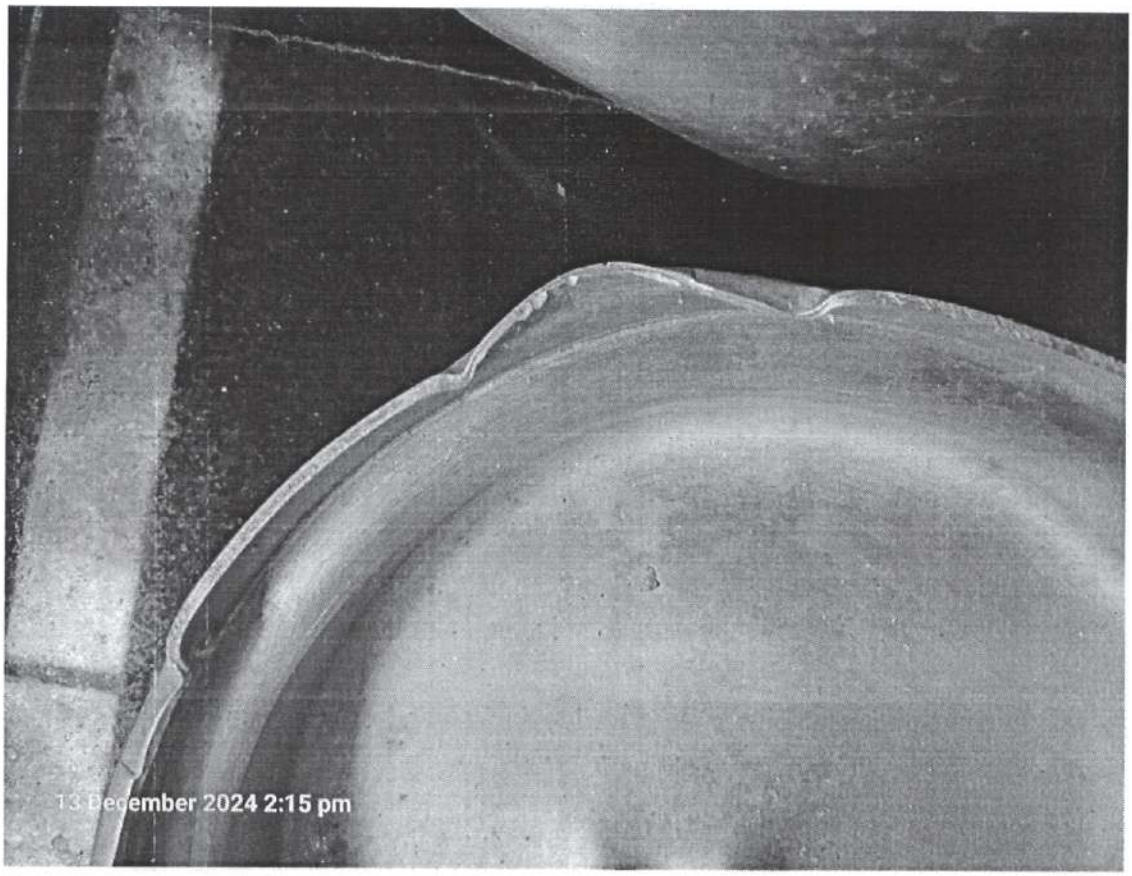

13 December 2024 2:15 pm


13 December 2024 2:46 pm


13 December 2024 2:46 pm


13 December 2024 2:46 pm


13 December 2024 2:46 pm


13 December 2024 2:15 pm

A-3

Believers Church
MEDICAL COLLEGE HOSPITAL
Post Box No. 31, St. Thomas Nagar, kuttapuzha P.O., Thiruvalla - 689 10
0469 - 2703100, 2703101; info@bcmch.org; www.bcmch.org

DEPARTMENT OF ORTHO UNIT-2

Discharge Summary

Dr. EKNATH J,
Dr. JOJI JOSHUA PHILIPOSE, Professor, DIPLOMATE NB(ORTHO) REG.NO.33351
Dr. KOSHY GEORGE, MBBS, MS(ORTHO) REG.NO.18632
Dr. MOHSIN ALI WAHAB,
Dr. SUBIN BABU, Assistant professor Reg No : 62128
Dr. THOMAS ANGELO SKARIAH, MS Reg no. 39104
Dr. FRANCIS JOHN V,
Dr. RIJO CYRIAC,

Patient Name : Mrs. Devikurupp S Age/Gender : 43 Yrs/Female UHID : 240646962 IP No : o. 24/38920
Doctor : Dr. MOHSIN ALI WAHAB DOA : 13/07/2024 DOD : 15/07/2024

DIAGNOSIS:
Open type 3b right distal fibula fracture + open type 1 right distal tibia fracture

PROCEDURE :
Wound exploration , debridement , ORIF distal fibula with 3.5mm DCP + SSG , MIPPO distal tibia with LCP

Implants:: Nebula Titanium, Classic surgicals.DCP 6 hole,LCP distal tibia plate 9 hole,n/l screws 3.5 mm (5),locking screw 4.9mm (1),n/l screws 4.5 mm (3),locking cancellous screws (4)

CHIEF COMPLAINTS :
Pain and swelling - Right ankle
Wound - Right ankle following a/h/o domestic accident.

HISTORY OF PRESENT ILLNESS :
43 year old female presented to BCMCH with complaints of wound over Right ankle following alleged history of a domestic accident , pressure cooker explosion at 3:30 pm on 13/7/24 was taken to muthoot hospital , pathanamthitta. She complains of pain and swelling over the area , associated with restriction of movements of the ankle and difficulty to bear weight.
No h/o injury anywhere else over body.Later referred to bcmch, thiruvalla.

DRUG ALLERGY :
No known drug allergy

PAST HISTORY :

13 December 2024 2:26 pm

Patient Name : Mrs. Devikurupp S Age/Gender : 43 Yrs/Female UHID : 240646962 IP N o. : 24/3892

No relevant past illnesses.

CLINICAL EXAMINATION :

Patient conscious and oriented

Vitals :

HR: 94/min
BP :130/70 mmHg
RR : 20/min
SPO2 : 98%

S/E:

Chest : clear , AEBE
CVS : S1 , S2 heard
CNS : NFND
P/A : Soft , non tender

Right ankle :

Wound of size 2x 1 cm over the lateral aspect of distal 1/3rd leg.
Puncture wound over medial aspect of size 0.25 X 0.25 cm .
Swelling +
Tenderness+
No active bleeding
Distal pulses +
CRT<2 s

INVESTIGATION :

Duly attached

PROCEDURE /OPERATIONS NOTES :

Date of Procedure: 13/07/2024

Diagnosis : Open type 3b right distal fibula fracture + open type 1 right distal tibia fracture

Name of procedure : wound exploration, debidement. ORIF distal fibula with 3.5mm DCP + SSG MIPPO distal tibia with LCP

Type of Anaesthesia : Spinal

Incision: Lateral approach to fibula 5 cm oblique incision centered over the medial malleolus

Procedure done : Under anaesthesia patient scrubbed painted and draped, the wound over the lateral side extended and through wound wash and debridement done. soft tissue dissection done. fracture site exposed, fracture ends curreted and reduction achelved with two bone holding clamps and maintained with a 2mm k wire, A six hole DCP kept in position and fixed with two screws proximally and three screws distally in compression mode. Reduction checked under c arm and found to be satisfactory. The soft tissue defect covered with local muscle flap and SSG done from the i/l leg. The wound closed with 3-0 ethilon. Tie over dressings given on the graft site.

The medial side approached by the above mentioned incision , fracture reduction attained with traction and varus correction. An nine hole distal tibia-LCP slided along the incison via MIPPO technique and locked distally with 4 screws and proximally with 4 screws. The reduction found to be satisfactory under carm. Hemostasis acheived and wound closed with 3-0 ethilon. sterile dressings given.

13 December 2024 2:26 pm

Patient Name : Mrs. Devikurupp S Age/Gender : 43 Yrs/Female UHID : 240646962 IP N : o. 24/38920

Implants:
Nebula Titanium, Classic surgicals.
DCP 6 hole
LCP distal tibia plate 9 hole
n/l screws 3.5 mm (5)
locking screw 4.9mm (1)
n/l screws 4.5 mm (3)
locking cancellous screws (4)

COURSE IN THE HOSPITAL :
43 year old female patient presented to BCMCH with above mentiqned complaints and was admitted under Department of orthopedics unit 2 on 13/07/24. She was evaluated clinico - radiologically and was diagnosed with Open type 3b right distal fibula fracture + open type 1 right distal tibia fracture.She underwent Wound exploration, debridement , ORIF distal fibula with 3.5mm DCP + SSG MIPPO distal tibia with LCP after getting duly informed surgery and anaesthesia consents. Post- operatively patient was managed with IV antibiotics, analgesics ,wound care and other supportive medications. Now patient is clinically stable and hence being discharged with following advises and medications.

DISCHARGE MEDICATIONS :
T. CEFTUM 500 MG BD X 5 DAYS
T.NUCOXIA MR 1-0-1 X 5 DAYS
T. PANTOP 40 MG OD X 5 DAYS
T. ACTON OR 1GM BD X 5 DAYS
T. CIPLOX 250 MG BD X 5 DAYS
T. ECOSPRIN 75 MG OD X 30 DAYS
T.CHYMORALFORTE TDS X 5 DAYS
T. SHELCAL HD OD X 30 DAYS
C BECASULES 1 TAB OD X 30 DAYS

ADVICE ON DISCHARGE :
Wound care
Care of slab
Strict Non weight bearing mobilisation of right lower limb
Strict 3 pillow limb elevation
QSE , SLR

CONDITION AT DISCHARGE :
Stable

DIET :
high protein diet

REVIEW
In Ortho II (Dr.Mohsin) on 27/07/24 (Saturday).

13 December 2024 2:26 pm

Patient Name : Mrs. Devikurupp S Age/Gender : 43 Yrs/Female UHID : 240646962 IP No. : 24/38920

In case of emergency - increased pain, swelling, bleeding - report to ER

Dr. MOHSIN ALI WAHAB
Senior Resident ORTHO UNIT-2

Prepared By : Mr. SHANE COLINS GEORGE

Please note that document cannot be altered or modified

In case of Emergency contact no : 0469-2703100 /TeleMedicine:7025534422 **| Email :** info@bchealthcare.org

Believers Church Medical College Hospital, St. Thomas Nagar, Kuttapuzha, Thiruvalla, Kerala, India

13 December 2024 2:26 pm

A-4

Complainant investigation on explosion of cooker - reg

Me Me <vinith.g@bis.gov.in>

Fri, 13 Dec 2024 3:09:49 PM +0530 •

To "advjohnyllb" <advjohnyllb@gmail.com>

Cc "Head Kochi BO" <hkobo@bis.gov.in>

Sir/Madam,

This is with reference to the legal notice issued by you on behalf of Ms Devi krupp w r to subject matter, as informed by you investigation was carried out at the location - Anjali (h), Maroor, Mallassery, Pathanamtitta, Kerala with the available person Ms Devi kurupp and you were not available during the visit.The following may be noted

1) The contacted person Ms Devi kurupp could not provide the sale bill/invoice/cash memo or any other purchase proof of the product under complaint.
2) The date of purchase of the cooker could not be informed by the contacted person with any proof
3) The warranty details of the product also not provided

This is for your kind information

Regards,
Vinith kumar G,
JD/Sc-D,
BIS Kochi.