

Appendix 4
BUREAU OF INDIAN STANDARDS
(BO/Marks Deptt. of RO/SP & CAD)

REPORT OF INVESTIGATION OF COMPLAINT AT LICENSEE END

Our Ref: P-17778

Date: **24.07.2024**

Subject: Complaint against M/s.. Super Traders under HRBO

0. GENERAL

0.1 Complaint no & Date : P-17778 dated 23-04-2024

0.2 Name and address of the Complainant : Pankaj Verma, HOUSE NO. 22 Slash 654,
PRABHU NAGAR MIRCH MANDI, sonipat, Haryana, 131001

0.2.1 Name and address of the recipient of material (if different from 0.2) : No material
Evidence found from complainant.

0.3 Product and IS No.: Protective helmets for motorcycle riders - Specification
& IS 4151:2015

0.4 Specific nature of complaint : Misuse of ISI mark

0.5 Licence No. & valid upto: Complaint is against a Shop which is not a licensee & NA

0.6 Is the complainant's end report available at the time of licensee end investigation?

1. DETAILS OF INVESTIGATION

1.1 Date of Investigation: 19.07.2024

1.2 Persons contacted: Manish Kumar

1.3 Quantity under complaint: 1 nos

1.4 Whether licensee is aware of the complaint: Complaint is against a Shop which is not a licensee.

1.4.1 If yes, actions taken for the same: NA

1.4.2 Licensee's opinion on the complaint : Shop was unaware of the invalid license number on the Helmet. Mr. Manish said he was aware that helmets should be marked with ISI mark and CML number but he also added that he didn't know how to check if the license number is valid. Undersigned downloaded the explained the provision of BIS CARE app on the mobile of Mr Manish. Undersigned also explained to him how to verify License details in the helmets.

1.4.3 Whether material was sold directly or through dealer, retailer etc.: Material was not sold to the customer but it was provided to the customer with the bike as complementary.

1.4.4 Is the product under warranty/ guarantee/service contract?: No, the product was a non genuine ISI mark. So it is not covered under any warranty/guarantee/service contract.

1.5 Licensee's record of the material under complaint : NA

1.6 Manner of marking adopted by license for the product under complaint: Complaint is against a Shop. It does not do marking or labeling on the product.

1.7 Has the material been taken back by the licensee? No, the Complainant did not contact the shop.

1.7.1 If yes, observation 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? No stock was available at the shop. However, Stock of Helmet with the same brand name "Red Plus" was available with a different CM/L-2857568, which was found to be a cancelled license.

1.8.1 If yes, give factory testing details (if carried out on the same): NA

1.9 Any other observations:

On 19.07.2024, the shop was found to be open, Mr. Manish was again available at the shop. Shop was asked whether they have sold Helmet with Brand name "Red Plus" and CML-8100165319(with ISI mark). Shop replied that they provide this helmet with the bike to the

customers with every bike as a complementary accessory. On further enquiry, the Shop was found to be having 01 Helmets with Brand name "Red Plus" but with different CML- 2857568. The Shop further clarified that they don't have any stock of Helmet with Brand name "Red Plus" CML- 8100165319 and the same was verified from their stock. Above CML (2857568) was found to be of a BIS cancelled license(M/S Eshan Enterprises, 48/2, Gali No. 2, Khasra No-15/18,Main Ekta Gali, Johripur, Central Delhi).Screenshot from BIS care app attached as Annex -I. On further investigation of the box of the above product, it was observed that the product was manufactured at another location (M/S Eshan Enterprise, H.No. 221, E-Block, Buddha Nagar, Gzb, U.P. 201102). Picture of the box of the product attached as Annex -II. Shop added that they get these helmets from their dealer at M/S Suvida Traders, G.T road, Panipat. Shop also provided the invoice from M/S Suvida traders, Panipat. They informed that there is no mention of Helmet on the bill from M/S Suvida Traders and there are no separate bills available with the Shop for the helmet. The bill is attached as Annex-III.

2. CONCLUSION: During the Investigation, one helmet of Brand name "Red Plus" with CML- 2857568 was found at the shop which was marked to be manufactured at M/S Eshan Enterprise, H.No. 221, E-Block, Buddha Nagar, Gzb, U.P. 201102 and which was found to be of a cancelled license. It was also observed from the BIS CARE app that the manufacturing address of the cancelled license is M/S Eshan Enterprises, 48/2, Gali No. 2, Khasra No-15/18,Main Ekta Gali, Johripur, Central Delhi.

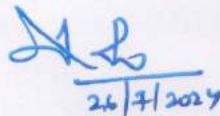
3. RECOMMENDATIONS: In view of above, Investigation at Factory end may be carried out at Ghaziabad and Central Delhi to see the possible misuse at these locations.



Signature

Name of IO : Niraj Kumar Mahato
Designation : Sc B/Asst. Director
RO/BO/Deptt.: HRBO

Head (HRBO)



cc:

i) Complainant-end BO