

From : anchulwalia@gmail.com

Mon, Jun 03, 2024 06:02 PM

Subject : Re: Mental Torture due to bad quality product by Lenovo

To : CMED BIS <complaints@bis.gov.in>, Escalationsd@lenovo.com, aporwal@lenovo.com

Cc : HeadCMED <headcmed@bis.gov.in>

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

Respected sir

Thanks for your mail,

The product laptop charger sold by Lenovo to us is of bad quality. Its plug pin left its space during the charging of the laptop by my child, If my daughter had tried to remove it, she could have been electrocuted and it could have been life threatening to her at that time. It is my own kind of first incident I have heard and such quality by a multinational company is very disheartening. We always choose a big brand by thinking it has good quality and we pay more than a local brand but such incidents are very shocking. Lenovo replied that this is a case of damage by the customer without looking into the facts but this charger was not dropped by my child and it has not a single damage sign in the charger which is clearly visible in the pictures i have sent in the first mail.

below is my complete address

Anchul Walia

JNC Princess Park Society

Flat No- C 308

Ahinsa Khand -2 Indirapuram

Ghaziabad Uttar Pradesh

Pin -201014

Mobile - 9873805086

Prayer :

we are seeking remedy for this mental torture and harassment where company still not accepting their fault. I am a lawyer and it is my duty to raise my voice for wrongdoers. If I am suffering this issue, maybe many are suffering with the same issues and who could not raise their voice will get help by my step

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Regards
Anchul Walia

On Fri, May 31, 2024 at 9:18 AM CMED BIS <complaints@bis.gov.in> wrote:

>
> Madam,
>
> We thank you for approaching BIS in connection with your complaint.
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> In order to formally register your complaint, we request you to kindly provide us
with your complete correspondence address 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: anchulwalia@gmail.com
> To: "Office of Minister Piyush Goyal" <Piyush.goyal@gov.in>, "Minister of
Electronics & Information Technology" <moeit@gov.in>, Escalationsd@lenovo.com,
aporwal@lenovo.com, "CMED BIS" <complaints@bis.gov.in>, consumerts@lenovo.com
> Sent: Monday, May 27, 2024 2:20:01 PM
> Subject: Mental Torture due to bad quality product by Lenovo
>
> Shri Piyush Goyal
>
> Hon'ble Minister of Commerce & Industry
>
> 179, Krishi Bhawan
>
>
> Shri Ashwini Vaishnaw
>
> Hon'ble Minister of
> Communications,
> Electronics and Information Technology
>
>
> The Bureau Of Indian Standards (BIS)
>
> New Delhi
>
>
> Shri Shailendra Katyal
>
> Managing Director Lenovo
>
>
>

> Respected all above mentioned Sirs

>

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> We purchased a lenovo laptop (S.no- PF3ZB496)IDEA PAD 3 from reliance digital indirapuram ghaziabad store on 21-12-2022, . it was working good but on 12th may 2024 my daughter who is in 11th class was doing work on this laptop and during charging its charger's one pin was left in switch and it left its space from charger and when she saw that only one pin is in the charger inplace of two pin to be there, then my daughter got scared how to get it back and suddenly she called me and i came and called electrician to get it out from the switch,

>

>

> i have heard such kind of incident first time where pin of charger is having so poor build quality, if my daughter could try to get it by her hand it could be cause of big electric shock to her which may cause life threatening to her. I request the Lenovo company to provide me with a remedy for this and request the government to check the quality of these products on a regular basis. We are educated and can complain but there would be many who never complain of such poor quality of product.

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> We are a middle class family and every single penny has a value to us. We cannot buy such expensive products everytime and that is why we buy such a thing by seeing the brand name. my daughter did not able to do proper study because of not using laptop, so we do request the company and government to provide remedy for this mental torture to us.

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> Thanks /Regards

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> Anchul Walia

> Mobile - 9873805086

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>

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Thanks /Regards

Anchul Walia

9873805086
