

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

**Date: 07.06.2024**

**Our Ref :** P-17778

**Subject :** Discreet Investigation of against complaint ID- P-17778

**Date of Visit :** 06-06-2024

**Place of Visit :** Near power house blue jay hotel, G.T Road Samalkha, Panipat, Haryana, India, 132101.

**Purpose of Visit:** Complaint is regarding Misuse of ISI mark on helmet by CML-8100165319 (Red plus)

**Details :-** A Discreet visit investigation was done at the dealer Super Traders, Located at Near power house blue jay hotel, G. T Road Samalkha, Panipat, Haryana, India, 132101. Shop was found to be a Bajaj dealership. Upon Arrival, No display of helmets could be observed at the seating area of the shop and at the entry of the dealership. 3 sales persons were present with 2 customers. Dealers representative Mr. Manish was asked to show the helmets available with the firm. Mr. Manish showed me two Helmets which he has to offer with the bike that he sells.

S.No	Brand	CML	With ISI
1	Studds	9512447222	Genuine verified on BIS care app
2	Pro X	8811178	Genuine verified on BIS care app

Further on asking if you have any other helmets, he denied having any other helmets available with him. No Helmet with Brand name Red Plus and CML-8100165319 was available at the dealer end during the visit.

**Recommendations:** As mentioned in the complainant's end investigation, Complainant does not have an invoice for the helmet. Also during the discreet visit investigation, the complaint item was not found to be available during the visit to Dealership. Complaint may not be established. In view of the above, the complaint may be considered for closure.

*To obtain further details as discussed.* Regards,

*Niraj*  
07/06/24

Niraj Kumar Mahato  
Scientist 'B'

**HHRBO**

*[Signature]*  
07/06/2024