

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

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

1. Complaint against M/s Pawan Industries

2. Licensee under DLBO II Branch Office

a. GENERAL

i. Complaint No. & Date- P18519

ii. Name & Address of Complainant: Mr. Saurav Gupta, Address- Amrapali Silicon City, Sector 76, Noida, Gautam Buddha Nagar, UP- 201309

iii. Name & Address of recipient of material (if different from ii)

iv. Product and IS No. Electric Ceiling Type Fan, IS 374

v. Nature of Complaint (highlight specific shortcomings): The product stopped functioning within the warranty period, upon checking through BIS Care app, It was found to have produced by an expired licensee and it is a case fit for mis-use of ISI mark. Also complainant asked for compensation/redressal.

vi. Licence No: 2648062 (M/s Pawan Industries) (Licencee status expired as of today)

b. DETAILS OF INVESTIGATION

i. Place & Date of Investigation: Amrapali Silicon City, Sector 76, Noida, Gautam Buddha Nagar, UP- 201309 & Date: 23-09-2024

ii. Persons contacted: Mr. Saurav Gupta

iii. Details of product: Dismantled Electric Ceiling Type fan

iv. Date of purchase: 12-04-2024

v. Total Quantity purchased: 1 Qty

vi. Quantity under complaint: 1 Qty

vii. Source of purchase and details of Bill / Cash Memo (copy of such document may be collected, if available): Flipkart (Online)

viii. Material under complaint Inspected/Repaired/Handled by any other agency e.g. DGS&D, Local Dealer/Mechanics: no

ix. Is product under Warranty/ : Product under warranty (3 years warranty)

x. Action taken by the licensee for redressal of the complaint (if any, till date): No action taken

xi. Whether complainant seeks redressal in the form of repair or replacement of the product under complaint: Yes, replacement

c. INSPECTION OF MATERIAL UNDER COMPLAINT

- i. Is material ISI Marked or not?: ISI Marked (IS 374)
- ii. Whether ISI Mark Genuine or spurious: Genuine
- iii. Details of Markings on the product: Printed in Fan
- iv. Condition of packing/storage: Dismantled and packed in a box
- v. Visual Examination
- vi. Observations in respect of a iii
- vii. Result of testing at complainant end, if done: Functionality could not be verified as fan was in dismantled condition

d. TESTING

- i. Whether sample drawn for independent testing: No
- ii. If yes, details of sample drawn for independent testing: N/A
- iii. Test request ref. & date: N/A
- iv. Laboratory to which sent: N/A
- v. Date on which despatched to Lab by self/complainant/BO: N/A
- vi. Any other information relevant to the complaint: N/A

3. CONCLUSIONS

On 23.09.2024, a complainant end investigation was carried out for complaint P18519 at Amrapali Silicon City, Sector 76, Noida, Gautam Buddha Nagar, UP-201309 with Mr. Saurav Gupta (Mob: 7417795407). Upon investigation it was found that the licensee M/s Pawan Industries have manufactured and sold electric ceiling type fan according to IS 374 even after the expiry of licencee. It can be concluded that it is a case of Misuse of ISI standard mark. In addition to that the product manufactured was also sub-standard in quality as the product stopped functioning within the warranty period. The complaint has been established for misuse of ISI mark and producing substandard products. In view of the above, the complaint may be re-assign to DLBO-II to conduct licensee end investigation.

4. RECOMMENDATIONS

It is recommended to conduct search and seizure at the licensee premises of M/s Pawan Industries, CM/L- 2648062, Address- O-19, Sector 2, DSIIDC, Bawana, North West Delhi.

Signature
Name of IO
Designation:
BO/Dept. :

Head of BO
cc: i) Licensee end BO
ii) CMED