

Email

BIS I Bangalore Branch Office

Re: complaint against Hisense TV**From :** BIS I Bangalore Branch Office <bnbo@bis.gov.in>

Mon, Jun 10, 2024 02:21 PM

Subject : Re: complaint against Hisense TV**To :** rameshamith@gmail.com**Cc :** BIS I Bangalore Branch Office <bnbo@bis.gov.in>

Dear Sir,

As confirmed by you the visit is planned tomorrow .It is requested to share the location and convenient time of visiting during office hours (9 :00 to 5:30)to help your concern.

सादर / Regards,

(Vinodini Kishore)

Scientist- D

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भारतीय मानक ब्यूरो / Bureau of Indian Standards

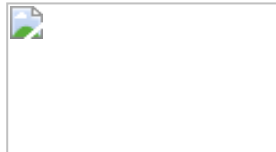
उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्रालय, भारत सरकार के अंतर्गत /

Ministry of Consumer Affairs, Food and Public Distribution, Government of India

पीन्या इंडस्ट्रियल एरिया, 1 स्टेज, बेंगलुरु - तुमकुर रोड, बेंगलुरु 560 058

Peenya Industrial Area, 1st Stage, Bengaluru - Tumkur Road, Bengaluru 560 058

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**From:** rameshamith@gmail.com**To:** "BIS I Bangalore Branch Office" <bnbo@bis.gov.in>**Sent:** Tuesday, May 28, 2024 4:45:54 PM**Subject:** Re: complaint against Hisense TV

noted

On Tue, May 28, 2024 at 4:38 PM BIS I Bangalore Branch Office <bnbo@bis.gov.in> wrote:

Pl refer the telephonic conversation we had today. As requested by you to reschedule the visit for investigation , Pl confirm your availability on 11.06.2024 .

सादर / Regards,

Vinodini Kishore

Joint Director BNBO

भारतीय मानक ब्यूरो / Bureau of Indian Standards

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्रालय, भारत सरकार के अंतर्गत /

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From: rameshamith@gmail.com
To: "BIS I Bangalore Branch Office" <bnbo@bis.gov.in>
Sent: Tuesday, May 28, 2024 3:18:02 PM
Subject: Fwd: complaint against Hisense TV

Date: 28-5-2024

Ms.Vinodini Kishore madam, dy. director
BIS-Bangalore

Madam,

kindly refer our discussion. once again sending herewith our complaint mail dt. 6-3-2024 which is below .
Our concern is
Hisense TV company has given various versions and specifications confusing the customers and the complainant. we want your office lodge complaint with Hisense TV and get proper clarification and take suitable action for providing wrong information to the customers.

----- Forwarded message -----

From: **SM RAMESH** <rameshamith@gmail.com>
Date: Wed, Mar 6, 2024 at 3:43 PM
Subject: Re: complaint against Hisense TV
To: CMED BIS <complaints@bis.gov.in>, <ddghallmarking@bis.gov.in>, <cad@bis.gov.in>, <cemd@bis.gov.in>, <info@bis.gov.in>, <cro@bis.gov.in>, <bnbo@bis.gov.in>, <registration@bis.gov.in>, <headreg@bis.gov.in>
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: Docuement no.2

- ii))Power:240 V:160 watts, as per printed sticker on the box:Docuement no.3
- iii))company has provided Power socket plug of 250V:Docuement no.4
- iv))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;Docuement no.5
- b)Speaker:61 watts 3 speaker as per brochure:Docuement 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 electronic 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

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Thanking you and with regards

SM Ramesh-Bangalore
