

Proforma I

**BUREAU OF INDIAN STANDARDS
(Madurai Branch Office)****REPORT OF INVESTIGATION OF PRODUCT QUALITY COMPLAINT AT COMPLAINANT END**

Our Ref: MDBO/Complaint/ Panasonic Energy India Co Ltd

Date: 12-12-2024

Subject: Batteries lasted for only one day

1. Complaint against M/s. Panasonic Energy India Co Ltd, Plot No.112, Industrial Area, Pithampur, Dhar, Madhya Pradesh
- 2.

a. GENERAL

- i. Complaint No. & Date : P-1980, 16-09-2024
- ii. Name & Address of Complainant: Sh. Amarnath Shivaji, No.47, Ramakrishna Nagar, 1st Cross, Mathulampatti, Kumbakonam, Thanjavur, Tamilnadu-612001
- iii. Name & Address of recipient of material (if different from ii): NA
- iv. Product and IS No.: IS 8144:2018, Multipurpose Dry Batteries
- v. Nature of Complaint (highlight specific shortcomings) : Batteries lasted for only one day
- vi. Licence No. 8728292

b. DETAILS OF INVESTIGATION

- i. Place & Date of Investigation : Kumbakonam, & 12-12-2024
- ii. Persons contacted : Sh. Amarnath Shivaji (*Complainant*)
- iii. Details of product : Multipurpose Dry Batteries
- iv. Date of purchase : Complainant has not provided the purchase bill for the product under complaint. (Multipurpose Dry Batteries)
- v. Total Quantity purchased: NA
- vi. Quantity under complaint : NA
- vii. Source of purchase and details of Bill / Cash Memo (copy of such document may be collected, if available) : NA
- viii. Material under complaint Inspected/Repaired/Handled by any other agency e.g. DGS&D, Local Dealer/Mechanics: NA
- ix. Is product under Warranty/ : Any service contract?: NA
- x. Action taken by the licensee for redressal of the complaint (if any, till date) [Details of such communication shall be obtained] : NA

- xi. Whether complainant seeks redressal in the form of repair or replacement of the product under complaint: No.

c. INSPECTION OF MATERIAL UNDER COMPLAINT

- i. Is material ISI Marked or not? : ISI marked

During the investigation, the complainant presented a bill dated 13-09-2024, which was also submitted on the BIS complaint portal. However, upon examination of the bill, it was observed that there is no evidence confirming the purchase of multipurpose dry batteries.

Furthermore, the complainant displayed 5 multipurpose dry batteries bearing the BIS Standard Mark (CM/L-8728292), branded Panasonic, with markings, AA, 10/23. Despite this, the complainant has not provided any additional evidence to substantiate the purchase of these batteries."


- ii. Whether ISI Mark Genuine or spurious: Genuine
- iii. Details of Markings on the product : *BIS Standard Mark (CM/L-8728292), branded Panasonic, with markings, AA, 10/23.*
- iv. Condition of packing/storage: **NA**
- v. Visual Examination: **NA**
- vi. Observations in respect of a (iii) : **NA**
- vii. Result of testing at complainant end, if done (attach sheet if necessary) : **NA**

d. TESTING

- i. Whether sample drawn for independent testing : **NA**
- ii. If yes, details of sample drawn for independent testing: **NA**
- iii. Test request ref. & date: **NA**
- iv. Laboratory to which sent: **NA**
- v. Date on which despatched to Lab by self/complainant/BO: **NA**
- vi. Any other information relevant to the complaint : **NA**

3. CONCLUSIONS : *The complainant did not provide direct evidence of purchase.*

4. RECOMMENDATIONS: *It is recommended to close the complaint as no direct evidence of purchase provided by the complainant.*


(A.Arivazhagan) 12/12/24.
Sc-D, MDBO.

H(MDBO)