

Proforma I
BUREAU OF INDIAN STANDARDS
Kolkata Branch Office-II

REPORT OF INVESTIGATION OF COMPLAINT ATCOMPLAINANT ENDOur Ref: **P-19261**

Date: 12.11.2024

Subject: Miscellaneous Complaint against M/s CRYSTAL BLUE regarding production and sale of variety which is beyond scope of existing licence

1. Complaint against M/s M/s CRYSTAL BLUE

2. Licensee under Kolkata Branch Office-II

a. GENERAL

- i. Complaint No. & Date: **P-19261**, Date-21.08.2024
- ii. Name & Address of Complainant: Ms. Swagata Kayal, Satghara, Khatir Bazar, Debipur, Mathurapur1, South 24 Parganas, W.B- 743395
- iii. Name & Address of recipient of material (if different from ii): NA
- iv. Product and IS No: IS 14543 : 2024 Product-Packaged Drinking Water (other than packaged natural mineral water)
- v. Nature of Complaint (highlight specific shortcomings): Miscellaneous Complaint regarding production and sale of variety which is beyond scope of existing licence
- vi. Licence No: CM/L- **5500136003**

b. DETAILS OF INVESTIGATION

- i. Place & Date of Investigation: Complainant was asked to provide necessary information regarding the complaint via mail dated 01.10.2024 and subsequently 05.11.2024 and via portal dated 01.10.2024. Complainant was also contacted over telephone on 5th Nov 2024. The complainant over telephone and via mail dated 5th Nov 2024 intimated that she had procured 2 Lit bottle with brand crystal blue from a local shop at Belpukur in South 24 Parganas of W.B. She neither could share the batch no and date of manufacturing details nor purchase bill of her claim.
- ii. Persons contacted: Ms. Swagata Kayal (Complainant)
- iii. Details of product: Packaged Drinking Water (OTPNMW)
- iv. Date of purchase: Not Indicated by the Complainant
- v. Total Quantity purchased: 2 Lit bottle (as informed by the complainant)
- vi. Quantity under complaint: Not Indicated by the Complainant
- vii. Source of purchase and details of Bill / Cash Memo (copy of such document may be collected, if available): Could not be shared by the Complainant

- viii. Material under complaint Inspected/Repaired/Handled by any other agency e.g. DGS&D, Local Dealer/Mechanics: Not Applicable
 - ix. Is product under Warranty/ : Any service contract? Not Applicable
 - x. Action taken by the licensee for redressal of the complaint (if any, till date) [Details of such communication shall be obtained]: Not Applicable
 - xi. Whether complainant seeks redressal in the form of repair or replacement of the product under complaint: Not Indicated by the Complainant
- c. INSPECTION OF MATERIAL UNDER COMPLAINT
- i. Is material ISI Marked or not? Yes (as image uploaded in complaint portal)
 - ii. Whether ISI Mark Genuine or spurious: Yes (as image uploaded in complaint portal)
 - iii. Details of Markings on the product: B No and DoM not available (as per the image uploaded by the complainant)
 - iv. Condition of packing/storage: Not Applicable
 - v. Visual Examination: Not Applicable
 - vi. Observations in respect of a iii: Not Applicable
 - vii. Result of testing at complainant end, if done (attach sheet if necessary): Not Applicable

d. TESTING

- i. Whether sample drawn for independent testing: NA
- 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 dispatched to Lab by self/complainant/BO: NA
- vi. Any other information relevant to the complaint: NA

3. CONCLUSIONS- Complainant was asked to provide necessary information regarding the complaint via mail dated 01.10.2024 and subsequently 05.11.2024 and via portal dated 01.10.2024. Complainant was also contacted over telephone on 5th Nov 2024. The complainant over telephone and via mail dated 5th Nov 2024 intimated that she had procured 2 Lit bottle with brand crystal blue from a local shop at Belpukur in South 24 Parganas of W.B. She neither could share the batch no and date of manufacturing details nor purchase bill of her claim. The undersigned visited Belpukur area of South 24 PGS W.B while going for licensee end investigation on 12.11.2024 and could not find the brand of 2 lit capacity at local shop.

4. RECOMMENDATIONS- The complainant intimated purchase of 2 lit bottle with brand crystal blue from local shop at Belpukur Area of South 24 Parganas District of West Bengal. However, the complainant could not share details of date of manufacturing, batch no and purchase bill. A licensee end investigation may be carried out to verify the truthfulness of the complaint.

Signature

Name of IO : SOUVIK SIKDAR

Designation : SCIENTIST-C/ D.D.

RO/BO/Dept.: KKBO-II

Head KKBO-II

DDGE

CMED

Re: Request to provide necessary information pertaining to complaint (P-19261) made against M/s CRYSTAL BLUE and facilitate to accomplish investigation

SK Swagata Kayal <swagata368@gmail.com>
Tue, 05 Nov 2024 2:55:00 PM +0530 •
To "Souvik Sikdar" <sikdar.souvik@bis.gov.in>
Cc "Head KKBO II" <hkkbo-2@bis.gov.in>

The nearest location of the shop from where I've purchased the following 1Ltr & 2Ltr bottles is Belpukur near Nishchintopur market on kakkdip road, south 24 parganas. I don't have the picture of Mfg date & batch no. Here are again the two pictures of it.

On Tue, 5 Nov 2024, 2:29 pm Souvik Sikdar, <sikdar.souvik@bis.gov.in> wrote:



Gentle Reminder

Kind Attention Ms. Swagata Kayal,

Dear Madam,

This has reference to the subject as stated above. You are hereby requested to provide following information pertaining to the complaint made against M/s **CRYSTAL BLUE** in order to facilitate the investigation:

- 1) **Date of Purchase**, 2) **Total Quantity purchased**, 3) **Purchase bills/Cash Memo/Invoice**, 4) **Details of Marking** (including **brand name, date of manufacturing, batch no** etc.), 5) **Shop/Retailer/Dealer Name and complete address from which product was procured**, 6) **Intimation regarding availability of the product with you (in stock)**, 7) Feedback of the product, 8) Any other information for the stated subject.

The above required information please be provided on priority so that further course of action can be initiated in this regard. You are being given 7 days of time to submit necessary reply as desired.

Regards,

Souvik Sikdar
Dy. Director
Kolkata Branch Office-II, BIS
Contact-**6290508351**

==== Forwarded message =====

From: Souvik Sikdar <sikdar.souvik@bis.gov.in>

To: "swagata368" <swagata368@gmail.com>

Cc: "Head KKBO II" <hkkbo-2@bis.gov.in>

Date: Tue, 01 Oct 2024 14:42:54 +0530

Subject: Request to provide necessary information pertaining to complaint (P-19261) made against M/s CRYSTAL BLUE and facilitate to accomplish investigation

==== Forwarded message =====

Kind Attention Ms. Swagata Kayal,

Dear Madam,

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The above required information please be provided on priority so that further course of action can be initiated in this regard.

Regards,

Souvik Sikdar
Dy. Director
Kolkata Branch Office-II, BIS
Contact-**6290508351**

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