

**RE: Complaint on Product Registration No. R-93013790**

**SG** Sumit Gambhir <sumit.gambhir@dixoninfo.com>  
Thu, 12 Dec 2024 11:22:05 AM +0530 •  
To "registration" <registration@bis.gov.in>  
Cc "Head Registration" <headreg@bis.gov.in>

Dear sir,

Please find attached the closure of the complaint

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**From:** [ad0410@bis.gov.in](mailto:ad0410@bis.gov.in) [mailto:[ad0410@bis.gov.in](mailto:ad0410@bis.gov.in)] **On Behalf Of** Registration Department  
**Sent:** 04 December 2024 10:51  
**To:** Sumit Gambhir  
**Cc:** Head Registration  
**Subject:** RE: Complaint on Product Registration No. R-93013790  
**Importance:** High

REMINDER

Dear Sir,

This has reference to the trailing mail and the telephonic discussion held.

The details of the complaint is as follows.

*"I got an update from Motorola and I did it After restarting the device, I got a green line on my screen I can see several users having the same issue Motorola refused to replace the screen"*

Complainant details is as below:

Name: Kiran K J  
email: [kiranmatrixlee@gmail.com](mailto:kiranmatrixlee@gmail.com)  
Mobile: 9747363432

You are requested to get in touch with the complainant for redressal of the complaint.

Regards  
Avik Datta  
Sc D

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---- On Wed, 27 Nov 2024 12:06:49 +0530 **Sumit Gambhir** <[sumit.gambhir@dixoninfo.com](mailto:sumit.gambhir@dixoninfo.com)> wrote ---

Dear Sir,

The problem raised does not seems to be related to the relevant standard of BIS for CRS series and seems to be a general Performance issue and may be discarded

In parallel, team is working on the second complaint too, and we expect to revert back to you before 10<sup>th</sup> of Dec.

Regards

Sumit Gambhir

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**From:** [ad0410@bis.gov.in](mailto:ad0410@bis.gov.in) [mailto:[ad0410@bis.gov.in](mailto:ad0410@bis.gov.in)] **On Behalf Of** Registration Department  
**Sent:** 25 November 2024 15:09  
**To:** Sumit Gambhir  
**Cc:** Head Registration  
**Subject:** RE: Complaint on Product Registration No. R-93013790  
**Importance:** High

Dear Sir,

There are 2 complaints pertaining to the R-93013970. The reply in the trailing mail does not pertain to this complaint. You are requested to inform the actions taken for resolution of this complaint which is once again reproduced.

The details of the complaint is as follows.

*"I got an update from Motorola and I did it After restarting the device, I got a green line on my screen I can see several users having the same issue Motorola refused to replace the screen"*

Complainant details is as below:

Name: Kiran K J  
email: [kiranmatrixlee@gmail.com](mailto:kiranmatrixlee@gmail.com)  
Mobile: 9747363432

Regards  
Avik Datta  
Sc D

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---- On Mon, 25 Nov 2024 15:04:57 +0530 **Sumit Gambhir** <[sumit.gambhir@dixoninfo.com](mailto:sumit.gambhir@dixoninfo.com)> wrote ---

Dear Sir,

We had already reverted back on the closure of complaint

RE: Complaint on Product Registration No. R-93013790 - Message (HTML)

File Message Acrobat

Ignore X Reply Reply Forward Meeting  
Delete All Respond More

Move to: ? To Manager  
Team E-mail Done  
Reply & Delete Create New

Rules OneNote  
Move Actions

Mark Unread Categorize Follow Up  
Tags

Translate Relate  
Select Editing

From: Sumit Gambhir  
To: 'registration@bis.gov.in'  
Cc: 'Head Registration'  
Subject: RE: Complaint on Product Registration No. R-93013790

Message Screenshot\_20240730-104059\_Device Help\_061142.png (140 KB) WhatsApp Image 2024-11-11 at 3.12.59 PM.jpeg (72 KB)

Respected sir

In connection with the Mobile phone XT2403-1,XT2403-6 (Product model Moto Edge 50 Pro) please note that the same is BIS approved under registration no. F requirements per the BIS registration. We also confirm that all models comply with the product specifications listed against the same in the relevant document


The product is covered by the brand warranty as available for the relevant models, more information available @ <https://help.motorola.com/hc/apps/settings/legal/global/en-gb/index.html?t=CGT1507061106>

Customer service for the brand is available 24X7on +91 8067916686 and on email [motoinfo\\_in@mailwc\\_custhelp.com](mailto:motoinfo_in@mailwc_custhelp.com).

We thank you for highlighting the customer compliant concern raised by Mr. Sajir Mohammad Dunge regarding the alleged concerns on battery. The Brand has channels and has shared the attached service request *SOIN1095122406070002* report for your immediate reference. The device was received, checked and ret attached report) as no fault was identified. Please note that a device may heat up owing to varied extraneous reasons like Software issue, incorrect charging, r

From: [ad0410@bis.gov.in](mailto:ad0410@bis.gov.in) [mailto:[ad0410@bis.gov.in](mailto:ad0410@bis.gov.in)] On Behalf Of Registration Department  
Sent: 18 November 2024 11:27  
To: Sumit Gambhir  
Cc: devenderpadget; Head Registration  
Subject: Re: Complaint on Product Registration No. R-93013790  
Importance: High

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



From: [ad0410@bis.gov.in](mailto:ad0410@bis.gov.in) [mailto:[ad0410@bis.gov.in](mailto:ad0410@bis.gov.in)] On Behalf Of Registration Department  
Sent: 25 November 2024 14:40  
To: Sumit Gambhir  
Cc: Head Registration; Logesh Ramanujam  
Subject: RE: Complaint on Product Registration No. R-93013790  
Importance: High

REMINDER 2

--- On Mon, 18 Nov 2024 11:25:10 +0530 **Registration Department** <[registration@bis.gov.in](mailto:registration@bis.gov.in)> wrote ---

Dear Sir,

It is once again requested to update the status of the complaint.

Regards  
Avik Datta  
Sc D

--- On Mon, 11 Nov 2024 16:42:38 +0530 **Sumit Gambhir** <[sumit.gambhir@dixoninfo.com](mailto:sumit.gambhir@dixoninfo.com)> wrote ---

Dear Sir,

As per the requirement, we are looping in Mr. Logesh Ramanujam , from MOTOROLA brand, who is dealing with the complaint registered by the customer.

Mr Logesh : Kindly update on the present status of closure of the complaint with customer.

Regards

Sumit Gambhir

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**From:** [ad0410@bis.gov.in](mailto:ad0410@bis.gov.in) [mailto:[ad0410@bis.gov.in](mailto:ad0410@bis.gov.in)] **On Behalf Of** Registration Department  
**Sent:** 11 November 2024 11:59  
**To:** Sumit Gambhir; devenderpadget  
**Cc:** Head Registration  
**Subject:** Re: Complaint on Product Registration No. R-93013790  
**Importance:** High

Dear Sir,

It is requested to update the status of the complaint resolution.

Regards  
Avik Datta  
Sc D

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---- On Wed, 06 Nov 2024 09:54:31 +0530 **Registration Department** <[registration@bis.gov.in](mailto:registration@bis.gov.in)> wrote ---

Dear Sir/Madam

We have received a complaint regarding your product, **Mobile phones**, with registration no. **R-93013790**.

The details of the complaint is as follows.

*"I got an update from Motorola and I did it After restarting the device, I got a green line on my screen I can see several users having the same issue Motorola refused to replace the screen"*

Complainant details is as below:

Name: Kiran K J  
email: [kiranmatrixlee@gmail.com](mailto:kiranmatrixlee@gmail.com)  
Mobile: 9747363432

You are kindly requested to examine the matter, submit the findings, and take necessary actions for redressal of the complaint as per Regulation 6(13) of the BIS (Conformity Assessment) Regulations, 2018 within 7days failing which it will be deemed as a violation of terms and conditions of licence and action may be initiated as per provisions of BIS Act, Rules and Regulations framed thereunder. For any correspondence made with the complainant, you are requested to keep BIS in the loop.

Regards  
Avik Datta  
Scientist D  
Registration Department

This e-mail and any attachments may contain confidential and privileged information. If you are not the intended recipient, please notify the sender immediately by return e-mail, delete this e-mail and destroy any copies. Any dissemination or use of this information by a person other than the intended recipient is unauthorized and may be illegal.

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delivery copy kiran .pdf  
532.8 KB •