

Proforma II
BUREAU OF INDIAN STANDARDS
Kolkata Branch Office-II

REPORT OF INVESTIGATION OF COMPLAINT AT LICENSEE END

Our 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. GENERAL

- a. Complaint No.& Date: **P-19261**, Date- 21.08.2024
- b. Name and address of the Complainant: Ms. Swagata Kayal, Satghara, Khatir Bazar, Debipur, Mathurapur1, South 24 Parganas, W.B- 743395
- c. Name and address of the recipient of material (if different from b): NA
- d. Product and IS No.: IS 14543 : 2024 Product- Packaged Drinking Water (OTPNMW)
- e. Specific nature of complaint: Miscellaneous Complaint regarding production and sale of variety which is beyond scope of existing licence
- f. Licence No. & valid upto: CM/L- **5500136003**, Validity: 26.01.2025
- g. Is complainant end report available at the time of licensee end investigation? Yes

2. DETAILS OF INVESTIGATION

- a. Date of Investigation: 12.11.2024
- b. Persons contacted: Mr. Rahul Adhikari, Son of Proprietor Mr. Nimai Adhikari (Contact No- 9732843842) (contacted after reaching factory)
- c. Quantity under complaint: Not Applicable (Batch and DOM not specified by the complainant however, stock of PDW (OTPNMW) of 500 ml Capacity including Batch CB 11 and DOM 09.11.2024 observed available with Standard Mark (ISI mark) and CM/L No-5500136003. PDW (OTPNMW) of 1000 ml Capacity including Batch CB 11 and DOM 09.11.2024 observed available with Standard Mark (ISI mark) and CM/L No-5500136003. PDW (OTPNMW) of 2000 ml Capacity without Batch No and DOM 30.10.2024 observed available with Standard Mark (ISI mark) and CM/L No-5500136003. Fully automatic machine of 30 BPM is found available inside the factory. Stock of 1 Lit bottle observed- 50 boxes approx. (1 box contains 12 nos of 1 Lit bottle), stock of 500 ml bottle observed- 20 boxes approx. (1 box contains 24 nos of 500 ml bottle), stock of 2 Lit bottle observed- 5 bottles.
- d. Whether licensee is aware of the complaint: No
- e. If yes, actions taken for the same: Not Applicable
- f. Licensee's opinion on the complaint: Mr. Rahul Adhikari, Son of Proprietor Mr. Nimai Adhikari stated that he is not aware of inclusion procedure and he is willing to apply for inclusion application soon.
- g. Whether material was sold directly or through dealer, retailer etc.: Not Applicable

- h. Is product under warranty/ guarantee/service contract? Not Applicable
 - i. Licensee's record (including testing) of the material under complaint: Not Applicable
 - j. Manner of marking adopted by licensee for the product under complaint: Not Applicable.
 - k. Has the material been taken back by licensee? Not Applicable
 - l. If yes, observations on the same vis-a-vis specific nature of complaint
 - m. Is the batch/lot/control unit under complaint held in stock by the licensee? Not Applicable.
 - n. Whether complaint sample drawn for independent testing from the batch under complaint, if yes, provide details of packing and sealing: Not Applicable. (Batch No and DOM not indicated by complainant). Further complaint is regarding production and sell of variety which is not covered in the scope of licence.
 - o. Any other observations: During visit stock of PDW (OTPNMW) of 500 ml Capacity including Batch CB 11 and DOM 09.11.2024 is observed available with Standard Mark (ISI mark) and CM/L No-5500136003. PDW (OTPNMW) of 1000 ml Capacity including Batch CB 11 and DOM 09.11.2024 observed available with Standard Mark (ISI mark) and CM/L No-5500136003. PDW (OTPNMW) of 2000 ml Capacity without Batch No and DOM 30.10.2024 observed available with Standard Mark (ISI mark) and CM/L No-5500136003. Fully automatic machine of 30 BPM is found available inside the factory. Product dispatch/sell register or cash memo certifying sell of 500 ml, 1000 ml, 2000 ml varieties has been verified available and it is observed that firm has been engaged with selling of PDW (OTPNMW) of 500 ml, 1000 ml, 2000 ml varieties since 7th June 2024 (as per the available record). 1 box (12 Nos) of 1 Lit bottle filled with PDW (OTPNMW) with batch CB 11 and DOM 09.11.2024 along with Standard Mark (ISI mark) and CM/L No-5500136003 has been collected as evidence sample. 1 bottle of 2 Lit capacity filled with PDW (OTPNMW) without Batch No and DOM 30.10.2024 has also been collected as evidence sample. During visit dated 12.11.24 no production is observed and QCI person is found absent (as stated by firm). Test records (as per form-1, form-2, form-3) observed to be available for the dates 08.10.24, 14.10.24, 16.10.24, 19.10.24. OSL records as per form-4 and form-6 are not available. Stock of 1 Lit bottle observed- 50 boxes approx. (1 box contains 12 nos of 1 Lit bottle), stock of 500 ml bottle observed- 20 boxes approx. (1 box contains 24 nos of 500 ml bottle), stock of 2 Lit bottle observed- 5 bottles.
3. CONCLUSION: Firm has been associated with production and selling of varieties as 500 ml, 1000 ml, 2000 ml which are not covered in the existing scope of licence. Cash memo/Sell register certifying sell of 500 ml, 1000 ml, 2000 ml since 7th June 2024 has been verified available. Automatic Bottle filling machine of 30 BPM capacity is found available inside the factory. OSL test records are not maintained as per SIT. No production is observed during visit dated 12.11.24. last date of production of 500 ml, 1000 ml has been verified to be 9th November 2024 and 2000 ml variety has been verified to be 30th Oct 2024. Firm has violated condition of licence w.r.t clause 6(4) of conformity Assessment Regulation 2018. 1 box (12 Nos) of 1 Lit bottle filled with PDW (OTPNMW) with batch CB 11 and DOM 09.11.2024 along with Standard Mark (ISI mark) and CM/L No-5500136003 has been collected as evidence sample. 1 bottle of 2 Lit capacity filled with PDW (OTPNMW) without Batch No and DOM 30.10.2024 has also been collected as evidence sample.

RECOMMENDATIONS: PDW (OTPNMW) of 500 ml Capacity including Batch CB 11 and DOM 09.11.2024 is observed available with Standard Mark (ISI mark) and CM/L No-5500136003. PDW (OTPNMW) of 1000 ml Capacity including Batch CB 11 and DOM 09.11.2024 observed available with Standard Mark (ISI mark) and CM/L No-5500136003. PDW (OTPNMW) of 2000 ml Capacity including without Batch No and DOM 30.10.2024 observed available with Standard Mark (ISI mark) and CM/L No-5500136003. Fully automatic machine of 30 BPM is found available inside the factory. Product dispatch/sell register or cash memo certifying sell of 500 ml, 1000 ml, 2000 ml varieties has been verified available and it is observed that firm has been engaged with selling of PDW (OTPNMW) of 500 ml, 1000 ml, 2000 ml varieties since 7th June 2024 (as per the available record). Firm has put Standard Mark (ISI) on the varieties which are not included in the existing scope of licence. Complaint has been established hence, necessary action as per guidelines may be initiated.

Signature



Name of IO : SOUVIK SIKDAR

Designation : SCIENTIST-C/ D.D.

RO/BO/Dept.: KKBO-II

Head KKBO-II

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