



No. EMS/Store/Misc

Dated-21.10.2024

M/s G Tech Solutions,  
B-2/377-378, New Kondli,  
Mayur Vihar Phase-III  
Delhi-110096

(E-Mail- gtechcoolingsolution@gmail.com)

**Sub:-** Supply of G SYSTEM Ceiling Fan 1400 millimeter.**Ref :** i. GeM Contract No: GEMC-511687727779303 Dated 21/03/22

- ii. This office Letter of even no. dated 28/10/2023,
- iii. This office Letter of even no. dated 22/11/2023,
- iv. This office Letter of even no. dated 01.07.2024.
- v. This office Letter of even no. dated 30.07.2024

1. M/s G Tech Solutions has supplied 630 nos. Ceiling Fan against GeM Contract no. GEMC-511687727779303 Dated 21/03/22 and same were accepted by this office on 02/05/2022 vide CRAC No: GEMCRAC-1-511687727779303-1 dated 28-May-2022. In the GeM contract, the warranty period has specified as 2 Years.
2. RDSO vide this office letter of even no. dated 28.10.2023 & 22.11.2023 (Within warranty period) has informed to firm that "it has been observed that air delivery of the fan is very poor & is not satisfactory "
3. RDSO vide this office letter of even no. dated 01.07.2024 has informed to firm that "**Nos of complaint have been reported by the resident of colony that the blade of fan broken while in running condition, causing serious injuries to the resident/family member. It has also been reported that the main rotor body of fan got broken while in service, it is also a very serious issue**".

Further, RDSO vide this office letter of even no. dated 30.7.2024 reminded to M/s G Tech Solutions with intimation that there may be manufacturing defect in these ceiling fans, however no response has been received by this office as yet.

4. Poor air delivery of fan & Broken of rotor body of fan is clearly indicated the manufacturing defect/material failure. Moreover, such type of failure in ceiling fans is very serious issue even though no response from M/s G Tech Solutions, Delhi within warranty period is violation of contract.

In view of the above, it is advised to replace the 630 nos. Ceiling Fans supplied against GeM Contract no. GEMC-511687727779303 Dated 21/03/22 on priority, failing which suitable action will be taken.

MANOJ

Digitally signed by MANOJ

KUMAR  
(Manoj Kumar)

KUMAR

Date: 2024.10.21 11:30:20

+05'30'

Jt. Director/EMS

For Director General/EMS

Copy to:

1. BIS Headquarter -9 Bahadur Shah Zafar Marg, New Delhi-110002,India, 9, Bahadur ShahZafar Marg New Delhi-110002 -To take necessary action against the M/s G Tech Solutions (CM/L-8700069113) regarding poor quality ceiling fans.
2. GeM Office - 2nd Floor, Jeevan Tara Building, 5-Sansad Marg, Near Patel Chowk, New Delhi-110001 -To take necessary action against the M/s G Tech Solutions, Delhi.

शिकायत प्रकरण मध्ये प्रवर्तन विभाग  
Complaint/Managerment and Enforcement Deptt.  
आवृत्ती अंका अन्वये ही शिकायत  
Incoming Post. Dy. No. 1609  
शिकायत/Date. 30/10/2024

Ems/Store/Misc.

Dt:- 23/10/2024

भारत सरकार सेवार्थ  
On India Government Service

BIS Headquarter - 9

Bahadur Shah Zafar Marg

New Delhi - 110002

India

पंजीकृत स्टॉक

पंजीकृत

REGISTERED

प्राप्ति एवं निर्गम अनुभाग CMIS  
RECEIPT & ISSUE SECTION  
प्राप्ति डायरी सं. 295/2024  
RECEIVED DAIRY NO. ....  
दिनांक 20/10/2024  
DATED .....



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