

**BUREAU OF INDIAN STANDARDS
(Nagpur Branch Office)**

Report of Investigation of Complaint at Licensee End

Our ref: NGBO/L-7400049009

Date: 23.08.2024

Subject: Complaint against M/s Vaishnavi Laminates and Wood Works Pvt Ltd

0. GENERAL

0.1 **Complaint No & Date:** P-18716 dt 20.07.2024

0.2 **Name and Address of Complainant:** Mr Raees Basheer and Malikampeedika, Aluva , Ernakulam, Kerala 683511

0.2.1 **Name and Address of recipient of material:** NA
(if differs from 0.2)

0.3 **Product and IS No:** Marine Plywood and IS 710: 2010

0.4 **Specific Nature of complaint:** Test report failed

0.5 **Licence No & Validity:** L- 7400049009 and 14.02.2025

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

1. DETAILS OF INVESTIGATION

1.1 **Date of investigation:** 22.08.2024

1.2 **Persons contacted** Mr Sagar Gandhi (Manager) and Akash Gandhi (Manager)

1.3 **Quantity under complaint:** 163.72 sqm

1.4 **Whether licence 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 stated that they have not manufactured ISI marked product since GOL and not supplied their product to KK Veneers from where the complainant has purchased the product.

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:** NA

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: Production in factory started from April 2023 (Electric bill attached) . All non ISI mark production done by firm. No production and nil stock of ISI mark product was found during visit. Firm has not manufactured ISI marked marine plywood since GOL. Stencil (method of marking) of licensee is also different from what is available in the photo uploaded by complainant. (Photo of stencil and dummy marking done by licensee also uploaded. The vendors KK veneer or Exotic Home décor are also not clients of the firm as stated by them.

2. CONCLUSION: The complaint could not be established at licensee end.

3. RECOMMENDATIONS: As complaint could not be established at licensee end, complaint end investigation may be carried out or it may be processed for closure as seen fit by competent authority.

Signature

Name of IO: Raunak Sukhadeve

Designation: Scientist-C, NGBO

H (NGBO)

हमंत बी. जाडे
23 अगस्त 2024