

**RE: Complaint for your product LED TV under R-66001333**

**Me** Me <registration@bis.gov.in>  
Thu, 05 Dec 2024 4:53:45 PM +0530 \*  
To "Sumit Gambhir" <sumit.gambhir@dixoninfo.com>

Sir

The customer details are provided below and are also enclosed:

Name- S M Ramesh  
Email id- [rameshamith@gmail.com](mailto:rameshamith@gmail.com)  
Phone no. -9342577908

Regards  
Deepti Budiya  
Sc C

----- On Thu, 05 Dec 2024 16:13:15 +0530 **Sumit Gambhir** <[sumit.gambhir@dixoninfo.com](mailto:sumit.gambhir@dixoninfo.com)> wrote -----

...

Dear mam,

As mentioned in my earlier mail , the complaint does not seems to be related to CRS related activity and merely related to performance related, and hence may be closed.

Just for the sake of records, you may share with us the details of the customer , who has raised this compliant , so that the Brand can visualize if they has satisfied and closed it or not.

RE: Complaint for your product LED TV under R-66001333 - Message (HTML)

From: Sumit Gambhir  
To: 'Registration Department'  
Cc:  
Subject: RE: Complaint for your product LED TV under R-66001333

Dear Mam,

The complaint is not related to the Safety of the Product for which we had taken or got the testing done under CRS scheme. This is related to Performance of the product which is taken care by the Brand in their software design.

Regards  
Sumit Gambhir

**From:** Registration Department [<mailto:registration@bis.gov.in>]  
**Sent:** 05 July 2024 12:40  
**To:** [SUMIT.GAMBHIR@DIXONINFO.COM](mailto:SUMIT.GAMBHIR@DIXONINFO.COM)  
**Subject:** Complaint for your product LED TV under R-66001333

Sir

This is in reference to the complaint O-17266 received in BIS for you product LED TV. The complainant reported that TV model 65A7H which he has purchased is working differently with OTT and Set top Box. There are differences in aud operation of TV model with OTT and set top Box and the company has not informed this anywhere in the product related information. He also informed has confirmed the same to him. You are requested to kindly look and comments accordingly.

Regards

Click on a photo to see social network updates and email messages from this person.

**From:** [deepti.budiya@bis.gov.in](mailto:deepti.budiya@bis.gov.in) [mailto:[deepti.budiya@bis.gov.in](mailto:deepti.budiya@bis.gov.in)] **On Behalf Of** Registration Department  
**Sent:** 05 December 2024 14:34  
**To:** SUMIT GAMBHIR; shashikantm; abhijitkotnis  
**Subject:** Re: Complaint for your product LED TV under R-66001333

Reminder