

**Central Consumer Protection Authority**

**Case No: J-25/72/2021-CCPA (Part 7)**

In the matter of: Suo-moto case against Tekshiv Systems Pvt. Ltd. with regard to sale of pressure cookers which do not conform to compulsory BIS standards.

CORAM:

Mr. Anupam Mishra, Commissioner

APPEARANCES

For Tekshiv Systems Pvt. Ltd.

1. Mr. Anuj Kataria, Director

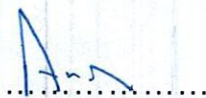
Date: 01.05.2023

**ORDER**

1. The hearing was held through video-conferencing mode.
2. As per Order dated 13.04.2023, following directions were passed :-
  - (i) The opposite party shall provide the details of customers of the 101 units sold through e-commerce platforms noted above in 7 days.
  - (ii) The next hearing shall be held on 01.05.2023.
3. No information has been furnished by the opposite party with respect to directions passed in the order dated 13.04.2023.
4. Appearing for the opposite party, Mr. Anuj Kataria, Director, submitted that a list of 65 customers to whom pressure cookers have been sold has been submitted by the company.
5. On inquiry by the Commissioner highlighting that no information with respect to the number of pressure cooker sold to each customer has been

mentioned, it was submitted by Mr. Kataria that total 65 units of pressure cookers have sold i.e., one unit has been sold to each customer.

6. Upon further inquiry with respect to 101 units sold by the company as per the data submitted by e-commerce companies, Mr. Kataria submitted that he cannot contest or dispute the number provided by e-commerce platforms. He stated that his list can be wrong and he tried to get the information of domestic pressure cookers sold from online platforms but was unable to get the same.
7. Mr. Kataria further submitted that on the panel of online portals, it is shown when a pressure cookers is sold, after which the company packs that pressure cooker and the courier company assigned by the portal picks that pressure cooker and they deliver the pressure cooker. While few panels have some information, few have no information at all. No phone number is shared by any portal. The company generates single invoice at the end of the month, which is a consolidated one.
8. On inquiry by the Commissioner as to whether the company has written to e-commerce platforms to give the details of pressure cookers sold with respect to 101 units and if the company has the responses of the e-commerce platforms to such communication, Mr. Kataria submitted that he has written to e-commerce platforms and also has their responses.
9. After hearing the opposite party, the Central Authority hereby passes the following directions –
  - (i) The opposite party shall submit the communication sent by it to e-commerce platforms as well as the responses received from such platforms with respect to the 101 units of domestic pressure cookers sold to consumers within 7 days.
  - (ii) The next hearing shall be held on 15.05.2023



Anupam Mishra  
Commissioner