

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

REPORT OF INVESTIGATION OF COMPLAINT AT LICENSEE END

Our Ref: **VJBO/ LPG Cylinder**

Date: **17/02/2023**

Subject: **Complaint against M/s Sahuwala Cylinders (P) Limited, 242, D Block, Autonagar, Visakhapatnam - 530012**

0. GENERAL

0.1 Complaint No..& Date: V-12561 Dated 12/01/2023

0.2 Name and address of the Complainant : G Vana Narayanan, H No 221, Parvathi Law Associates, Muthuramman Koil Street, Sugan, Thoothukkudi, TAMIL NADU, Pin Code 628207, India.

**0.2.1 Name and address of the : Nil
recipient of material
(if different from 0.2)**

0.3 Product and IS No. : LPG Cylinder as per IS 3196 (Part 1): 2013

0.4 Specific nature of complaint: Violation of Quality Control Orders

0.5 Licence No. & valid upto : CM/L 1231428 Validity 31/08/2023

**0.6 Is complainant end report
available at the time of
licensee end investigation? : Available**

1. DETAILS OF INVESTIGATION

1.1 Date of Investigation : 17/02/2023

1.2 Persons contacted : S Homa Rao, Senior Manager, QC

1.3 Quantity under complaint: One Cylinder and is with complainant

**1.4 Whether licensee is aware of
the complaint : No**

**1.4.1 If yes, actions taken for the
same : Nil**

1.4.2 Licensee's opinion on the

complaint : He is not aware of the complaint, he informed that they are following the procedure of embossing on the stay plates as per the approved drawing hence there is no chance of missing ISI mark on the stay plate. He also informed that the photo of stay plate where ISI mark is embossed is not provided by the complainant. He confirmed that, the cylinder was manufactured in the year 2014 and valid till December 2024, meantime cylinder filled with LPG many number of times hence there may be chance of less legibility of ISI mark.

1.4.3 Whether material was sold directly or through dealer, retailer etc., : **Bottling Plants**

1.4.4 Is product under warranty/ guarantee/service contract? : **The cylinder was manufactured in the year 2014 and valid till December 2024**

1.5 Licensee's record of the material under complaint: **Not available**

1.6 Manner of marking adopted by licensee for the product under complaint : **Embossing**

1.7 Has the material been taken back by licensee ? **No Cylinder is with Complainant**

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? : **No**

1.8.1 If yes, give factory testing details (if carried out on the same) : **NA**

1.9 Any other observations : **Nil**

2. **CONSLUSION:** During the Licencee end investigation the following points are noticed:

1) The stay plate photo where ISI mark embossed is not provided by the complainant and as per complainant end investigation report, it is clear that ISI mark is available however further investigated in the factory premises Stay Plate embossing section done and it is observed that the firm is doing 3 stay plates embossing as per approved drawing details is as follows:

- a) Stay plate 1: Company Name, Serial No, Tare Weight, Max Gross weight.
- b) Stay Plate 2: IS 3196 Part 1 LPG SR ISI Mark WC, 33.3 ltrs Max WP, TP.
- c) Stay Plate 3: Minimum thickness, B No and Test Date

2) Licencee also informed that no chance of missing ISI mark on the cylinder stay plate.

3) Existing stock of HPCL verified during the investigation and noticed that ISI mark is available on each cylinder.

4) Further, as per markings available on the photographs provided by the complainant, it is observed that the cylinder was manufactured in the year 2014 and valid till December 2024 (D 24).

5) In view of the above, by considering the age of the cylinder and is filled with Liquefied Petroleum Gas many number of times, there may be chance of less legibility of ISI mark.

3. **RECOMMENDATIONS :** Inview of the above, since complaint is not established, complaint may be closed.

Signature


Sujatha Thammadi
Sc D
VJBO

17/12/23

Sc F & HVJBO