

**Appendix 4**  
**BUREAU OF INDIAN STANDARDS**

**REPORT OF INVESTIGATION OF COMPLAINT AT LICENSEE END**

**OUR REF :** P-17986

Date: 13.09.2024

**Subject :** Complaint against M/s Legrand Innoval Bangalore

**0. General**

**0.1 Complaint No.and Date** - P-17986 dt 12-05-2024

**0.2 Name and Address of Complainant available** - Harish & No 266, 7th main, Vars Magnolia, A2, Indiranagar, Bangalore

**0.2.1 Name and Address of recipient of Material (If different from 0.2)** - Same as above

**0.3. Product and IS No** - RCCB & IS 12640 (Part 1) : 2016 “Residual current operated circuit Breakers without integral overcurrent protection for household and similar uses (RCCBS): Part 1 general rules (Second Revision)”

**0.4 Specific Nature of Complaint** - Alleged Counterfeit RCCB posing safety hazard to Public

**0.5 Licence no & Valid upto-** CM/L No - CM/L 7017860 valid upto 15.06.2025

**0.6 Is complainant end report available at the time of licensee end investigation-** Yes

**DETAILS OF INVESTIGATION**

**1.1 Date of investigation** - 13.09.2024

**1.2. Persons Contacted** - Sh Sanjay Bankar (Manager QA)

**1.3 Quantity under complaint** - 8 Pcs

**1.4 Whether licensee is aware of the complaint** - Yes

**1.4.1 If Yes, actions taken from the same** - As informed by the firm, they have informed their legal team to take action against the seller.

**1.4.2 Licensee’s opinion on the complaint** - Licensee has informed that M/s Raj Electricals, Bangalore is not an authorized stockist and distributor of Legrand. Licensee had informed their Service Engineer (Sh Lokesh Kumar) vide their email dt 18.06.2024 that the product was spurious/duplicate.

**1.4.3 Whether material was sold directly or through dealer, Retailer etc.,** - No, M/s Raj Electricals, Bangalore who sold the material is not an authorized stockist and distributor of Legrand.

**1.4.4 Is Product under Warranty/ Any service contract ?** - NA, as the product is spurious/duplicate.

1.5. **Licensee's record of the material under complaint** - Sr number printed on the RCCB ( 190750548) was checked by the Licensee in their records and it did not belong to them.

1.6. **Manner of marking adopted by the Licensee For the product under complaint** - NA  
(Product is spurious)

1.7 **Has the material been taken back by licensee ?** - NA (Licensee had already informed that the Product is spurious/ duplicate).

1.7.1 **If Yes, observations on the same vis-a-vis specific Nature of complaint** - NA

1.8. **Is the batch/lot/control unit under complaint held in stock By the Licensee ?** - NA (The Product is spurious)

1.8.1 **If Yes, give factory testing details (if carried out on the same)** - NA

1.9 **Any other observations** - Complainant end investigation was carried out on 11.06.2024. For further investigation, visit was paid to Novateur Electrical & Digital Systems Private Limited, Jalgaon ( CM/L - 7017860) on 13.09.2024. During the visit, Sh Sanjay Bankar (Manager QA) informed that they received one piece of RCCB from Sh Lokesh Kumar (Sr Service Executive) on 17.06.2024. Sh Sanjay Bankar after examining the RCCB replied to Lokesh Kumar that the product is spurious/ duplicate vide email dt 18.06.2024.

2. **CONCLUSIONS** : Licensee has confirmed that they have informed their legal team to take action in this matter and their legal team is working on it.

3. **RECOMMENDATIONS** : Since the product under complaint is spurious/duplicate and the fact that Licensee has informed their legal team to look into this matter and take action, complaint may please be processed for closure.

Signature

Name of IO- Tapan Kumar Haldar

Designation : BO/Dept - Sc.C (NGBO)

Head of BO

Cc : i) Licensee end BO  
ii) SP & CAD