



UTPRARIT CONSUMER FOUNDATION

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Dated :- 30-04-2024

To,
Head (Consumer Affairs Department),
Bureau of Indian Standards,
Room No. 560, Mankalaya,
9, Bahadur Shah Zafar Marg,
New Delhi-110002.

Reg: Complaint against accused persons for misusing ISI mark and manufacturing NON ISI helmets to cheat the consumers without obtaining valid license or ISI mark from BIS for committing the offence U/S 420 of IPC, Violations U/s 11, 17 (3), 26 (1) of Bureau of Indian Standards Act, 2016

Sir,

BACKGROUND

1. We are the NGO engaged in the Protection of the interests of the consumers. Few companies and manufacturers indulge into unfair trade Practices and try to cheat and misguide the customers by way of misrepresentation and false declarations. By doing such Illegal Acts they try to Risk the Lives of the consumers at Stake for petty but unlawful gains. We protect the rights of the consumer by enlightening them and by taking action against the entities who try to cheat the customers by way of misrepresentation and false declarations under and as per the provisions of the established Law of the Land.
2. This may not be out of place to mention that many lives are lost in the accidents in India due to the sub-standard Poor Quality of the Helmets. Here it may be necessary to mention that Government of India has put certain items in a list for which obtaining ISI mark has been made mandatory. The Ministry of Road Transport and Highways (MoRTH) has circulated a

notification according to which the all helmets manufactured and sold in the Indian market will have to bear the ISI mark from 1st June 2021. This can be interpreted as a ban on non-BIS certified helmets, under the compulsory BIS certification and the publication of the Quality Control Order (QCO). Any helmet manufactured or sold and is not certified under IS 4151:2015 will be an offence. Now, helmets have also been put in the mandatory list by the government from 01 June 2021

Present Complaint

3. We intend to bring it to your kind notice that in the event of happenings one manufacturer under your jurisdiction i.e. **Shyam Enterprises** bearing BIS CML NO. 8100080095 whose license has been expired as per BIS status, having office at address: K/1292/19, Sangam Vihar, Delhi Khasra no. 287, Village Kirari, Suleman Nagar, Steert no. 9, Nitivihar, New Delhi is manufacturing false ISI mark and Non-ISI helmets from it's BIS registered address.
4. That the status as per BIS records, the status of Shyam Enterprises is expired but the entity is still manufacturing false ISI mark helmets and Non ISI helmets from it's BIS registered address. That after conducting a market survey we visited the entity whereby it was seen manufacturing such faulty helmets. The video of the visit to entity is enclosed.
5. As such we request you to kindly take a suitable action against the defaulter company by Making a Raid and seizing the material being manufactured illegally.

6. You are also requested to please file an FIR against the Firm/ Company under the provisions of U/S 420 IPC, Violations U/S 11, 17(3), 26(1) of Bureau of Indian Standards Act 2016.

Kind Regards,

For UTPRARIT CONSUMER FOUNDATION

A handwritten signature in black ink, appearing to read 'Anurag', is written over a faint, light-colored rectangular stamp or watermark.

Anurag Chauhan
Volunteer
+91-8810366690

Encl:

Kind Regards, For UTPRARIT CONSUMER FOUNDATION