

Appendix 4

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

REPORT OF INVESTIGATION OF COMPLAINT AT LICENSEE END

Our Ref: 0-10698/FRBO/69809 Date: 26-04-2022

Subject: Complaint against M/s. *Gupta Helmets*

0. GENERAL

0.1 Complaint No. & Date 0-10698 & 22-10-2021

0.2 Name and address of the Complainant *Uparit Consumer Foundation, KB-11, KB Block, Kaushambi, Ghaziabad, UP - 201011*0.2.1 Name and address of the recipient of material (if different from 0.2) *Reliance Retail Limited, 1217, 21km Stone, NH-2, Near Sarai Khwala, Sector 35 - Faridabad*0.3 Product and IS No. *Protective Helmet for two Wheeler Riders, IS 4151:2015*0.4 Specific nature of complaint *Marking on variety not covered under the scope of the license*0.5 Licence No. & valid upto *CMIL-9504881 valid upto 31-01-2023*0.6 Is complainant end report available at the time of licensee end investigation? *Yes*

1. DETAILS OF INVESTIGATION

1.1 Date of Investigation *26-04-2022*1.2 Persons contacted *Raju Gupta, Proprietor*1.3 Quantity under complaint *1*1.4 Whether licensee is aware of the complaint *No*

1.4.1 If yes, actions taken for the same

1.4.2 Licensee's opinion on the complaint

1.4.3 Whether material was sold directly or through dealer, retailer etc., *Retailer*

- 1.4.4 Is product under warranty/ guarantee/service contract?
- 1.5 Licensee's record of the material under complaint *All records available, No stock available*
- 1.6 Manner of marking adopted by licensee for the product under complaint *No production and mill stock so could not be verified*
- 1.7 Has the material been taken back by licensee? *N.A.*
- 1.7.1 If yes, observations on the same vis-a-vis specific nature of complaint
- 1.8 Is the batch/lot/control unit under complaint held in stock by the licensee? *Not available*
- 1.8.1 If yes, give factory testing details (if carried out on the same)
- 1.9 Any other observations *Firm has license for manufacturing full face helmets of size 580mm or per EN 15 and firm has license for mfg. helmets by model Zigma. Firm ~~was~~ was also having license for manufacturing open face helmets but the same has not been updated on MANAK ONLINE. IKONIC is the brand name (Trade mark) used by the licensee and has relevant document pertaining for the same. Since mill stock available at the time of visit, MS/RS will be drawn subsequently when firm resumes production to review performance of the licensee.*
2. CONCLUSION
3. RECOMMENDATIONS *complaint may be considered for closure.*

Signature

Prasen Yadav

Name of IO : Designation : Sc.-B
RO/BO/Dept.: FRBO