

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

REPORT OF INVESTIGATION OF COMPLAINT AT COMPLAINANT END

Our Ref: R-18898

Date: 26/08/2024

Subject: Complaint against M/s. Ganzhou Novel Battery Technology Co. LTD and M/s. Vizin India Private Limited

BIS Registered Manufacturers under CRS

0. GENERAL

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| 0.1 Complaint No.& Date: | Complaint No. R-18898 dated 29/07/2024 |
| 0.2 Name and address of the Complainant: | Mr. Jaswant Munoth Vice Chairman & Director, Munoth Industries Limited Munoth Centre, 343, Triplicane High Road, Chennai 600 005 Mobile: +91 9840061202, www.munothindustries.com |
| 0.2.1 Name and address of the recipient of material (if different from 0.2): | Not applicable |
| 0.3 Product and IS No.: | Sealed secondary portable Li system Cell, IS 16046 (Part 2): 2018 / IEC 62133-2: 2017 |
| 0.4 Nature of complaint (highlight specific shortcomings): | Complaint is regarding <ol style="list-style-type: none"> 1. Usage of CRS Mark on Models/ Rating not covered in the scope of BIS registration i.e. usage of CRS mark on 9000 MAh lithium cell with Model No. 1260110. 2. Unfair trade practice followed by M/s Vizin India Private Limited where the firm is importing 9000 MAh lithium cell from above manufacturer and manufacturing/selling Powerbanks marked as 10,000 MAh using 9000 MAh lithium cell. |
| 0.5 Licence No. & Valid up to: | M/s. Ganzhou Novel Battery Technology Co. LTD (R-41140449 valid up to 14/10/2025) M/s. Vizin India Private Limited (17 registrations under CRS observed (online) for the product POWER BANKS FOR USE IN PORTABLE APPLICATIONS for M/s Vizin India Private Limited with address as PLOT NO. 148, PHASE-V, SECTOR-56, EHTP, HSIIDC INDUSTRIAL AREA, KUNDLI, SONIPAT, HARYANA-131028 INDIA, HARYANA, 131028 whereas address in complaint is HOUSE NO 130 FIRST FLOOR,BLK-KP PITAMPURA) |

1. DETAILS OF INVESTIGATION

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| 1.1 Place & Date of Investigation: | Chennai, 26/08/2024 |
| 1.2 Persons contacted: | Mr. Jaswant Munoth (Through phone call) |
| 1.3 Details of product: | |
| 1.3.1 Date of purchase | |
| 1.3.2 Total Quantity purchased | The complainant has filed the complaint based on the trade practices of M/s. Ganzhou Novel Battery Technology Co. LTD, M/s Vizin India Private Limited and also based on the details of export/import made by the above companies to |
| 1.3.3 Quantity under complaint | |

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|---|-----------------|
| | India. |
| 1.3.4 Source of purchase and details of Bill / Cash Memo | Not applicable. |
| 1.3.5 Material under complaint | Not applicable. |
| Inspected/Repaired/Handled by any other agency e.g. DGS&D, Local Dealer/Mechanics | Not applicable. |
| 1.3.6 Is product under Warranty/Any service contract? | Not applicable. |
| 1.3.7 Action taken by the licensee for redressal of the complaint (if any, till date) | |

1.4 Inspection of Material under Complaint: No material available with the complainant as informed.

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| 1.4.1 Is material ISI Marked or not? | Not applicable |
| 1.4.2 Whether ISI Mark Genuine or spurious: | Not applicable |
| 1.4.3 Details of Markings on the product | Not applicable |
| 1.4.4 Condition of packing/storage | Not applicable |
| 1.4.5 Visual Examination | Not applicable |
| 1.4.6 Observations in respect of 0.3 | Not applicable |
| 1.4.7 Result of testing at complainant end, if done (attach sheet if necessary) | Not applicable |
| 1.5 Testing | |
| 1.5.1 Details of sample drawn for independent testing, if any: | Not applicable |
| 1.5.2 Test request ref. & date: | Not applicable |
| 1.5.3 Laboratory to which sent | Not applicable |
| 1.5.4 Date on which dispatched to Lab by self/complainant: | Not applicable |
| 1.6 Any other information relevant to the complaint: | Nil |

2. CONCLUSION:

Based on the discussion held with the complainant, the complaint is divided into two parts:

1. Usage of CRS Mark on Models/ Rating not covered in the scope of BIS registration i.e. usage of CRS mark on 9000 MAh lithium cell with Model No. 1260110 – Efforts were made to ascertain scope of the registration granted to the firm, however the MAh details were not appearing in the scope of licence available online.
2. Unfair trade practice followed by M/s Vizin India Private Limited where the firm is importing 9000 mAh lithium cell from above manufacturer and manufacturing/selling Powerbanks marked as 10,000 mAh using 9000 MAh lithium cell. The complainant has informed that no company in India is selling Power banks of 9000 mAh. However, the importer is importing 9000 mAh lithium cells from M/s. Ganzhou Novel Battery Technology Co. LTD as is evident from the import details submitted along with the complaint. The complainant alleges that the said 9000 mAh cells imported by the

firm is used in 10,000 mAh Power banks thereby cheating the consumer.

3. RECOMMENDATIONS

It is recommended that an investigation at the end of the importer M/s. Vizin India Private Limited be carried out to verify the facts of the case.

Signature

Name of IO: SREEJITH MOHAN J

Designation: Scientist – D/ Joint Director

BO: Chennai Branch Office