

BUREAU OF INDIAN STANDARDS**(Delhi Branch Office-I)****REPORT OF INVESTIGATION OF COMPLAINT AT LICENSEE END**

Our Ref: V-20269

Date: 10/12/2024

Subject: Complaint

0.0	GENERAL	
0.1	Complaint No. & Date	V-20269 & 21-10-2024
0.2	Name and address of Complainant:	CSMD
0.2.1	Name & Address of recipient of material (if different from 0.2):	NA
0.3	Product and IS No.	Rubber Hose for LPG IS 9573 (Part 2) : 2017
0.4	Specific nature of complaint	Violation of Quality Control Order
0.5	Licence No. & valid upto	CM/L- 8100008794 & valid upto 2025-05-31
0.6	Is complainant end report available at the time of licensee end investigation?	No
1.0	DETAILS OF INVESTIGATION	
1.1	Date of Investigation	13/11/2024
1.2	Persons contacted	Shri Narendar Singh, Authorised person M/s Super Fine Industries
1.3	Quantity under complaint	1pc
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	Licensee refused to be part of this complaint. Further stated that they

		does not manufacture product under Brand 'KUHA'
1.4.3	Whether material was sold directly or through dealer, retailer etc.,	NA
1.4.4	Is product under warranty/ guarantee/service contract?	NA
1.5	Licensee's record of the material under complaint	Test records and Production details available with firm was verified. Firm had manufactured product in May under brand ' SFI SURAKHA 3W'
1.6	Manner of marking adopted by licensee for the product under complaint	NA
1.7	Has the material been taken back by licensee ?	NA
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?	NA
1.8.1	If yes, give factory testing details (if carried out on the same)	NA
1.9	Any other observations	<p>1) Testing & production records available with firm was verified and found in order.</p> <p>2) Stock available for dispatch was verified for marking and found satisfactory.</p> <p>3) No stock of product with brand 'KUHA' and 'SUPERFINE SW' was found in premise and in firms production record. Further firm does not supply product over</p>

		<p>online shopping platform as per records available.</p> <p>4) Firm does not supply product to M/s Hare Krishna Agency, Karawal Nagar.</p> <p>5) Firm manufacture Rubber hose for LPG suitable for domestic/commercial installation applications only.</p>
2.	CONSLUSION	No violation of Quality Control Order was observed during visit.
3.	RECOMMENDATIONS	Seller end investigation may be carried out.

Signature: *Sachin*
Name of IO: Sachin Singh Naruka
Designation: Scientist-B
BO/Deptt.: Delhi Branch Office-I

H(DLBO-I)

cc:
i) CMED