

BUREAU OF INDIAN STANDARDS
(BO / Marks Deptt. of RO / SP & CAD)

REPORT OF INVESTIGATION OF COMPLAINT AT COMPLAINANT END

Our Ref : BHBO/R-18640 Date : 29.09.2024
Subject : Complaint Against M/s Bharti Infotech
Our Licensee under Registration Department ~~Branch Office~~

0	GENERAL	
0.1	Complaint No. & Date	: R-18640 dated 11.07.2024
0.2	Name & Address of Complainant:	Mr Asit Kumar Pati Near Mela Sahi Mandap, Village Bainsia, Block Gondia, Dhenkanal, : Odisha - 759014 Ph No - 8658138816 Email : asitpati193@gmail.com
0.2.1	Name & Address of recipient of material (if different from 0.2)	: NA. The complainant has purchased the material for personal use.
0.3	Product and IS No.	: IS 16046:2015/ IEC 62133 : 2012, Sealed secondary portable Li-ion Battery
0.4	Nature of Complaint (highlight specific shortcomings)	: The complainant has mentioned that he had purchased a sealed secondary portable Li-ion Battery for Samsung Galaxy M-30 from online website (www.maxabhi.com), which is Registration Marked. As per the complainant, The Battery has not good backup and automatically draining very fastly.
0.5	Licence No	: R- 96000744
1	DETAILS OF INVESTIGATION	
1.1	Place & Date of Investigation	: Complainant was contacted on 25.09.24 at his residence Near Mela Sahi Mandap, Village Bainsia, Block Gondia, Dhenkanal, Odisha - 759014.
1.2	Persons contacted	: Mr Asit Kumar Pati
1.3	Details of product	: sealed secondary portable Li-ion Battery for Samsung Galaxy M-30 as per IS : 16046:2015/ IEC 62133 : 2012 bearing Registration Mark with no R-96000744
1.3.1	Date of purchase	: Purchased on 15.06.2024. Delivered on 22.06.2024
1.3.2	Total Quantity purchased	: 1 Nos
1.3.3	Quantity under complaint	: 1 Nos
1.3.4	Source of purchase and details of Bill / Cash Memo	: Online Purchase from www.maxabhi.com
1.3.5	Material under complaint Inspected/Repaired/Handled by any other agency e.g. DGS&D, Local Dealer/Mechanics	: NA.
1.3.6	Is product under Warranty/ : Any service contract?	: No.
1.3.7	Action taken by the licensee for redressal of the complaint (if any, till date)	: Redressal not provided till date.
1.4	Inspection of Material under complaint	
1.4.1	Is material ISI Marked or not?	: The Material is found to be Marked with Registration Mark

1.4.2	Whether ISI Mark Genuine or spurious	: The Registration Mark is observed to be genuine. However, Upon verifying the Registration no. R- 96000744, it was found that the License has expired on 23.08.2020
1.4.3	Details of Markings on the product	: Sealed secondary portable Li-ion Battery Registration Mark with IS 16046:2015/ IEC 62133 : 2012 and R- 96000744 M-30 5000 mAh Batch No., Serial No., Date of Manufacturing, was not marked on the product. Only "TD-03-2023" was marked on the product, it could not be concluded whether it is Batch Number or Serial Number
1.4.4	Condition of packing/storage	: Unpacked by the complainant for use.
1.4.5	Visual Examination	: Satisfactory
1.4.6	Observations in respect of 0.3	: Satisfactory
1.4.7	Result of testing at complainant end, if done (attach sheet if necessary)	: Testing as per IS not possible at complainant end as no test Facilities are available.
1.5	Testing	
1.5.1	Details of sample drawn for independent testing, if any	: Nil
1.5.2	Test request ref. & date	: NA
1.5.3	Laboratory to which sent	
1.5.4	Date on which dispatched to Lab by self/complainant	
1.6	Any other information relevant to the complaint	: Nil
2	CONCLUSIONS	: 1. Complainant has asked for a Refund of Rs. 749/- for the Product (Invoice provided by the complainant attached herewith), which may be reimbursed.
3	RECOMMENDATIONS	: 2. Licensee may be asked to provide redressal to the complainant. 3. Upon verifying the Registration no. R- 96000744, it was found that the License has expired on 23.08.2020. Batch No., Serial No., Date of Manufacturing, was not marked on the product. Only "TD-03-2023" was marked on the product, it could not be concluded whether it is Batch Number or Serial Number, but it may indicate that the Product has been manufactured on 2023, despite the License being expired on 23.08.2020. Therefore, Search and Seizure may be conducted at the Manufacturing Premises of M/s Bharti Infotech.

Signature :

Name of IO : Sourav Mondal
Designation : Sc-B/ Assistant Director
BO Deptt : BHBO
Date : 29.09.2024