

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

Our Ref: Date: 11/06/2024

Subject: Complaint regarding Counterfeit RCCB

1. Complaint against M/s Legrand Innoval Bangalore

2. Licensee under NGBO, Nagpur Branch Office

a. GENERAL

i. Complaint No. & Date : P-17986 & 12-05-2024

ii. Name & Address of Complainant: Harish & No 266, 7th main, Vars Magnolia, A2, Indiranagar.

iii. Name & Address of recipient of material (if different from ii)- same as above

iv. Product and IS No.: RCCB & IS 12640 (Part 1) : 2016 “Residual current operated circuit Breakers without integral overcurrent protection for household and similar uses (RCCBS): Part 1 general rules (Second Revision)”

v. Nature of Complaint (highlight specific shortcomings): Alleged Counterfeit RCCB posing safety hazard to Public

vi. Licence No.: CM/L 7017860 ; As printed on the product available with the complainant.

b. DETAILS OF INVESTIGATION

i. Place & Date of Investigation : 11/06/2024 & No 266, 7th main, Vars Magnolia, A2, Indiranagar, Bangalore.

ii. Persons contacted: Shri Harish GR (Complainant) & Shri Sarvesh (Builder- Managing Director of M/s Mayatar Pvt Ltd)

iii. Details of product: RCCB; IS 12640 (Part 1); CM/L 7017860

iv. Date of purchase: As informed by complainant - 02/02/2024 is the Date of purchase. It was informed by Shri Harish (Complainant) that the vendor M/s Raj electricals - #656/25, Chickpet Circle, BVK Iyengar Rd, Bengaluru is not willing to share the invoice for the said RCCB however he has replaced all the 7 pieces out of 8 pieces and provided invoice for the 7 replaced RCCB. 1 piece of FAKE RCCB was kept as evidence by the complainant.

v. Total Quantity purchased : 8 pieces

vi. Quantity under complaint : 8 pieces

vii. Source of purchase and details of Bill / Cash Memo ( copy of such

document may be collected, if available) : As informed by the complainant ,Invoice for the Fake RCCB was not provided by the supplier (M/s Raj Electricals). However M/s Raj Electricals have given invoice for 7 replaced RCCBs.

viii. Material under complaint Inspected/Repaired/Handled by any other

agency e.g. DGS&D, Local Dealer/Mechanics :M/s Raj electricals (the Vendor) has replaced 7 pieces and He has given invoice of new RCCB (original) to the builder.(invoice attached)

ix. Is product under Warranty/ : Any service contract? : 5 years guarantee (As seen from the Box of original RCCB as Fake RCCB box is not available with the complainant at the time of Visit)-Picture attached.

x. Action taken by the licensee for redressal of the complaint (if any, till

date)[Details of such communication shall be obtained] : As informed by the complainant during the visit. Legrand has confirmed verbally to the complainant that this product is not manufactured by them and they have also shown the evidence of that by scratching the rating (30 ma ) marked on it. complainant also provided the picture of visiting card of the legrand employee whom he has visited.(card attached)

Subsequent to visit, complainant also shared a copy of email sent by Legrand confirming that it is Counterfeit product.(copy attached)

As per the information provided by the complainant Legrand has still not taken any action despite of their awareness regarding the counterfeit RCCB circulating in market bearing legrand Brand.(Letter shared by complainant which he has handed over to legrand employee on 13 May 2024 giving information on Fake RCCB using their brand name attached )

xi. Whether complainant seeks redressal in the form of repair or replacement

of the product under complaint: As confirmed by complainant he wants BIS /Legrand to take necessary action against Fake RCCBs as it may cause serious safety hazard to public. He also informed that his entire site has Legrand products. The complainant proposed that a fair resolution would be for Legrand to at least replace suspect products purchased from this supplier(Raj electricals).

Also, He informed that he has got replaced all the 7 pieces of RCCB from the vendor- Raj electricals.

#### c. INSPECTION OF MATERIAL UNDER COMPLAINT

i. Is material ISI Marked or not? ISI marked as seen on the product.

ii. Whether ISI Mark Genuine or spurious : Further to be ascertained from the manufacturer

iii. Details of Markings on the product : Brand Name, rated voltage, rated frequency, rated current(Photo attached)

iv. Condition of packing/storage : For the said product no packing was there at the time of visit. Complainant said that the Box of Fake RCCBs was misplaced by them.

v. Visual Examination : The marking 30 mA was scratched by the complainant to check the authenticity of RCCB. He told that as informed by M/s legrand this is the quick way of verifying FAKE and original RCCB manufactured by legrand.

vi. Observations in respect of a iii : The marking 30 mA was scratched by the complainant to check the authenticity of RCCB. He told that as informed by legrand this is the quick way of verifying FAKE and original RCCB manufactured by legrand.

vii. Result of testing at complainant end, if done (attach sheet if necessary) : complainant shared video of tripping test done by him by RCD socket tester.(Video file shared by the complainant is uploaded in the briefcase folder of bnbo@bis.gov.in)

d. TESTING

i. Whether sample drawn for independent testing, : NO

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:

The complainant informed that Initially 8 RCCB was purchased and installed. The products failed RCD socket test as informed by complainant. Since the electrician suspected socket tester is bad, all 8 RCCBs were returned to supplier. The vendor replaced all 8 RCCBs which were installed at site.

This batch was tested again at entire site with RCD socket tester by the complainant. The product again failed as informed. At this point complainant informed that they tested socket tester with a Havells and Schneider RCCB. The Schneider and Havells passed RCD socket test.

Therefore the complainant felt these products supplied by the shop might be counterfeit. At this point supplier was confronted that Legrand products are counterfeit. Post this conversation, supplier has provided original Legrand RCCBs.

3. CONCLUSIONS: In view of the information provided by the complainant it is clear that Fake RCCB are supplying in the market posing safety hazard to public. The product is under Mandatory certification. As per the information provided by the complainant, Legrand has still not taken any action despite of their awareness regarding the counterfeit RCCB circulating in market bearing legrand Brand.

4. RECOMMENDATIONS: In view of the above, It is recommended that NGBO may kindly carry out the licensee end investigation and may also ascertain if any linkage of supplies to M/s Raj Electricals /their distributor/ retailer network, etc.

Name of IO : Vinodini Kishore

Designation : Sc D

BO/Dept. : BNBO

HBNBO

HNGBO

CC:CMED

From

13-May-2024

**Harish G**

No 266, 7<sup>th</sup> main, "Vars Magnolia",

Indiranagar, Bangalore – 560038.

Email: [harishgee2018@gmail.com](mailto:harishgee2018@gmail.com)

To

**Head of Quality,**

Legrand Innoval Bangalore

58, Bowring Hospital Rd, Tasker Town,

Shivajinagar, Bengaluru, Karnataka 560001.

Subject: Intimation of Electrical Safety Hazard posed to the general public by potential counterfeit **Legrand 2-pole 40A rated, 30mA RCCB** in market.

Dear Sir/Madam,

I would like to bring to your attention of the potential widespread existence of counterfeit Legrand products in the market. As part of a renovation project, I engaged the services of **Mayatar Architects and Interiors**. (Office/Showroom 131, RR Complex, Muthanallur Cross, Sarjapur - Marathahalli Rd, Bengaluru, Karnataka 562125) : Contact: Sarvesh Mahale.

They are responsible for the entire project including purchase of electrical components and installation. Mayatar claims the electrical goods were purchased from **Raj Electricals** (GST :29DPMPS4737E1ZB) #656/25, Chickpet circle, B.V.K Iyengar Road, Bangalore – 560 053.

As part of acceptance testing, I found that the Legrand RCCBs do not pass 30mA ground leakage test when tested with an RCD tester. I handed one sample to your office, and they have verbally acknowledged the product is counterfeit.

Legrand is one of the most well recognized brands in the electrical market. In keeping with your brand recognition, I hope your office will pursue enforcement actions against perpetrators of counterfeit goods.

Having tested a sample, I would like your office to confirm the RCCB sample provided to you is counterfeit. I would also appreciate it if your office could assist my project owner – **Mayatar Architects and Interiors** in recovering losses because of purchase of counterfeit Legrand products.

Regards

Harish G



Harish R &lt;harishgr2018@gmail.com&gt;

**Fw: RCCB sample**

1 message

**klokesh** <lokesh.kumar@legrand.com>  
To: "harishgr2018@gmail.com" <harishgr2018@gmail.com>  
Cc: Rajkumar SANTHANAM <rajkumar.santhanam@legrand.com>

Tue, Jun 18, 2024 at 6:44 AM



Dear Sir,

Concerning the above subject, we regret to inform you that the RCCB you handed over in our office for verification is found to be spurious, the same was sent to our QC for verification, and as per the trialing mail it confirms that the RCCB is Spurious.

FYKI

Open for any further clarification.

Regards,

**S. Lokesh Kumar**  
Sr.Service Executive  
919945845780



**From:** Sanjay BANKAR <sanjay.bankar@legrand.com>  
**Sent:** Tuesday, June 18, 2024 18:02  
**To:** klokesh <lokesh.kumar@legrand.com>  
**Cc:** Baban SHINDE <baban.shinde@indoasian.com>; Suresh DEOTALU <suresh.deotalu@legrand.com>  
**Subject:** RCCB sample

Dear Lokesh,

As discussed & as per the sample received from you, we verified and it is a Spurious / Duplicate sample.

1) DP40A/DX3 RCCB=01no. = Spurious / duplicate

This is for your information.

Regards,  
Sanjay Bankar

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