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

From: 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

Mobile: 9747363432

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

Regards Avik Datta Sc D

---- On Wed, 27 Nov 2024 12:06:49 +0530 Sumit Gambhir <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 10th of Dec.

Regards

Sumit Gambhir

 $\textbf{From:} \ \underline{ad0410@bis.gov.in} \ [mailto: \underline{ad0410@bis.gov.in}] \ \textbf{On Behalf Of} \ Registration \ Department$

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"

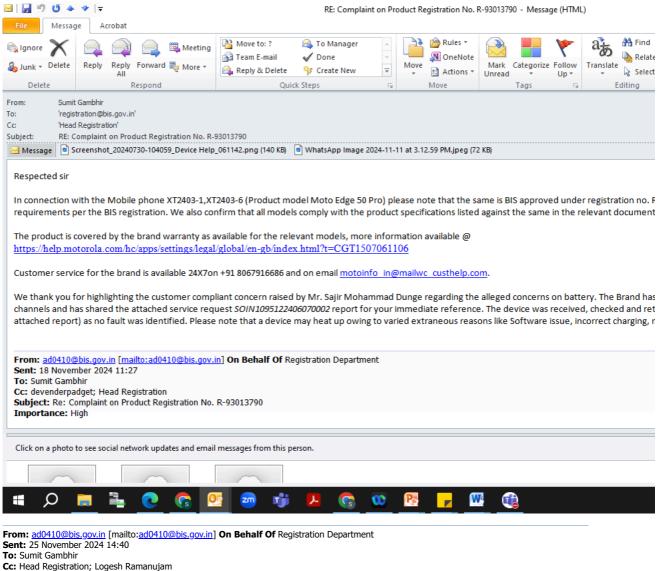
Complainant details is as below:

Name: Kiran K J

email: kiranmatrixlee@gmail.com

Mobile: 9747363432

Regards Avik Datta Sc D We had already reverted back on the closure of complaint



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

Importance: High

REMINDER 2

---- On Mon, 18 Nov 2024 11:25:10 +0530 Registration Department <re>registration@bis.gov.in</re> 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> 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

From: ad0410@bis.gov.in [mailto:ad0410@bis.gov.in] On Behalf Of Registration Department Sent: 11 November 2024 11:59

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

---- On Wed, 06 Nov 2024 09:54:31 +0530 **Registration Department <<u>registration@bis.gov.in</u>> 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

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

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