

BUREAU OF INDIAN STANDARDS
(Delhi Branch Office-I)

**REPORT OF INVESTIGATION OF PRODUCT QUALITY COMPLAINT AT
COMPLAINANT END**

Our Ref: Comp/ M-19277

Date: 13-09-2024

Subject: Complainant End Investigation Report (M-19277)

1. **Complaint against-** M/s Optimum Technologies Pvt. Ltd. (INDIA)
2. **Licensee under-** Registration Department

a. **GENERAL**

- i. **Complaint No. & Date** - M-19277 & 22-08-2024
- ii. **Name & Address of Complainant:** - Mr Rupesh Kumar & 109, Krishna Apra, NSP, Pitampura, Northwest, Delhi-110034
- iii. **Name & Address of recipient of material (if different from ii)** - Mr Arun Kumar (Father of the Complainant) & 109, Krishna Apra, NSP, Pitampura, Northwest, Delhi-110034
- iv. **Product and IS No.** - Audio, video and similar electronic apparatus - Safety requirements & IS 616:2017 / IEC 60065:2014
- v. **Nature of Complaint (highlight specific shortcomings)** - Misuse of CRS Mark
- vi. **Registration Number-** R-41207799

b. **DETAILS OF INVESTIGATION**

- i. **Place & Date of Investigation-** Place (Refer a(ii)) & 13-09-2024
- ii. **Persons contacted-** Mr Rupesh Kumar, Mob. - 7042285230
- iii. **Details of product-** AirDoze D50 Earbuds
- iv. **Date of purchase-** 18-02-2023
- v. **Total Quantity purchased-** 1 pair of Earbuds

- vi. **Quantity under complaint**-1 pair of Earbuds
- vii. **Source of purchase and details of Bill**- Invoice copy Enclosed
- viii. **Material under complaint Inspected/Repaired/Handled by any other agency e.g. DGS&D, Local Dealer/Mechanics**- No (As informed by the Complainant)
- ix. **Is product under Warranty/: Any service contract?**- 1Yr Warranty (As per Invoice Information)

x **Whether complainant seeks redressal in the form of repair or replacement of the product under complaint:** Complainant seeks the redressal in the form of replacement.

a. **INSPECTION OF MATERIAL UNDER COMPLAINT**

- **Is material CRS Marked or not?** Yes, R-41207799
- **Whether CRS Mark Genuine or spurious-** Spurious, Manufacturer Name and Model No. mismatches when checked from BIS care App.
- **Details of Markings on the product-** CRS Mark with R-41207799, Specification, Model-id, Made in India, HOPPUP AIRDOZE D50, Manufacturer Name with address, Month & Yr of Mfg. (Images Enclosed for complete Marking Details)
- **Condition of packing/storage-** Box
- **Observations in respect of a iii-** Registration number was verified through BIS care App and found that R-41207799 pertains to M/s JINGHUA ELECTRONICS LIMITED, CHINA. Also, Model No. printed on the packaging box is not present in the list of approved Model Numbers in BIS care App.
- **Result of testing at complainant end, if done (attach sheet if necessary)-** NA

3. **CONCLUSIONS:** Outcome of Complainant End visit reveals that, M/s Optimum Technologies Pvt. Ltd. (INDIA) using Registration Number allotted to M/s JINGHUA ELECTRONICS LIMITED, CHINA. Violation

of Electronics and Information Technology Goods (Requirement of Compulsory Registration) Order, 2021

4. **RECOMMENDATIONS:** Investigation at M/s Optimum Technologies Pvt. Ltd. (INDIA) shall be carried out.

Signature

A handwritten signature in blue ink, consisting of a stylized 'S' followed by a horizontal line and a small 'm' at the end.

Name of IO – Shivam Aggarwal

Designation: Scientist-B

BO/Dept.: DLBO-1

H(DLBO-1)