

**BUREAU OF INDIAN STANDARDS**  
**(Ghaziabad Branch Office)**

**REPORT OF INVESTIGATION OF COMPLAINT AT COMPLAINANT END**

Our Ref: GZBO/O-10698

Date: 06.04.2022

Subject: Complaint of Utprarit Consumer Foundation

Complaint Against M/s Gupta Helmets.

Licensee under Faridabad Branch Office.

0. GENERAL

0.1 Complaint No. & Date :- O - 10698, 28/10/2021

0.2 Name & Address of Complainant: - Sandeep Sood, KB-11, Kausambi Ghaziabad(UP)

0.2.1 Name & Address of recipient :- Same as above.  
of material (if different from 0.2)

0.3 Product and IS No. :- Protective Helmet for two wheeler Riders, IS 4151:2015.

0.4 Nature of Complaint (highlight: - Complainant bought the helmet from reliance Mart of model ZIGMA and IKONIK and size 580mm which was ISI marked. He checked the status of scope of License for the above model through BIS CARE AAP and found that this scope is not covered under the scope of license. On the basis of above, complainant claimed that the manufacturer of this helmet is misusing the ISI mark.

0.5 Licence No. :- CM/L-9504881

1. DETAILS OF INVESTIGATION

1.1 Place & Date of Investigation:- 01.04.2022 at the residence of Complainant

1.2 Persons contacted :- Mr. Sandeep Sood.

1.3 Details of product :- Protective Helmet for two wheeler Rider of model Smartbuy BOLT.

1.3.1 Date of purchase:- 28/10/2021

1.3.2 Total Quantity purchased :- 01

- 1.3.3 Quantity under complaint: - 01
- 1.3.4 Source of purchase and details: - Purchased from Reliance mart of Bill Cash Memo
- 1.3.5 Material under complaint  
Inspected/Repaired/Randled :- Not Available with the complainant.  
by any other agency e.g. DGS&D,  
Local Dealer/Mechanics
- 1.3.6 Is product under Warranty/ Any service contract? :- Not Known.
- 1.3.7 Action taken by the licensee None  
for redressal of the complaint :- NA  
(if any, till date)
- 1.4 Inspection of Material under complaint :- Material not available with the complainant.
- 1.4.1 Is material ISI Marked or not? :- Could not be verified as helmet was not available with the complainant.
- 1.4.2 Whether ISI Mark Genuine or :- NA
- 1.4.3 Details of Markings on the product. :- Helmet(Photograph) carry ISI marking with CM/L-no.Brand IKONIK with ISI mark, with CM/L 9504881.
- 1.4.4 Condition of packing/storage :- Product not available with the complainant.
- 1.4.5 Visual Examination :- Visual Examination not done due to not available of the product with the complainant.
- 1.4.6 Observations in respect of 0.3 :- Same as 1.4.5.
- 1.4.7 Result of testing at complainant end, if done (attach sheet if necessary) . :- NA
- 1.5 Testing :- N.A
- 1.5.1 Details of sample drawn for independent testing, if any :- Sample for Independent Testing could not drawn as complainant had no sample to offer for I/T.



1.5.2 Test request ref. & date :- N A

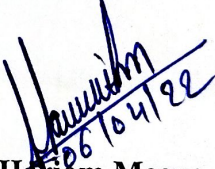
1.5.3 Laboratory to which sent :- N A

1.5.4 Date on which despatched to :- N A  
Lab by self/complainant\

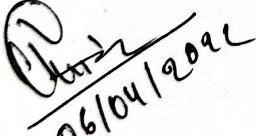
1.6 Any othe information relevant to the complaint :- Complainant Filled this complain on the basis of Status of scope of License shown in the BIS CARE AAP.

2. CONCLUSIONS:- The complaint is not established as the Helmet under the complaint was not available with the complainant.

3. RECOMMENDATIONS:- complaint is not established during complainant end investigation. License operating BO(FRBO) may take further necessary action on the instant complaint.

  
06/04/22  
Hariom Meena  
Sc-B (GZBO)

~~HGZBO~~

  
06/04/2022  
(Pinaki Gupta, H GZBO)

HFRBO