

Appendix 3

BUREAU OF INDIAN STANDARDS (Surat Branch Office)

REPORT OF INVESTIGATION OF COMPLAINT AT COMPLAINANT END

Our Ref: **SUBO/ P-19039**

Date: **03.10.2024**

Subject: **Complaint Against M/s Shri Ram Electricals, Delhi .**

0. GENERAL

0.1 Complaint No. & Date- **P-19039 & 08-08-2024**

0.2 Name & Address of Complainant: **Shri Nitin Doriya, 95 suyog Nagar Society ,**

Althan Bhatar Road, Surat

Contact Number 8866982883

0.2.1 Name & Address of recipient of material(if different from 0.2) **Same**

0.3 Product and IS No. **Immersion water Heater IS 368 & IS 302: part 2:Sec 201**

0.4 Nature of Complaint (highlightspecific shortcomings)-
IS 368 and IS 302-2-201 Both CM/L number not identified by BIS care App and only Shri Ram Electricals, Delhi mentioned on product not full address.

0.5 Licence No.- **CM/L – 8278387 (IS 368) & CM/L-8278488 (IS 302: part 2: Sec 201)**

1. DETAILS OF INVESTIGATION

1.1 Place & Date of Investigation: **Surat & 03.10.2024**

1.2 Persons contacted .- **Shri Nitin Doriya**

1.3 Details of product- **Immersion water Heater**

1.3.1 Date of purchase: **Complainant not having details**

1.3.2 Total Quantity purchased: **01**

1.3.3 Quantity under complaint: **01**

- 1.3.4 Source of purchase and details of Bill / Cash Memo- **Not Available with Complainant**
- 1.3.5 Material under complaint Inspected/Repaired/Handled - **NA**
by any other agency e.g. DGS&D, Local
Dealer/Mechanics
- 1.3.6 Is product under Warranty/ :Any service contract?- **NA**
- 1.3.7 Action taken by the licensee for
redressal of the complaint(if any, till date) **NA**
- 1.4 Inspection of Material under complaint - **NA**
- 1.4.1 Is material ISI Marked or not? - **Product is marked with Invalid ISI mark
and CM/L Number**
- 1.4.2 Whether ISI Mark Genuine or spurious- **spurious**
- 0.6 Details of Markings on the product - **Product is Marked with Name of Manufacturer as M/s
Shri Ram Electricals, Delhi and with CM/L – 8278387 (IS 368) & CM/L-8278488 (IS 302:
part 2: Sec 201)**
- 1.4.3 Condition of packing/storage- **Product is unpacked and complaint has started using it.**
- 1.4.4 Visual Examination - **NA**
- 1.4.5 Observations in respect of 0.3 - **Product is Immersion water Heater**
- 1.4.6 Result of testing at complainant end, if done (attach sheet if necessary) - **NA**
- 1.5 Testing- **NA**
- 1.5.1 Details of sample drawn for independent testing, if any- **NA**
- 1.5.2 Test request ref. & date- **NA**
- 1.5.3 Laboratory to which sent **NA**
- 1.5.4 Date on which despatched to Lab by self/complainant- **NA**
- 1.6 Any other information relevant to the complaint -**NA**

2. **CONCLUSIONS-**

- Complaint Investigation was carried out at complainant end. Following are the findings**
1. **Address of manufacturer on the Product and packing are Incomplete and not traceable.**
 2. **No details are available neither in expired or operative licenses as per MOL and BIS care app pertaining to License number CM/L – 8278387 & CM/L-8278488).**
 3. **Complainant is not having any details such as purchase documents, bill or invoices for same, date of purchase, Place of purchase etc**

3. RECOMMENDATIONS-

Complaint could not be established due to following reasons;

1. Details of Manufacturer on Product or packing are not available.
2. Complainant is not having any details such as purchase documents, bill or invoices for same, date of purchase, Place of purchase etc

Above information may be sent to concern BO for further necessary action

Signature:




Name of IO: **Dhanraj Karad**

Designation: **Scientist C**

BO/Deptt. : **Surat Branch Office**

~~H(SUBO)~~


03/10/2024