

BUREAU OF INDIAN STANDARDS

(KOLKATA BRANCH OFFICE II)

PROFORMA FOR CLOSURE OF COMPLAINTS ON BIS CERTIFIED PRODUCTS

Ref:KKBO II/08611

Date: 30.08.2024

1. Complaint No O-08611

2. Date of Receipt 15.07.2024 At KKBO II

3. Name of Complainant – Samir Mukherjee

4. Status of Complainant – Under investigation

5. Licensee Complained against – NA

6. CM/L No. & Valid upto – NA

7. Product & IS No. – Packaged drinking water, IS 14543:2016

8. Specific Nature of complaint – Production without valid licence. Product is under mandatory certification

9. Quantity of material under Complaint – Not applicable

10. Findings of Investigations at Complainant's end – NA

11. Test results of the complaint sample – NA

12. Whether complaint established (by observation at complainant end and/or Independent TR) – NA

13. Findings of Investigations at Licensee's end : NA

14. Licensee's test record of the batch/lot under complaint : Not applicable

15. Performance during the proceeding one operative : Not applicable

a) Dates of Performance Factory Testing Inspection – NA

Satis/Unsatis NA

Pass/Fail NA

b) Independent Factory Sample Test Reports Pass/Fail NA

Market Samples Test Reports Pass/Fail NA

c) Details of other complaints i) Closed ii) Pending : None

16. Licensee's Overall performance : Not applicable

17. Actions taken against licensee such as stoppage of Marking : Not applicable

18. Verification of Corrective actions taken by licensee : NA.

19. Actions taken by the licensee for redressal of complaint : NA

20. Whether redressal acknowledged by the complainant : NA


A complaint O-08611 was received stating that an unknown company whose name of owner is Mr Hira, and address is Hatiara, Majarpara, Kol-700157 is manufacturing packaged drinking water without a valid BIS licence.

A mail was sent to complainant on 05.08.2024 asking them to furnish within 5 days detailed address of the location where a probable misuse is being reported so that a fruitful visit may be conducted to establish the complaint. Same was intimated to firm over phone.

Since no reply was received from firm a reminder mail was sent to firm on 22.08.2024 asking detailed address of unit against which complaint was raised.

Since no reply is received from complainant till date regarding details of address where investigation is to be carried out, the complaint may be closed due to lack of information on unit where investigation is to be carried out.

Details of exchanged mails and messages are being enclosed.


(T SINGHA)
Sc C

HKKBOII

DDGE

Re: INFORMATION AGAINST COMPLAINT

TITHISINGHA SCIENTISTB <tithisingha@bis.gov.in>

Thu, 22 Aug 2024 2:10:53 PM +0530

To "oblbislerilab" <oblbislerilab@gmail.com>

No reply received till date. It may be noted that the complaint may be processed for closure due to insufficient information if no reply is received from your end.

You are advised to furnish the desired information immediately.

T Singha

Sc D

----- On Mon, 05 Aug 2024 15:41:04 +0530 **Kolkata Branch Office West Bengal**

<kkbo@bis.gov.in> wrote ---



Kindly refer to the complaint submitted by you O 18611 against Mr Hira, Hatiara, Majarpara, Kol 157.

It is requested to give us a detailed address of the location where a probable misuse is being reported by you so that a fruitful visit may be conducted to establish the complaint.

The information should reach us preferably within 5 days. Please also refer to our telephonic conversation dated 05.08.2024 regarding the same.

Thanking You,

T Singha

Sc D

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Bureau of Indian Standards

Kolkata Branch Office - I

Plot No.- 7/7 & 7/8, CP Block, Bidhannagar,

Opposite to Nabadiganta Bus Terminus Salt Lake,

Sector V, Salt Lake,

Kolkata, West Bengal - 700091.

GST.NO: 19AAATB0431GZZ7

5 August 2024

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Ok 3:45 pm

22 August 2024

