

Email**CMED BIS**

Re: Priority - High / Bureau of Indian Standards / Consumer complaint

From : hidayat pes <hidayat.pes@gmail.com>

Wed, Jul 31, 2024 09:07 PM

Subject : Re: Priority - High / Bureau of Indian Standards /
Consumer complaint**To :** CMED BIS <complaints@bis.gov.in>**Cc :** HeadCMED <headcmed@bis.gov.in>

Dear Sir / Madam,

It is truly difficult to meet at residence during office hours (9 am to 6 pm). That is why I would prefer to meet at Consumer court located in Shanthinagar, Bangalore. Alternately you may also meet me at following address -

#55, Sri Manjunath Arcade Kumaraswamy Layout,
Bengaluru-560 078

Further I want to state that I had sent you email on 18th July and the you replied on 29th July. So, you should allow sufficient time as per the convenience of the citizen (public). I expect you will be considerate in the light of Consumer Protection Act 2019.

With regards,

Hidayatullah

9632004637

Please reply to the mail as an acknowledgement of receipt of the mail

On Wed, 31 Jul, 2024, 9:54 am CMED BIS, <complaints@bis.gov.in> wrote:

Sir,

With reference to the trailing mail, kindly let us know your residential address so that our officer from the concerned Branch Office of BIS can visit your place on a mutually agreed date for the purpose of investigation. The further steps/procedure regarding investigation will be informed by the concerned officer during the investigation itself.

The information as requested above may kindly be provided within 3 days so that we can register your complaint and forward it to the concerned Branch Office of BIS.

Regards,

Deepak Lodhwal, Dy. Director/Scientist-C
Complaint Management & Enforcement Dept.
BIS Headquarters

From: "hidayat pes" <hidayat.pes@gmail.com>**To:** "CMED BIS" <complaints@bis.gov.in>**Cc:** "HeadCMED" <headcmed@bis.gov.in>, "Mr. Shiv Narayan" <nch-ca@gov.in>,

"Registrar NCDRC" <ncdrc@nic.in>

Sent: Tuesday, July 30, 2024 8:12:07 PM

Subject: Re: Priority - High / Bureau of Indian Standards / Consumer complaint

Dear Sir / Madam,

Please find the details below -

1. Photographs of the product/packaging clearly showing BIS Registration Mark with R No. - Please find attached as attachment.
2. Purchase bill/invoice - Please find attached as attachment
3. Complete correspondence address for investigation - The venue for meeting will be Consumer Court located at Shanthinagar, Bangalore. Please let me know the process and step wise procedure of investigation so that I can decide on the date for meeting in person for the investigation process. Please let me know if I need to handover the battery to the investigating officer.

With regards,

Hidayatullah

9632004637

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On Mon, 29 Jul, 2024, 10:37 am CMED BIS, <complaints@bis.gov.in> wrote:

Sir,

We thank you for contacting BIS in connection with your complaint.

In order to initiate investigation in the matter, we request you to kindly provide us with the following additional information:

1. Photographs of the product/packaging clearly showing BIS Registration Mark with R No.;
2. Purchase bill/invoice; and
3. Your complete correspondence address so that investigation may be arranged at your end.

The information as requested above may kindly be provided within 7 days so that necessary action may be initiated at our end.

Regards,

Deepak Lodhwal, Dy. Director/Scientist-C

Complaint Management & Enforcement Dept.

BIS Headquarters

From: "hidayat pes" <hidayat.pes@gmail.com>

To: "mukesh ambani" <mukesh.ambani@ril.com>, "CMED BIS"

<complaints@bis.gov.in>, "Mr. Shiv Narayan" <nch-ca@gov.in>, "Registrar NCDRC"

<ncdrc@nic.in>, "roc mumbai" <roc.mumbai@mca.gov.in>

Cc: "savithri parekh" <savithri.parekh@ril.com>, "jyoti jain" <jyoti.jain@ril.com>,

"grievance officer" <grievance.officer@jio.com>

Sent: Tuesday, July 23, 2024 12:01:10 AM

Subject: Re: Priority - High / Bureau of Indian Standards / Consumer complaint

Dear Sir / Madam,

I received a call from your executive Bilal (02235071670) and he assured me of an internal probe and report by email. He said that I will receive an email on 22nd July by 6pm.

I kept waiting for the email and yet I haven't received any email from you. Though I have clearly mentioned that the issue deserve a prompt action there has been a negligence in addition to unresponsive behaviour. This is truly disappointing and disgusting. It seems you have not gone through the mail properly.

Please give clarity so that I can decide accordingly as the issue is of serious negligence. I would prefer a reply by email.

With regards,

Hidayatullah

9632004637

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On Thu, 18 Jul, 2024, 8:04 pm HIDAYATULLAH, <hidayat.pes@gmail.com> wrote:

Dear Sir / madam,

Most humbly and respectfully I want to state that a letter dated 6th July 2024 has reached on 8th and 9th of July to your registered office(Ahmedabad) and Corporate Office (Mumbai). I have been waiting for the reply of the letter. Please acknowledge the receipt of the letter. For your convenience I hereby mention the content of the letter as follows -

To,

The Managing Director,

Reliance Jio Infocomm Ltd

Sub - Refund and compensation request for extreme negligence shown by the Jio authorized service centre / Final call before proceeding to the Consumer Court

Dear Sir / Madam,

It gives me immense disappointment to bring to your notice that the Jio Authorized service centre management has crossed all the limits of negligence. Actually ever since I purchased Jio phone I have been facing serious issues related to incoming calls and failure in outgoing calls. After visiting the Jio service centre multiple times the phone was replaced once but all the complaints remained as it was in the previous handset. Actually the handset is of substandard quality and such kind of handset can pose a

serious threat to the user. Recently when I read an article in the newspaper I came to know that swelling of the battery of mobile handset can be fatal. Though the phone was serviced in the service centre multiple times the service centre never paid any attention to swelling / bulging of the battery.

Further it is important to mention that many times when I paid visit to the service centre the executive refused about the complaints and I had to return from the service centre without getting the service done. This is the peak of mismanagement in the service centre. The executives behave in a way as if they have no sense of duty to understand the problem in the handset. The fact is that problems in the handset occur randomly and it is the duty of service centre executive to keep mobile handset under observation.

As per the Consumer Protection Act, 2019 the manufacturer (company / brand) should be proactive to find the problems that the Consumer is facing with the electronic device but the reality is just the reverse of it in your service centre. Rather the service centre executive at service centre located in Mithapur, Patna and Ashiana, Raja bazaar, Patna responded in a way as if it is a trivial issue. Finally I had to leave the service centre without satisfactory servicing of the phone. While I was returning some other Jio phone customers at the service centre also narrated the same kind of bother that they had to go through. This is peak of mismanagement. You can collect all the records of servicing from the service centre by my Jio number 9430600630.

I have sent multiple emails to the customer care, grievance officer and other officials but the response is so poor that it indicates a serious mismanagement inside the organization.

As the service of the phone has been miserable followed by unsatisfactory servicing by the service centre I request you to resolve the issue with refund and compensation as applicable by the company without bothering me further.

Further ignorance on your part will compel me to file a Consumer Complaint at the Consumer Court as your service centre has neglected the serious issue of battery swelling / bulging that can pose danger to the user and the society at large.

At last I must say that I have purchased and used many Reliance and Jio products (like Jio dongle and Jio SIM) in the past but this time the experience has been unsatisfactory to the extent of being horrendous. You can realize how disgusting it can be when your mobile handset is not working properly. A mobile handset is like a lifeline. Even if a person has to book an appointment with the doctor he has to first make a call to fix an appointment.

Please read the following quotation and try to understand - "A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption of our work. He is the purpose of it. He is not an outsider of our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us the opportunity to do so."

With regards,
Hidayatullah
9632004637

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PS - The attached files are the screenshot of speed post notification and the images of the postal letter envelop as well as the image of bulged / swollen battery.
