

Re: Fwd: Re: Complaint related to Quality of BIS Certified Products

SS Sachin Singh Naruka <ssnaruka@bis.gov.in>
Sat, 26 Oct 2024 10:20:55 AM +0530 •

To "NOBO BIS" <nobo-bis@bis.gov.in>

Cc "Head Delhi BO1" <hdlbo1@bis.gov.in>, "Delhi Branch Office I" <dlbo1@bis.gov.in>

Dear Sir,

As per S. No 6 of Annex-1 of CMED Guidelines for Dealing with Complaints related to Quality of BIS Certified Products CMED/GEN/8 dated 5 June, 2023, Informing complainant about redressal/ action taken and obtaining satisfaction letter shall be done by Licensee/manufacturer end BO i.e Noida Branch Office. Further telephonic contact details of complainant is 9871538088.

Thanks & Regards

Sachin Singh
Sc-B

---- On Thu, 24 Oct 2024 12:09:10 +0530 **Head Delhi BO1** <hdlbo1@bis.gov.in> wrote ---

Sachin,

Take na as required.

Head DLBO-I

==== Forwarded message =====
From: Vishnu Dayal Jat <vishnujat@bis.gov.in>
To: "Delhi Branch Office I" <dlbo1@bis.gov.in>
Cc: "Head NOBO" <hno-bo-bis@bis.gov.in>, "Head Delhi BO1" <hdlbo1@bis.gov.in>
Date: Thu, 24 Oct 2024 10:30:19 +0530
Subject: Re: Complaint related to Quality of BIS Certified Products
==== Forwarded message =====

Gentle Reminder 2

---- On Thu, 17 Oct 2024 17:35:11 +0530 **Vishnu Dayal Jat** <vishnujat@bis.gov.in> wrote ---

Gentle Reminder

---- On Tue, 24 Sep 2024 12:06:07 +0530 **NOBO BIS** <nobo-bis@bis.gov.in> wrote ---

Deai Sir,

With reference to trailing mail, NOBO investigate the complaint and based on suspension imposed on dated 20/08/2024. Firm licence resume for marking after special inspection carried out on dated

30/08/2024. BO taken the all necessary action against the licensee CM/L-8704368. The complaint was process for closer but CA requested for satisfaction letter from the complainant. In the view of the above DLBO-I requested to kindly provide the satisfaction letter from the complainant end as NOBO does not have communication details of complainant.

Thanks & Regards

Vishnu D. Jat, Sc-B
NOBO, BIS

----- On Sun, 22 Sep 2024 11:06:22 +0530 **NOBO BIS** <nobo-bis@bis.gov.in> wrote ---

Dear Sir,

Kindly share the email id of complainant, so satisfaction letter may be taken from the complainant.

Regards

Vishnu D. Jat,Sc-B
NOBO, BIS

----- On Fri, 16 Aug 2024 10:52:17 +0530 **Delhi Branch Office I** <dlbo1@bis.gov.in> wrote ---

Dear Madam/Sir,

An offline complaint had been received regarding the presence of suspended particle in packaged drinking water. Complainant End Investigation is attached for your reference. Noida Branch office is requested to take further necessary action.

Thanks & Regards
Sachin Singh
Sc-B

Thanks & Regards

Vishnu D. Jat, Asst. Director
NOBO, BIS

4:39



5G 64



Edit

R

Ram Singh Ji, Complaint, DLBO-I



message



call



video



mail

4 November 2024

3:29 PM **Outgoing Call**
3 minutes

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Contact Photo & Poster

mobile RECENT

98715 38088

Notes



Favourites



Recents



Contacts



Keypad



Voicemail

36

3:54



5G 70

< 1593

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Ram Singh Ji, Complaint, DLBO-I >

Text Message • SMS
Tuesday, 6:31 PM

Dear Ram Singh ji, Aapne ek complaint kri thi BIS, DLBO-I ko, Ki aapne 20Ltr ja Paani ka jar khareeda me warm(larvae) mila hai. Jo ki licence no. 8700058116 ka tha and uska manufacture Adarsh cement product Ltd hai. Aapke se call ke through email id ki request kri gyi thi satisfaction letter lene ke line, jaisa ki aapne btaya aap email use nhi krte ho phone ke through, esliye aapke request hai ki message ke through BiS, NOBO ne licence holder ke against action usase santusti ke satisfaction message the dwara reply krke btaye.

Thanks
Vishnu D. Jat
Enforcement officer
NOBO, BIS



Text Message • SMS

