

Email**CMED BIS****Re: complaint against Hisense TV****From :** rameshamith@gmail.com

Wed, Mar 06, 2024 03:51 PM

Subject : Re: complaint against Hisense TV**To :** CMED BIS <complaints@bis.gov.in>, DDG Hallmarking <ddghallmarking@bis.gov.in>, Consumer Affairs <cad@bis.gov.in>, cemd@bis.gov.in, Technical Information Services <info@bis.gov.in>, Central Regional Office <cro@bis.gov.in>, BIS I Bangalore Branch Office <bnbo@bis.gov.in>, Registration Department <registration@bis.gov.in>, Head Registration <headreg@bis.gov.in> 12 attachments**Cc :** HeadCMED <headcmed@bis.gov.in>

Date: 6-3-2024

The Director
Bureau of Indian Standards-New Delhi

This complaint is against The chief executive officer, HISENSE INDIA PVT. LTD, Corporate Office, 21st Floor, Windsor Grand, Plot No. 1C, Sector 126, Noida, Uttar Pradesh 201313 on the following grounds

I am the customer purchased Hisense TV model no.65A7H on 17-7-2023. document no.1- Invoice is attached

I would like to lodge complaints against the company for not providing proper information and documents to its customers

I)Product specification, the company has given various versions contracting each other and confusing the customers. For instance

a)Power usage by TV: Company has given various versions which are below

i))Power:230 V: 130 watts, as per TV specifications: Document no.2

ii))Power:240 V:160 watts, as per printed sticker on the box:Document no.3

iii))company has provided Power socket plug of 250V:Document no.4

jv)The company has not provided any specification sticker/warning regarding Power output, voltage, star ratings at the back of TV nor in the Quick guide manual

v)The standard voltage for electrical appliances in India is 230VAC, 50 Hz, however company has given various versions which are referred above, The Electric plug provided is 250 V

b)TV speakers output, company has given 5 versions of the same speaker

a)Speaker:102 Watts with 6 speakers as per TV sticker;Document no.5

b)Speaker:61 watts 3 speaker as per brochure:Document no.6

c)Speaker: 61 watts surround sound as per specifications:Docuement no.7

d)Speaker:18Wx2 + 25 W, as per quick guide:Docuement no.8

e)Speakers:61 W-6 speakers, as per brochure:Docuement no.9

c)TV Owners Manual: It is the duty of the company to provide owner's manual of the TV to its customers along with TV which is vital and should have all the information, various settings, how to operate settings, Trouble shooting, do and don'ts, Company address, customer support number and so on which normally have 50 pages. This is must especially for elctronic product like TV. However, company has not provided the same in spite of customer's request through mail. Added to this, there is no digital copy of the TV manual available in their website (however all other TV models manual are available except this TV). This is against the Consumer Protection Act and also unfair trade practice.

website screen shotL document no. 10

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Thanking you and with regards

SM Ramesh

No.71, I floor, 4th main road, AECS Layout II stage, Sanjaynagar, Bangalore 560094

email id; rameshamith@gmail.com; Phone Number: 9342577908

On Wed, Mar 6, 2024 at 12:09 PM CMED BIS <complaints@bis.gov.in> wrote:

Sir,

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

In order to formally register your complaint, we request you to kindly provide us with the following additional information:

1. Purchase bill/invoice of product under complaint.
2. Photographs of the product clearly showing Registration Mark/R No. of the manufacturer along with photographs of stickers, user manual/quick guide/brochure etc.
3. Your complete correspondence address so that investigation may be arranged at your end.

The above-mentioned information may kindly be provided at the earliest so that necessary action may be initiated at our end.

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

From: rameshamith@gmail.com

To: "DDG Hallmarking" <ddghallmarking@bis.gov.in>, "Consumer Affairs" <cad@bis.gov.in>, cemd@bis.gov.in, "CMED BIS" <complaints@bis.gov.in>, "Technical Information Services" <info@bis.gov.in>, "Central Regional Office" <cro@bis.gov.in>, "BIS I Bangalore Branch Office" <bnbo@bis.gov.in>, "Registration Department" <registration@bis.gov.in>, "Head Registration" <headreg@bis.gov.in>

Sent: Sunday, March 3, 2024 7:47:26 PM

Subject: complaint against Hisense TV

Date: 24-2-2024

The Director
Bureau of Indian Standards-New Delhi

This complaint is against The chief executive officer, HISENSE INDIA PVT. LTD, Corporate Office, 21st Floor, Windsor Grand, Plot No. 1C, Sector 126, Noida, Uttar Pradesh 201313 on the following grounds

I am the customer purchased Hisense TV model no.65A7H on 17-7-2023. I would like to make complaints against the company on following grounds

a)Power usage: Company has given various versions, for instance

- i))Power:230 V: 130 watts, as per TV specifications
- ii))Power:240 V:160 watts, as per printed sticker on the box
- iii))company has provided Power socket plug of 250V
- iv))The company has not provided any specification sticker/warning regarding Power output, voltage, star ratings at the back of TV nor in the manual
- v))The standard voltage for electrical appliances in India is 230VAC, 50 Hz, however company has given various versions which are referred above, The Electric plug provided is 250 V

b)TV speakers output, OP has given 5 versions

- a)Speaker:102 Watts with 6 speakers as per TV sticker
- b)Speaker:61 watts 3 speaker as per brochure
- c)Speaker: 61 watts surround sound as per specifications
- d)Speaker:18Wx2 + 25 W, as per quick guide
- e)Speakers:61 W-6 speakers, as per brochure

we have proof of the above. Whom to send? what action BIS will take? what is the procedure now why BIS does not acknowledge the complaint and do not reply immediately takes their own time? How do we know whether your office has received our mail or not?

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Thanking you and with regards

SM Ramesh-Bangalore ; 9342577908

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Thanking you and with regards

SM Ramesh-Bangalore

 **1)Invoice.pdf**
43 KB



3)Edge to edge-Direct full array.JPG
88 KB

