

3255500/2024/O/o ED/ADMIN-1&EMS /RDSO

Telephone: 0522-2460964

Mobile: 9794863140

Email: ddpsemu@gmail.com



भारत सरकार-रेल मंत्रालय
अनुसंधान अगिकल्प और मानक संगठन
लखनऊ 226011
Government of India - Ministry of Railways
Research, Designs & Standards Organization,
LUCKNOW - 226011

चिराग

डिजिटल कारवाइ करो।

सत्यमेव जयते

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

30.10.2024

(EMail- gtechcoolingsolution@gmail.com)

Sub:- Supply of G SYSTEM Ceiling Fan 1400 millimeter.

Ref : i. GeM Contract No. GEMC-511687724720783 Dated 14/06/22

- ii. This office Letter of even no. dated 01.7.2024.
- iii. This office Letter of even no. dated 26.7.2024.
- iv. This office Letter of even no. dated 30.7.2024.

1. M/s G Tech Solutions has supplied 355 nos. Ceiling Fan against GeM Contract no.GEMC-511687724720783 dated 14/06/22 and same were accepted by this office on 05/07/2022 vide CRAC No: GEMCRAC-1-511687724720783-1 dated 05/07/2022. In the GeM contract, the warranty period has specified as 2 Years.

2. RDSO vide this office letter of even no. dated 01.07.2024 (Within warranty period) 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 26.7.2024 & 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.

3. Broken of rotor body of fan less than 2 years of service life 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 355 nos, Ceiling Fans supplied against GeM Contract no.GEMC-511687724720783 dated 14/06/2022 on priority, failing which suitable action will be taken.

MANOJ
KUMAR
(Manoj Kumar)
Jt. Director/EMS
For Director General/EMS

Digitally signed by
MANOJ KUMAR
Date: 2024.10.21
11:28:03 +05'30'

Copy to:

✓ 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 प्रबंधन एवं प्रवर्तन विभाग
Complaint Management & Enforcement Deptt.
शिकायतों और कार्रवाई संबंधी
Incoming Post Ds. No. 1608
दिनांक/Dated... 30/10/2024

ms/Store/Misc.

Dt:- 23/10/2024

भारत सरकार सेवार्थ
On India Government Service

पंजीकृत डोक

BIS Headquarter - 9
Bahadur Shah Zafar Marg
New Delhi - 110002
India

पंजीकृत
REGISTERED

प्रति एवं विधि अनुसार
RECEIVED & ISSUE SECTION
प्रति जारी नं. 294/OTD
RECEIVED DAILY NO
दिनांक: 30/10/2024
DATED.....

भारत सरकार
भारत सरकार (सेवा विभाग)
R.D. SINGH DEPARTMENT OF RAILWAYS
भारत नगर, लखनऊ
METRAN BANGALU LUCKNOW-2260
(INDIA)

