

From:-

Dated : 30th May, 2023.

Heera Singh,
Deputy Director
Employees' State Insurance Corporation
Model Hospital,
Basaidarapur,
Delhi - 110015

To,

The Chief Vigilance Officer,
Employees' State Insurance Corporation,
CIG Road,
Panchdeep Bhawan,
New Delhi – 110002.

Subject: **Large scale irregularities in issues of purchasing of Cartridge related activities in ESIC Hospital Basaidarapur, Delhi.**

Sir,

With due regard, I would like to submit that I am Deputy Director (STS) presently posted in ESI Hospital, Basaidarapur, Delhi.

Since 24-09-2023 my date of joining in ESI Hospital Basaidarapur I was initially posted in E I A Branch. But due to unknown reason I was removed from E IA Branch and shifted to E-II. Later, I came to know about corruption in E IA w.r.t. subject of transfer posting of Group C staff.

When my predecessor was relieved from the Hospital, I was posted to General Branch without Non-medical Store, Care Taker Cell, PMD Branch and Estate Office. Later on Non-medical store was assigned to me. Currently, I am removed from these assignments.

While going through procurement file of Cartridges and GeM buyer login, I have found some facts which were indicative of gross irregularities in functioning of ESIC.

Detail facts and documentary evidences are attached as follows:

F.No. DM(H)18/27/Misc/Cart./2017/Genl. 04

From analysis of above facts, following conclusions can be drawn:-

1. A committee constituted for carting of Kyocera Tone TK 1178, HP 30A Cartridge & Lexmark Drum Unit through GeM portal carted items with BID No. GEM/2022/B/2307377 dated 30-06-2022 and minute recorded on page No 99/N of file. **(Annexure – I)**

Contd. Page No. 2/-



2. The Committee opened and technically evaluated the bid and declared 6 out of 21 bidders a qualified and minutes to this effect were recorded in Page No 100/N & 101/N of file. (**Annexure – II**)
3. The Committee for Financial evaluation evaluated the bids and declared M/s Nalwa Enterprises as L-1 for bid of Rs. 6,34,080/= and minutes to this effect were recorded in Page No 102/N of file. (**Annexure – III**).
4. The Financial concurrence was accorded on page No. 103/N of file for procurement items with cost of Rs. 6,34,080/= by PAO who was as usual member in all committees i.e. GeM Carting Committee, Tender Evaluation Committee and Financial Evaluation Committee. (**Annexure – IV**).
5. Payment of Rs. 6,34,080/- was approved by primary GeM Buyer, Secondary as well as Primary user i.e. DD(G) and MS (Competent Authority) vide their note dated 30-09-2023 on page No. 108/N of file. (**Annexure – V**).
6. When I got charge of General Branch, the inventory position of Cartridges was almost NIL.
7. I mooted for procurement of Cartridges on contingency basis by drawing advance under ceiling of Rs. 25000=00 three times as and when contingency occurred.
8. The advances were not released by Pay and Accounts Officer on pretext of its being split procurement. Thus by such action the activity of those officials who were ultimate user and ultimate provider got hampered.
9. The Finance and Accounts was informed that this procurement is not splitting of demand but it is contingency requirement arising out of inaction of past officers.
10. The procurement should ideally be made with Annual Procurement Plan which was not being followed in the Hospital and it is noticed that in financial year 2022-23 the Annual Requirement was split into five procurement process in violation of GFR, 2017 directions.

i)	BID No. GEM/2022/B/2227549	Rs. 2,49,219=00
ii)	BID No. GEM/2022/B/2307377	Rs. 6,34,080=00
iii)	BID No. GEM/2022/B/2429763	Rs. 2,57,200=00
iv)	BID No. GEM/2022/B/2994455	Rs. 2,20,200=00
v)	BID No. GEM/2022/B/2994410	Estimated below Rs. 5,00,000=00

Contd. Page No. 3/-



11. In the meantime the proposal for Annual Procurement Plan was also moved by me and approved by MS but was objected by Finance and Accounts Branch and Committee constituted for this purpose and proposed not only splitting of Annual Requirement but also procuring the assessed amount on staggered basis.
12. The last two bid processes i.e. BID No. GEM/2022/B/2994455 and BID No. GEM/2022/B/2994410 was proposed for cancellation to MS for various defects in BID document (**Annexure – VI**) and (**Annexure – VII**).
13. A genuine question arose that why whole Hospital is trying to squeeze the requirement of Hospital? The answer was to bring the tender value in reach of known vendors.
14. For getting reply to above question two lastly executed GeM Procurement Processes i.e. BID No. GEM/2022/B/2429763 and BID No. GEM/2022/B/2307377 were examined.
15. The finding of gross irregularities in BID No. GEM/2022/B/2307377 committed in collusion by Buyer Primary (Dr. Deepika Govil, MS), Buyer Secondary (Shri S.P. Pandey, Deputy Director), Consignee (Shri S.P. Pandey, Deputy Director) and Pay and Accounts Officer (Smt. Saraswati Rawat, Assistant Director Finance) are as follows:

Common Irregularity:																
1.	<p>The procurement was processed in five parts by splitting the Annual Requirement in financial year 2022-23 in violation of GFR Rule 149(vi).</p> <table><tbody><tr><td>i)</td><td>BID No. GEM/2022/B/2227549</td><td>Rs. 2,49,219=00</td></tr><tr><td>ii)</td><td>BID No. GEM/2022/B/2307377</td><td>Rs. 6,34,080=00</td></tr><tr><td>iii)</td><td>BID No. GEM/2022/B/2429763</td><td>Rs. 2,57,200=00</td></tr><tr><td>iv)</td><td>BID No. GEM/2022/B/2994455</td><td>Rs. 2,20,200=00</td></tr><tr><td>v)</td><td>BID No. GEM/2022/B/2994410</td><td>Estimated below Rs. 5,00,000=00</td></tr></tbody></table>	i)	BID No. GEM/2022/B/2227549	Rs. 2,49,219=00	ii)	BID No. GEM/2022/B/2307377	Rs. 6,34,080=00	iii)	BID No. GEM/2022/B/2429763	Rs. 2,57,200=00	iv)	BID No. GEM/2022/B/2994455	Rs. 2,20,200=00	v)	BID No. GEM/2022/B/2994410	Estimated below Rs. 5,00,000=00
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iv)	BID No. GEM/2022/B/2994455	Rs. 2,20,200=00														
v)	BID No. GEM/2022/B/2994410	Estimated below Rs. 5,00,000=00														
2.	All above procurement on GeM was done by customising the Bid (BOQ) in spite of fact that the product category was available in GeM Portal, which is in violation of GeM guidelines.															
3.	BOQ / Customized bidding is strictly forbidden for procurement below the value of Rs. 5,00,000=00, whereas it is found that a total of four procurement proposal below the value of Rs. 5,00,000=00 were proposed under BOQ / Customized Bid by the GeM buyer secondary without specific approval of GeM Buyer Primary as well as Pay and Accounts Officer.															
4.	The procurement Bid was customised (BOQ) in such a way that only known vendors could become eligible.															

Contd. Page No. 4/-



BID No. GEM/2022/B/2307377 related specific irregularities.	
5.	The eligibility conditions were customised in such a way that only OEM authorised vendors could be treated as eligible.
6.	All known manipulated vendors were considered as qualified.
7.	<p>OEM Authorization Certificate accepted during this procurement transaction of M/s Nalwa Enterprises (L-1) (Annexure – VIII) was examined by me and found to be defective for following reasons :</p> <p>a) The L-1 bidder had submitted certificate from Kyocera Communications, Inc San Diego.</p> <p>b) The Certificate is given on behalf of Kyocera India Pvt. Ltd.</p> <p>c) The Authorization Certificate does not use word Authorize in the Certificate by using words "do hereby NALWA ENTERPRISES".</p> <p>d) For verification of this letter the office of Daniel Lee of Bureau Veritas Consumer Products Services (HK) Ltd. Taoyuan Branch of Taiwan was indicated which was not a complete address.</p>
8.	<p>In view of above defects, the OEM Authorization Certificate of all other qualified bidders were also examined and the on the contrary were found to be purportedly issued by Indian Office. This further raised doubt on Certificates of Indian based OEM. Detail and Copies of Authorization Certificate of other bidders are enclosed as follows:</p> <p>1. M/s Elxir Enterprises (L-2) (Annexure – IX)</p> <p>2. M/s Saini Enterprises (L-3) (Annexure – X)</p> <p>3. M/s Shri Sai Enterprises (L-4) (Annexure – XI)</p> <p>4. M/s Mangalam Shri (L-5) (Annexure – XII)</p> <p>5. M/s Harvinder and Company (L-6) (Annexure – XIII)</p>
9.	Many of Kyocera Printers were found non-functional due to use of fake cartridges and the Authorized Service partner gave Report that Toner damaged + Empty and Developer Unit faulty due to duplicate toner use. (Annexure – XIV) and (Annexure – XV)
10.	The matter was taken with the Original Equipment Manufacturer M/s Kyocera Document Solutions India Private Limited vide my letter No. Z-21/4/419/2022-E-II dated 13-05-2023. (Annexure – XVI)

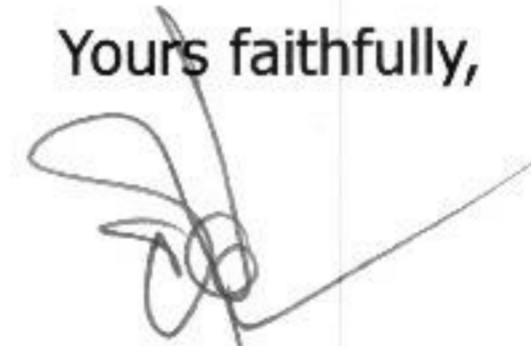


11.	The reply of OEM M/s Kyocera Document Solutions India Private Limited dated 17-05-2023 declaring all OEM certificates as fake was received. (Annexure – XVII)
12.	Fake Cartridges and assessment of annual requirement and method of purchase of Cartridges are under investigation with two different Committees and both the Committees are indecisive on issue of fake OEM Certificate as well as fake Cartridges since last two three months as if they are buying time.
13.	Re-furbished junk material was purchased and the users were pressurised to consume these junk items.
14.	Many of our Doctors and Medical and Para-Medical Staff of Hospital use to purchase indispensable consumable stationery items and get their cartridges refilled at their own cost in order to run the working of Hospital.
15.	The conniving elements in order to pursue this mode of corruption made three costly Toshiba Photocopier machines unutilized so that consumption of fake laser printer cartridges could be increased. The Toshiba Photocopier machines were also not covered under any AMC / CMC.
16.	Neither Computer peripherals nor printers were covered under AMC / CMC so that the issue of fake cartridges could not be detected.
17.	The target was to syphon away unlawful money to the tune of 60 to 70 percent of L-1 bided value.

In view of above, it clearly establish that this case is clearly a case of not only Corruption but purchasing junk/fake cartridges resulted in causing of harm to property of ESIC (Printers). The issue involved in this case is not only purchase of junk / fake cartridges but forgery of preparing fake OEM Authorization Certificates and there is also a possibility that this kind of criminal act of cheating might be going on in various other Medical and Non-Medical Store related transactions.

This is for you kind information and necessary vigilance action in the matter.

Yours faithfully,



(Heera Singh)
Deputy Director (PGO)

Enclosed: As above.

99/N

Committee Report

The committee constituted by Medical Superintendent on page no. 97/N met in the chamber of DD(G) for Bidding/carting of Kyocera Toner TK 1178, HP 30A Cartridge & Lexmark Drum Unit through Gem portal. The Kyocera Toner TK 1178, HP 30A Cartridge & Lexmark Drum Unit has been carted with BID no. GEM/2022/B/2307377 dated 30/06/2022, a printout of the Bid is downloaded and kept below duly signed by committee members.

RG
(Dr. Rajeev Gupta)
SAG

S.P. Pandey
(S.P. Pandey)
DD (G)

Saraswati Rawat
(Saraswati Rawat)
AD (F)

Reference Above.

As approved by Medical Superintendent at page no 90/N the bids for procurement of Kyocera Toner TK 1178, HP 30A Cart idge & Lexmark Drum Unit called for on dated 30/05/2022 vide bid no. GEM/2022/B/2307377 with last date 11/07/2022.

DD (G) may like to see it and if agreed we may request Medical Superintendent to constiute a committee for opening & technical evaluation of bids as mentioned above.

1124
06/07/22
DD(G)

CA
04/07/2022
SS
BD (G)
MS

Submitted for kind personal & nomination of committee members for opening & Technical Evaluation of Bid No - GEM/2022/B/2307377.

6/7/22

- TOL + TEZ :-
1. DDG
 2. Dr. Rajeev Gupta
 3. IT Manager
 4. ADP

stop

2489
07/07/22

Saraswati Rawat
6/7/22

COMMITTEE REPORT

The Committee constituted by the Medical Superintendent met in the chamber of DD (G) for opening and technical evaluation of the bid for the purchase of Cartridges TK 1178, HP 30A & Lexmark Drum ESIC Model hospital Basaidarapur, New Delhi. The committee opened and technical evaluated the bid. The details are as under:-

- 01 M/s. Kepal InfoTech: - The Bidder does not have sufficient documents /OEM authorization, ROHS "Restriction of (the use of certain) Hazardous Substances in electrical and electronic Equipment ISO9001-2015 approved & CE Certified hence the bidder cannot be considered as technically qualified.
- 02 M/s. Mangalam Shri: - The document submitted by the bidder has been evaluated and it is observed that the bidder fulfills all the criteria as required under the bid document. Hence the bidder is considered technically qualified.
- 03 M/s. Capital Corporate solutions: - The Bidder does not have sufficient documents / turnover /OEM authorization, ROHS, ISO9001-2015 approved & CE Certified hence the bidder cannot be considered as technically qualified.
- 04 M/s. Aadyam Industries Pvt. Ltd.: - The Bidder does not have sufficient documents / turnover /OEM authorization, ROHS, ISO9001-2015 approved & CE Certified hence the bidder cannot be considered as technically qualified.
- 05 M/s. Fountain Stationers: - The Bidder does not have sufficient documents / turnover /OEM authorization, ROHS, ISO9001-2015 approved & CE Certified hence the bidder cannot be considered as technically qualified.
- 06 M/s. Elxir Enterprises: - The document submitted by the bidder has been evaluated and it is observed that the bidder fulfills all the criteria as required under the bid document. Hence the bidder is considered technically qualified.
- 07 M/s. Hi-Tech Peripherals: - The Bidder does not have sufficient documents / turnover /OEM authorization, ROHS, ISO9001-2015 approved & CE Certified hence the bidder cannot be considered as technically qualified.
- 08 M/s. Royal Print Technology: - The Bidder does not have sufficient documents / turnover /OEM authorization, ROHS ISO9001-2015 approved & CE Certified hence the bidder cannot be considered as technically qualified.
- 09 M/s. UV Office Solutions: - The Bidder does not have sufficient documents / turnover /OEM authorization, ROHS ISO9001-2015 approved & CE Certified hence the bidder cannot be considered as technically qualified.
- 10 M/s. Toner Care Solutions: - The Bidder does not have sufficient documents / turnover /OEM authorization, ROHS ISO9001-2015 approved & CE Certified hence the bidder cannot be considered as technically qualified.
- 11 M/s. Nalwa Enterprises: - The document submitted by the bidder has been evaluated and it is observed that the bidder fulfills all the criteria as required under the bid document. Hence the bidder is considered technically qualified.
- 12 M/s. M/s Makmoni Enterprises: - Automatic Disqualified by GeM Portal, hence the bidder cannot be considered as technically qualified.
- 13 M/s. Shri Sai Enterprises: - The document submitted by the bidder has been evaluated and it is observed that the bidder fulfills all the criteria as required under the bid document. Hence the bidder is considered technically qualified.
- 14 M/s. Milan Stationers & Printers: - The Bidder does not have sufficient documents / turnover /OEM authorization, ROHS ISO9001-2015 approved & CE Certified hence the bidder cannot be considered as technically qualified.
- 15 M/s. Daksh Enterprises: - The Bidder does not have sufficient documents / turnover /OEM authorization, ROHS ISO9001-2015 approved & CE Certified hence the bidder cannot be considered as technically qualified.
- 16 M/s. MD Computer NX: - The Bidder does not have sufficient documents / turnover /OEM authorization, ROHS ISO9001-2015 approved & CE Certified hence the bidder cannot be considered as technically qualified.
- 17 M/s. Navkar Info media: - The Bidder does not have sufficient documents / turnover /OEM authorization, ROHS ISO9001-2015 approved & CE Certified hence the bidder cannot be considered as technically qualified.
- 18 M/s. Subhraj Trading Co.: - The Bidder does not have sufficient documents / turnover /OEM authorization, ROHS ISO9001-2015 approved & CE Certified hence the bidder cannot be considered as technically qualified.
- 19 M/s. Saini Enterprises: - The document submitted by the bidder has been evaluated and it is observed that the bidder fulfills all the criteria as required under the bid document. Hence the bidder is considered technically qualified.

101/N

Cont.

20 M/s. Harvinder and Company: - The document submitted by the bidder has been evaluated and it is observed that the bidder fulfills all the criteria as required under the bid document. Hence the bidder is considered technically qualified.

21 M/s. Sunrise InfoTech.: - The Bidder does not have sufficient documents / turnover / OEM authorization, ROHS ISO9001-2015 approved & CE Certified hence the bidder cannot be considered as technically qualified.

RS
27/7/22
(Dr. Raveev Gupta)
Spl. Gr-I

pejushup
27/7/22
(S.P. Pandey)
DD (G)

8
27/7
(Saraswati Rawat)
AD (F)

(Sh. Abhishek Prasad)
IT Manager

Reference Above.

The Committee constituted by Medical Superintendent, met on 19/07/2022 for technical evaluation of bids for procurement of Cartridges Kyocera TK1178, HP 30A & Lexmark Drum 21 bids were found on GeM portal out of 21 bids only 06 bids have been qualified as per the specification & bidders fulfill all the criteria as required under the bid document and the qualified.

DD (G) may like to see the committee reports as mentioned on above & if agreed to we may submit the reports before Medical Superintendent for approval and to request the FEC (Financial Evaluation) to open & evaluate the bid.

27/07/2022
OS
DD (G)
MS

28/7/2022

Committee recommendation is submitted before Medical Supt for kind perusal & nomination of Committee (FEC)

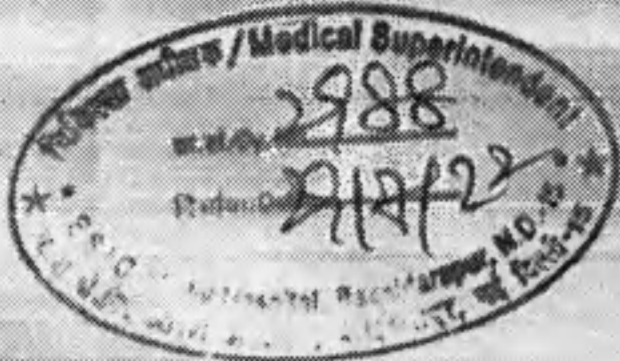
28/7/2022
DDG
M. Supt

28/7/22

1254
28/7/22
10-153

TEC as above to do for FEC.

29/7/22



102/M

ANNEXURE - III

Committee Report

Bid No. GeM/2022/B/2307377 Dated 30/06/2022

The Committee constituted by Medical Superintendent on page No. 101/N, met on 02/08/2022 in the chamber of DD (G) for opening and financial evaluation of technically qualified bid for procurement of cartridge Kyocera & HP30A & Lexmark Drum.

As per comparative statement mentioned below, rate Quoted by M/s. Nalwa Enterprises (L-1) are the lowest One and the committee proposed that loading cartridge Kyocera & HP30A & Lexmark Drum be procured from M/s. Nalwa Enterprises being L-1.

Sr. No.	Name of Firm	Rank	Total Amount Incl. GST
01	M/s. Nalwa Enterprises	L-1	Rs. 6,34,080/-
02	M/s. Elxir Enterprises	L-2	Rs. 6,43,500/-
03	M/s. Saini Enterprises	L-3	Rs. 7,76,500/-
04	M/s. Shri Sai Enterprises	L-4	Rs. 7,96,597/-
05	M/s. Mangalam Shri	L-5	Rs. 8,10,500/-
06	M/s Harvinder and company	L-6	Rs. 8,52,000/-



The report is submitted for further necessary action.

Kyocera TK 1178 Rate is Rs.4560 per Unit, HP 30A Rate is Rs.5280 & B223000 drum Rate is 5280 per unit

RS 02/8/22
(Dr. Rajeev Gupta)
Spl. Gr-I

S.P. Pandey 21/8/22
(S.P. Pandey)
DD (G)

Saraswati Rawat 21/8
(Saraswati Rawat)
AD (F)

(Sh. Abhishek Prasad)
IT Manager

Reference Above.

The Committee has submitted their proposal as above for purchase of cartridge Kyocera-TK 1178, HP 30A & Lexmark Drum through GeM Portal for Rs. 6,34,080/- (Six Lakh Thirty Four Thousand Eighty Only) Incl. GST from L-1 M/s. Nalwa Enterprises.

Medical Superintendent is requested to consider the committee recommendation as mentioned at "X" so that the same may be purchased through Gem Portal, Subject to concurrence of Finance & Accounts Branch (H).

Submitted for kindly consideration and approval

वित्त एवं लेखा शाखा (अस्पताल)
05 AUG 2022
आपसी नं. 64

1280
04/08/22
DDG

Medical Superintendent
3121
04/08/22

05 4/8/2022
DD (G)
MS
AD (F)

beet 04/8/22

S.P. Pandey 4/8/22

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-103/N-
Finance & Account Branch

ANNEXURE - IV

In set. of pre-page

Proposal has been received for procurement of Cartridge Kyocera-TK 1178, HP 30A & Lexmark Drum through GEM portal for Rs 6,34,080/- (Six Lakh Thirty four Thousand Eighty Rupees only) (GST included) from M/S Nalwa Enterprises.

Comeno- 269
dated- 13/08/2022
page no.- 77

In this connection, it is submitted that M/S Nalwa Enterprises ranked L-1 ~~from~~ by Technical Evaluation Committee (TEC) on pre-page

AD(F) may kindly see above, if agreed, concurrence may be ~~may~~ accorded for procurement of above mentioned cartridges and drum.

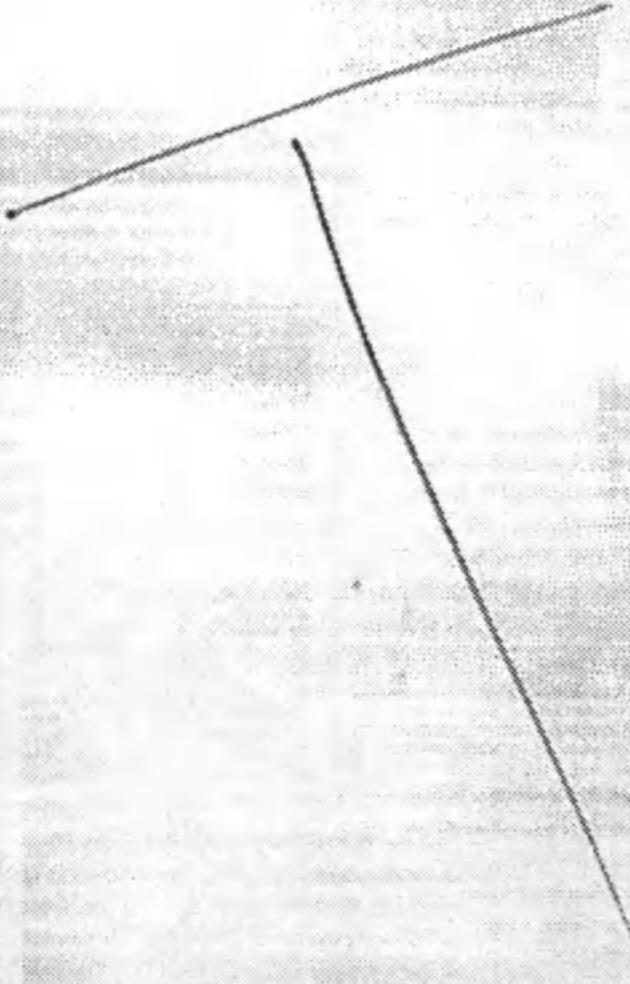
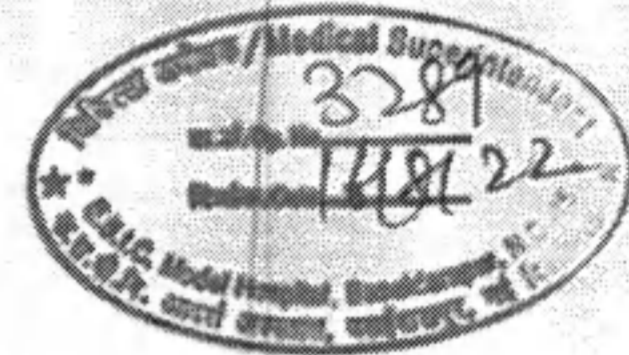
Ad
13/08/2022

OS
AD(F)
MS

210/22
18/08/22

13/8

16/8/22



108/N

ANNEXURE - V

Reference from page No. 94/N. & 102/N

Puc are the bills/invoice/Gem order received from various suppliers against procurement of Cartridges & Imaging Units. Details of the bills are given below:-

'A'

Sr. No.	Invoice No.	Dated	Suppliers name	Name of Items	No of Qty.	Unit Price	Amount	Inspected on page no.
1	2	3	4	5	6	7	8	9
01	GeM-20850038	24/06/2022	M/s M.S. Corporation	Lexmark Cartridge 8223000	50 Nos.	Rs. 3997	Rs.199850/-	P-98/N dt. 08/08/2022
	GeM-20850038	24/06/2022	M/s M.S. Corporation	Lexmark Durum Imaging Unit	7 Nos.	Rs. 6717	Rs.47019/-	
	GeM-20850038	24/06/2022	M/s M.S. Corporation	Samsung Xpress M2876ND drum imaging Unit	02 Nos.	Rs. 1175	Rs. 2350/-	
Total Amount Payable							Rs. 249219/- Incl. GST	
02	GeM-22414995	26/08/2022	M/s. Nahwa Enterprises	Kyocera Toner	80 Nos.	Rs. 4560	Rs. 364800/-	P-104/N dt. 08/08/2022
	GeM-22414995	26/08/2022	M/s. Nahwa Enterprises	HP 30A	50 Nos.	Rs. 5280	Rs. 264000/-	
	GeM-22414995	26/08/2022	M/s. Nahwa Enterprises	Lexmark Drum Imaging Units	01 Nos.	Rs. 5280	Rs. 5280/-	
Total Amount Payable							6,34,080/- Incl. GST	

Medical Superintendent if agree kindly accord approval / sanction the payment as mentioned in Col. No.8 towards the procurement of Cartridges & Imaging Units to the vender as mentioned in col. No.4, as mentioned above.

1546
29/9/22
DD(S)

28/08/2022
MS
DD(G)

4289
20/9/22

MS
DD(G)

above is submitted for kind approval/orders/pls.

→ Approved as proposed

→ Kindly ensure timely payment of Gem procurements. There seems to be some delay for 'A' above.

4/3/22

For signature letter is added

for signature

03/10/2022

DD(G)

4/10/2022

20/9/22

4/10/22

Reference from pre page

The committee constituted by Medical Superintendent for evaluation of financial bid for procurement of cartridges has submitted its report and informed that L-1 & L-2 are suspended by GeM and Bid price difference between L1 and L3 is Rs. 72193. However matter discussed with GeM helpline Toll free No. 18004193436, they informed that hospital can still place the order with suspended vendor which is L-1. However if they think that there may be issues later on in delivery of articles, they may place order with other vendor subject to the condition that it will be approved by the Competent Authority and approval sent to GeM helpline who will guide to place the order to vendor other than L-1.

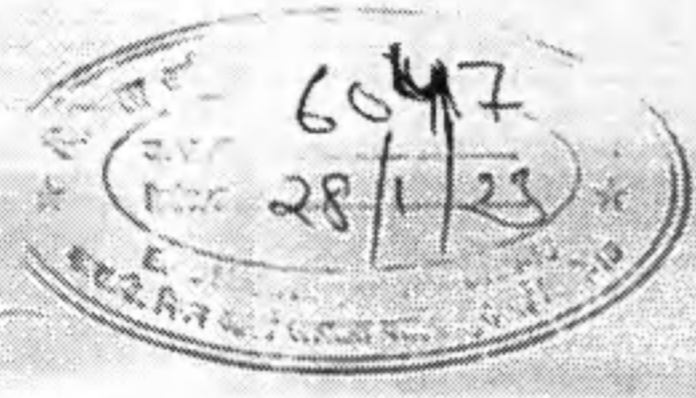
Report is submitted before Medical Superintendent for kind perusal and further order please.

928/01/2023
OS
DD (M)
M.S.

Committee recommendation submitted on pre-page for kind perusal and further order.
24/01/2023

DD (M)
25/1/23
Bid lot started
25/1/23

SI
24/1/23
DDH



- Committee -
- 1) AMSCC
 - 2) Dr. R.C. Pat
 - 3) DDCE
 - 4) AD(P)

Reference above -

- 1) The estimated cost is far below the lower ceiling for customised BOB tender process i.e. Rs 5,00,000/- Hence forbidden under GeM procurement process.
- 2) All cartridges are tested for unbranded items. Hence, there is every possibility that fake cartridges might be supplied.
- 3) It is a split procurement as three more processes were initiated during Year 2022-23 which are as follows :-
 - a) GeM/2022/B/2227549 dt 1/6/22 Rs 2,49,219/-
 - b) GeM/2022/B/2307377 dt 30/6/22 Rs 6,34,080/-
 - c) GeM/2023/B/2994410 dt 17/1/2023 Rs Below 5,00,000

AWO DM(U) 10/27/Misc/Cut/2017/1921
118/N

In view of above, this procurement is infected with procedural violation and we may consider to scrap this process and start afresh with new Annual Procurement Plan which is submitted in e office. Submitted for approval please

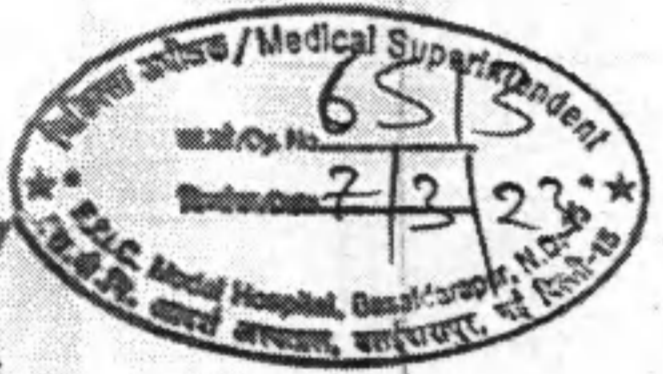
M.S.

[Signature]
6/3/2023

(Heena Singh)
D A (G)

DA to explain regarding massive substantial delay in processing as approval for retendering was given on 28/1/23

[Signature]
7/3/23



Memo issued to DA on 10/3/2023.

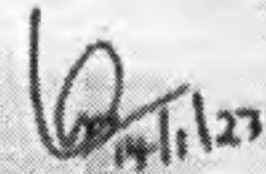
[Signature]
10/3/2023


GA/M


F.No. 12-DM(H)D-15/20/22

Committee Report

The committee constituted by Medical Superintendent, met chamber of DD(G) for Bidding / carting of Cartridges of Lexmark Cartridge (B223000), HP Laser Jet P (1106), 818 Tricolour & 818 Black, HP Office Jet Pro 6230, HP(M) 935, HP (C)935, HP Yellow 935, HP Balck934 & Epson L380 Inkjet printers InK Bottles(70 MI) Black, Cyan, Magenta yellow (Set of 4 Bottles) Original through Gem portal. The cartridges have been carted with BID no. GEM/2023/B/2994410 dated 17/01/2023; a print out of the Bid is downloaded and kept below duly signed by committee members.


(Dr. Uma Kulshreshtha)
SAG


(S.P. Pandey)
DD (G)


(Saraswati Rawat)
AD (F)

Reference above.

Subject :- GEM/2023/B/2994410 dated 17/01/2023
X - X - X

As per price of Lexmark Cartridge on 24/6/2022

the total estimate is Rs 3997 x 100 = Rs 3,99,700/-

Price of other cartridges Rs 2299 x 15 = Rs 34,485/-

Remaining 13 categories is likely to cost less than Rs 65,015/-

1) Hence the BOQ bid process was initiated for value less than Rs 5,00,000/- against the GEM instructions.

2) All Brands for purchase were shown as unbranded. Hence, this process will lead to procurement of fake cartridges.

3) It is a ~~split~~ split procurement a three more process were initiated during year 2022-23 which are as follows:-

a) GEM/2022/B/2227549 dt 01-06-2022 Rs 2,49,219/-

b) GEM/2022/B/2307379 dt 30-06-2022 Rs 63,080/-

c) GEM/2022/B/2723455 dt 10-11-2022 Rs 2,20,200/-

Contd page No


- 65/N -

FNo. 112-DM(H)D-15/29/02/2019/GEM

In view of above, this procurement is infected with procedural violations and we may consider to scrap the process and start afresh with new Annual Procurement Plan, which is submitted in due course.

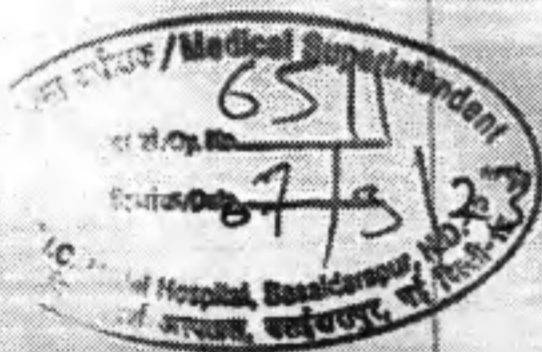
Submitted for approval please

M.S.


(Manoj Singh)
By Director (G)

DA is explain the delay in processing the file as committee reported on 13/1/23

13/1/23



A memo is issued to DA.


10/1/23

P.T.O



KYOCERA Communications, Inc
9520 Towne Centre Drive, Suite #200
San Diego, 92121
Phone: 858-882-1400
FAX: 858-450-0134

Date: **April 19, 2022**

To,
CEO
Government e Marketplace (GeM)
Jeevan Tara Building
Sansad Marg New Delhi â 110 001

Subject : Authorization MAF No.: V65C6740

Dear Sir,

We Kyocera India Pvt Ltd., the Original Equipment Manufacturer (OEM) of Servers, Desktops, Laptops, All-in-one Desktop Tablet PC, TFT or Monitors, Liquid Crystal Display LCD Panel, Thin Client Computers, printer cartridge, Workstation & Projector having our factory at RS No.38/2, Sedarapet Village, Villianur Commune, Puducherry- 605111, do hereby NALWA ENTERPRISES, A-1/396 DAL MILL ROAD UTTAM NAGAR NEW DELHI-110059 to upload and supply Kyocera products through GeM Portal for Direct orders as per our following terms and conditions

- The above mentioned partner will quote and negotiate the prices independent of Kyocera India and all responsibility for the same will be borne solely by the above partner
- Kyocera India will be responsible for Warranty services for goods purchased as per the end customer purchase order (PO) specification back to back through our authorized channel only. For any dilution / localisation of specification by partner. The warranty will be terminated.
- This authorisation is valid only for uploading Kyocera products. In addition to this authorization for quoting specific BID /RA Acer authorization is required.
- The above mentioned partner is authorised only for New Delhi location.

Validity: The MAF is valid to till 30.04.2023

If you have any acknowledgement and response, please send it to Daniel Lee of Bureau Veritas Consumer Products Services (H.K.) Ltd., Taoyuan Branch (BV CPS Taoyuan Branch) of Taiwan directly.

Should you have any question or comment regarding this matter, please do not hesitate to contact me.

Sincerely yours,

Douglas Dunn
Chief Financial Officer
Kyocera Communications, Inc.

प्रारूप आरजी - 2
Form RG - 2



भारत सरकार
Government of India
व्यापार चिन्ह रजिस्ट्री
Trade Marks Registry
व्यापार चिन्ह अधिनियम, 1999
Trade Marks Act, 1999

क्रमांक
No. 2234814

व्यापार चिन्ह के रजिस्ट्रीकरण का प्रमाणपत्र, धारा 23 (2), नियम 56 (1)
Certificate of Registration of Trade Mark, Section 23 (2), Rule 56 (1)

व्यापार चिन्ह संख्या / Trade Mark No. 4078168

दिनांक /Date 05/02/2019

ज. संख्या /J. No. 1891

यह प्रमाणित किया जाता है कि जिस प्रकार चिन्ह की समाकृति इसके साथ संलग्न है, वह
के बारे में दिनांक नाम से रजिस्ट्रीकृत हो चुका है।

Certified that Trade Mark / a representation is annexed hereto, has been registered in the name(s) of :-
MAYANK RASTOGI PROP. OF ELIXIR ENTERPRISES, T29/F90 3rd Floor, Punjabi Basti, Baljeet Nagar, Near Road No 20, West Patel
Nagar, New Delhi - 110008, Prop., (Single Firm)

In Class 2 Under No. 4078168 as of the date 05 February 2019 in respect of

Goods and service as annexed

Trade Mark as annexed

मेरे निर्देश पर आज के मास के वे दिन को इस पर मुद्रा लगायी गई

Sealed at my direction, this 23rd day of July, 2019



OKrupla

व्यापार चिन्ह रजिस्ट्री
Trade Marks Registry MUMBAI

व्यापार चिन्ह रजिस्ट्रार
Registrar of Trademarks

रजिस्ट्रीकरण आवेदन की तारीख से 10 वर्ष के लिए है और तदोपरान्त वह 10 वर्ष की कालावधि के लिए और प्रत्येक 10 वर्ष की कालावधि के अवसान पर भी नवीनीकृत किया जा सकेगा।

Registration is for 10 years from the date of application and may then be renewed for a period of 10 years and also at the expiration of each period of 10 years.

यह प्रमाणपत्र विधि कार्यवाहियों में प्रयोग के लिए या विदेश में रजिस्ट्रीकरण अर्जि प्राप्त करने के लिए नहीं है।

This certificate is not for use in legal proceedings or for obtaining Registration abroad.

टिप्पणी - इस व्यापार चिन्ह के स्वामित्व में कोई परिवर्तन होने पर, या कारोबार के मुख्य स्थान के पते में या भारत में तामील के लिए पते में परिवर्तन होने पर परिवर्तन के लिए आवेदन तुरंत किया जाना चाहिए।

Note: Upon any change of ownership of this Trademark, or change in address, of the principal place of business or address for service in India a request should AT ONCE be made to register the change.

Trade Mark No. 4078168

Annexure of Certificate No.: 2234814
Date 05/02/2019



Class	Goods Description
2	PRINTER CARTRIDGES,Paints, varnishes, lacquers; Preservatives against rust and against deterioration of wood; Colorants, dyes; Inks for printing, marking and engraving; Raw natural resins; Metals in foil and powder form for use in painting, decorating, printing and art

Date: **March 11, 2022**

To,
CEO
Government e Marketplace (GeM)
Jeevan Tara Building
Sansad Marg New Delhi â 110 001

Subject: Authorization MAF No.: **D345674UT**

Dear Sir,

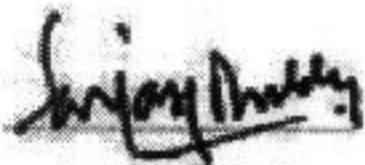
We KYOCERA Document Solutions India Pvt. Ltd., the Original Equipment Manufacturer (OEM) of printer cartridge having our factory do hereby Saini Enterprises, KH.NO. 674 ,Matiyala Indu.Area UTTAM NAGAR NEW DELHI-110059 to upload and supply Kyocera products through GeM Portal for Direct orders as per our following terms and conditions

- ⌚ The above mentioned partner will quote and negotiate the prices independent of Kyocera India and all responsibility for the same will be borne solely by the above partner
- ⌚ Kyocera India will be responsible for Warranty services for goods purchased as per the end customer purchase order (PO) specification back to back through our authorized channel only. For any dilution / localization of specification by partner. The warranty will be terminated.
- ⌚ This authorization is valid only for uploading Kyocera products. In addition to this authorization for quoting specific BID /RA Acer authorization is required.
- ⌚ The above mentioned partner is authorized only for New Delhi location.

Validity: The MAF is valid to till 30.04.2023

If you have any acknowledgement and response, please send it to Sanjay Dubey Consumer Products Services (H.K.) Ltd.

Should you have any question or comment regarding this matter, please do not hesitate to contact me.



Sanjay Dubey
General Manager - Sales

**DOCUMENT SOLUTIONS**Date: **APRIL 03, 2022**

To,
CEO
Government e Marketplace (GeM)
Jeevan Tara Building
Sansad Marg New Delhi â 110 001

Subject: Authorization MAF No.: K56O5236

Dear Sir,

We KYOCERA Document Solutions India Pvt. Ltd., the Original Equipment Manufacturer (OEM) of printer cartridge having our factory do hereby M/s SHRI SAI ENTERPRISES , BLOCK-1, WA-100 HJASTAL ROAD UTTAM NAGAR NEW DELHI-110059. to upload and supply Kyocera products through GeM Portal for Direct orders as per our following terms and conditions

- ① The above mentioned partner will quote and negotiate the prices independent of Kyocera India and all responsibility for the same will be borne solely by the above partner
- ① Kyocera India will be responsible for Warranty services for goods purchased as per the end customer purchase order (PO) specification back to back through our authorized channel only. For any dilution / localization of specification by partner. The warranty will be terminated.
- ① This authorization is valid only for uploading Kyocera products. In addition to this authorization for quoting specific BID /RA Acer authorization is required.
- ① The above mentioned partner is authorized only for New Delhi location.

Validity: The MAF is valid to till 08.03.2024

If you have any acknowledgement and response, please send it to Sanjay Dubey Consumer Products Services (H.K.) Ltd.

Should you have any question or comment regarding this matter, please do not hesitate to contact me.

Sanjay Dubey
General Manager - Sales

**KYOCERA Document Solutions**

Centrum Plaza, 2nd Floor, Golf Course Rd,

Sector 53, Gurugram, Haryana 122002

Phone: 0124 467 1000Date: **June 10, 2022**

To,
CEO
Government e Marketplace (GeM)
Jeevan Tara Building
Sansad Marg New Delhi â 110 001

Subject: Authorization MAF No.: V867540

Dear Sir,

We KYOCERA Document Solutions India Pvt. Ltd., the Original Equipment Manufacturer (OEM) of printer cartridge having our factory do hereby Mangalam Shri,Kh.No.10 Matitala Road UTTAM NAGAR NEW DELHI-110059 to upload and supply Kyocera products through GeM Portal for Direct orders as per our following terms and conditions

- ⌚ The above mentioned partner will quote and negotiate the prices independent of Kyocera India and all responsibility for the same will be borne solely by the above partner
- ⌚ Kyocera India will be responsible for Warranty services for goods purchased as per the end customer purchase order (PO) specification back to back through our authorized channel only. For any dilution / localization of specification by partner. The warranty will be terminated.
- ⌚ This authorization is valid only for uploading Kyocera products. In addition to this authorization for quoting specific BID /RA Acer authorization is required.
- ⌚ The above mentioned partner is authorized only for New Delhi location.

Validity: The MAF is valid to till 30.04.2023

If you have any acknowledgement and response, please send it to Sanjay Dubey Consumer Products Services (H.K.) Ltd.

Should you have any question or comment regarding this matter, please do not hesitate to contact me.

Sanjay Dubey
General Manager - Sales



KYOCERA Document Solutions
Centrum Plaza, 2nd Floor, Golf Course Rd,
Sector 53, Gurugram, Haryana 122002
Phone: 0124 467 1000

DOCUMENT SOLUTIONS

Date: April 20, 2022

To,
CEO
Government e Marketplace (GeM)
Jeevan Tara Building
Sansad Marg New Delhi â 110 001

Subject: Authorization MAF No.: V96B8520

Dear Sir,

We KYOCERA Document Solutions India Pvt. Ltd., the Original Equipment Manufacturer (OEM) of printer cartridge having our factory do hereby M/s HARVINDER AND COMPANY , FT NO. 560,SITE 1, VIKAS PURI MORD NEW DELHI-110018. to upload and supply Kyocera products through GeM Portal for Direct orders as per our following terms and conditions

- ① The above mentioned partner will quote and negotiate the prices independent of Kyocera India and all responsibility for the same will be borne solely by the above partner
- ① Kyocera India will be responsible for Warranty services for goods purchased as per the end customer purchase order (PO) specification back to back through our authorized channel only. For any dilution / localization of specification by partner. The warranty will be terminated.
- ① This authorization is valid only for uploading Kyocera products. In addition to this authorization for quoting specific BID /RA Acer authorization is required.
- ① The above mentioned partner is authorized only for New Delhi location.

Validity: The MAF is valid to till 30.04.2023

If you have any acknowledgement and response, please send it to Sanjay Dubey Consumer Products Services (H.K.) Ltd.

Should you have any question or comment regarding this matter, please do not hesitate to contact me.

Sanjay Dubey
General Manager - Sales

Parshva Enterprises

Office : 32/95, Bhikam Singh Colony, Vishwas Nagar, Shahdara, Delhi-110032
 Mob. : 9811120344 • parshvadelhi@gmail.com

Sr. No. : 1413

CALL REPORT

Customer's Name... SST CELL ESIC Barai Dargapur

Model No... M 2640 idw

Serial No... 1491103068 Counter Reading... 32651

Machine Model No... M 2640 idw

Complaint Reported Date.....

Complaint Attended Date.....

Problem Reported For... Toner Damage + Empty

Action Taken... Need to be change

Toner

Complaint Status... Machine OK

Customer's Remarks.....

User Name with Sign & Stamp

21/1/22
 Louis
 SST Cell

Rakesh Kumar
 (Engineer's Sign.)

Parshva Enterprises

Office : 32/95, Bhikam Singh Colony, Vishwas Nagar, Shandara, Delhi-110032
Mob : 9811120344 • parshvadehi@gmail.com

Sr. No. 109

CALL REPORT

Customer's Name: G. N. B. Verma, CSI, Bani, D.A. 110017

Model No. M2640 ides

Serial No. 4491103131 Counter Reading 17527

Machine Model No. M2640 ides

Complaint Reported Date:

Complaint Attended Date:

Problem Reported For: Duplicate Tower use

Action Taken: Developer unit faulty

Complaint Status: *Fixed*

Customer's Remarks:

User Name with Sign & Stamp

[Signature]
श्री. एच. वि. अधिकारी
अभिजाति राज्य बीमा अस्पताल
बासईबागपुर, नई दिल्ली

[Signature]
(Engineer's Sign.)

I/423411/2023



क० रा० बी० नि०
E.S.I.C.

कर्मचारी राज्य बीमा निगम आदर्श
चिकित्सालय
श्रम एवं रोजगार मंत्रालय, भारत सरकार
**EMPLOYEES' STATE
INSURANCE CORPORATION
MODEL HOSPITAL**
Ministry of Labour & Employment,
Govt. of India.



सत्यमेव जयते

बसईदारापुर, रिंग रोड,
नई दिल्ली - 110015.

Basaidarapur, Ring Road,
New Delhi - 110015.

Website : www.esic.nic.in/www.esic.in

ईमेल आई डी° heera.singh@esic.nic.in
फैक्स - 011-25460187

दूरभाष 011-25100664
मोबाइल - 9868241160

F.No. Z-21/4/419/2022-E-II

Dated : 13th May, 2023

To,

Mr. Takuma Kimura,
Director,
Kyocera Document Solutions India Pvt. Ltd.,
Centrum Plaza, 2nd Floor, Golf Course Road,
Sector 53, Gurugram,
Haryana 122002.

Subject: Inquiry into matter of Fake / Duplicate Cartridge of Kyocera Toner TK1178 make.

Sir,

We have received information that this office was supplied fake / duplicate cartridge of Kyocera Toner PK1178 make by one of your supplier M/s Nalwa Enterprises, A-1/396 Dal Mill Road, Uttam Nagar, New Delhi – 110059 authorized vide MAF number V65C6740 at a price of Rs. 4,560/-.

In this regard, I would like to inform you that this office has initiated a tender process on GeM Portal vide Bid Number – GEM/2022/B/2307377 dated 30-06-2022 for purchasing 80 kyocera Tone PK1178 for this office.

During this process we have received Manufacturer Authorization Forms issued by M/s Kyocera from various bidders as per detail below:

Sr. No.	Manufacturer Authorization Form Number	Date of Issue	Name of issuing authority	Suppliers Name
1.	V96B8520 (Annexure A)	20-04-2022	Shri Sanjay Dubey, General Manager (Sales), Kyocera Document Solutions.	M/s Harvinder and Company, FT No. 560, Site 1, Vikas Puri Mord, New Delhi 110018
2.	D345674UT (Annexure B)	11-03-2022	Shri Sanjay Dubey, General Manager (Sales), Kyocera Document Solutions.	M/s Saini Enterprises, Kh. No. 674, Matiyala Indu Area, Uttam Nagar, New Delhi - 110059
3.	V867540 (Annexure C)	10-06-2022	Shri Sanjay Dubey, General Manager (Sales), Kyocera	M/s Mangalam Shri Kh. No. 10, Matitala Road, Uttam Nagar, New Delhi

Z-21/419/2022-E-II

I/423411/2023

			Document Solutions.	10059
4.	V65C6740 (Annexure D)	19-04-2022	Mr. Douglas Dunn, Chief Financial Officer, Kyocera Communication, Inc, San Diego.	M/s Nalwa Enterprises, A-1/396 Dal Mill Road, Uttam Nagar, New Delhi – 110059
5.	K56O5236 (Annexure E)	03-04-2022	Shri Sanjay Dubey, General Manager (Sales), Kyocera Document Solutions.	M/s Shri Sai Enterprises, Block – 1, WA-100, HJASTAL Road, Uttam Nagar, New Delhi 110059

You are requested to kindly acknowledge the authenticity of above Certificates a copy of which is also attached with this letter.

An early action in the matter is highly appreciated.

Yours faithfully,

Signed by Heera Singh

Date: 13-05-2023 15:25:18

Reason: Approved
(Heera Singh)

Deputy Director

Copy to :

1. File No. DM(H)-18/27/Misc./Cartridge/2017/Genl. 04 – for records.

Date: **April 20, 2022**

To,
CEO
Government e Marketplace (GeM)
Jeevan Tara Building
Sansad Marg New Delhi â 110 001

ANNEXURE - A

Subject: Authorization MAF No.: V96B8520

Dear Sir,

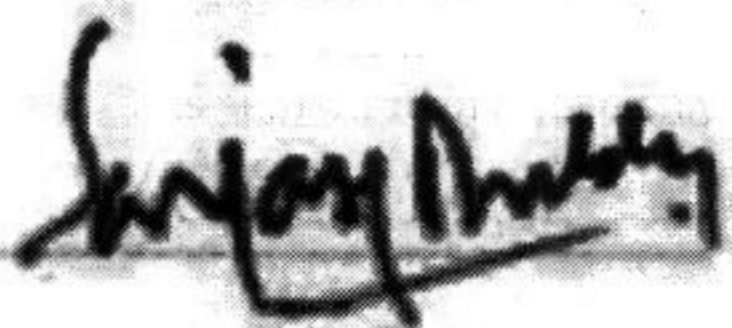
We KYOCERA Document Solutions India Pvt. Ltd., the Original Equipment Manufacturer (OEM) of printer cartridge having our factory do hereby M/s HARVINDER AND COMPANY , FT NO. 560,SITE 1, VIKAS PURI MORD NEW DELHI-110018. to upload and supply Kyocera products through GeM Portal for Direct orders as per our following terms and conditions

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- ⌚ This authorization is valid only for uploading Kyocera products. In addition to this authorization for quoting specific BID /RA Acer authorization is required.
- ⌚ The above mentioned partner is authorized only for New Delhi location.

Validity: The MAF is valid to till 30.04.2023

If you have any acknowledgement and response, please send it to Sanjay Dubey Consumer Products Services (H.K.) Ltd.

Should you have any question or comment regarding this matter, please do not hesitate to contact me.



Sanjay Dubey
General Manager - Sales

**KYOCERA Document Solutions**

Centrum Plaza, 2nd Floor, Golf Course Rd,
Sector 53, Gurugram, Haryana 122002
Phone: 0124 467 1000

Date: **March 11, 2022**

To,
CEO
Government e Marketplace (GeM)
Jeevan Tara Building
Sansad Marg New Delhi â 110 001

ANNEXURE - B

Subject: Authorization MAF No.: **D345674UT**

Dear Sir,

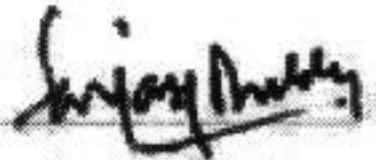
We KYOCERA Document Solutions India Pvt. Ltd., the Original Equipment Manufacturer (OEM) of printer cartridge having our factory do hereby Saini Enterprises, KH.NO. 674 ,Matiyala Indu.Area UTTAM NAGAR NEW DELHI-110059 to upload and supply Kyocera products through GeM Portal for Direct orders as per our following terms and conditions

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- ① The above mentioned partner is authorized only for New Delhi location.

Validity: The MAF is valid to till 30.04.2023

If you have any acknowledgement and response, please send it to Sanjay Dubey Consumer Products Services (H.K.) Ltd.

Should you have any question or comment regarding this matter, please do not hesitate to contact me.


Sanjay Dubey
General Manager - Sales

Date: **June 10, 2022**

To,
CEO
Government e Marketplace (GeM)
Jeevan Tara Building
Sansad Marg New Delhi â 110 001

ANNEXURE - C

Subject: Authorization MAF No.: V867540

Dear Sir,

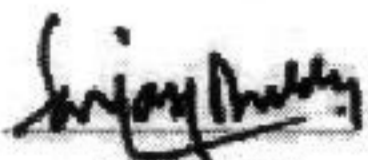
We KYOCERA Document Solutions India Pvt. Ltd., the Original Equipment Manufacturer (OEM) of printer cartridge having our factory do hereby Mangalam Shri,Kh.No.10 Matitala Road UTTAM NAGAR NEW DELHI-110059 to upload and supply Kyocera products through GeM Portal for Direct orders as per our following terms and conditions

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- ⌚ The above mentioned partner is authorized only for New Delhi location.

Validity: The MAF is valid to till 30.04.2023

If you have any acknowledgement and response, please send it to Sanjay Dubey Consumer Products Services (H.K.) Ltd.

Should you have any question or comment regarding this matter, please do not hesitate to contact me.



Sanjay Dubey
General Manager - Sales



KYOCERA Communications, Inc
9520 Towne Centre Drive, Suite #200
San Diego, 92121
Phone: 858-882-1400
FAX: 858-450-0134

Date: April 19, 2022

To,
CEO
Government e Marketplace (GeM)
Jeevan Tara Building
Sansad Marg New Delhi â 110 001

ANNEXURE - D

Subject : Authorization MAF No.: V65C6740

Dear Sir,

We Kyocera India Pvt Ltd., the Original Equipment Manufacturer (OEM) of Servers, Desktops, Laptops, All-in-one Desktop Tablet PC, TFT or Monitors, Liquid Crystal Display LCD Panel, Thin Client Computers, printer cartridge, Workstation & Projector having our factory at RS No.38/2, Sedarapet Village, Villianur Commune, Puducherry- 605111, do hereby NALWA ENTERPRISES, A-1/396 DAL MILL ROAD UTTAM NAGAR NEW DELHI-110059 to upload and supply Kyocera products through GeM Portal for Direct orders as per our following terms and conditions

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- The above mentioned partner is authorised only for New Delhi location.

Validity: The MAF is valid to till 30.04.2023

If you have any acknowledgement and response, please send it to Daniel Lee of Bureau Veritas Consumer Products Services (H.K.) Ltd., Taoyuan Branch (BV CPS Taoyuan Branch) of Taiwan directly.

Should you have any question or comment regarding this matter, please do not hesitate to contact me.

Sincerely yours,

Douglas Dunn
Chief Financial Officer
Kyocera Communications, Inc.

Date: **APRIL 03, 2022**

To, **ANNEXURE - E**

CEO

Government e Marketplace (GeM)

Jeevan Tara Building

Sansad Marg New Delhi - 110 001

Subject: Authorization MAF No.: K56O5236

Dear Sir,

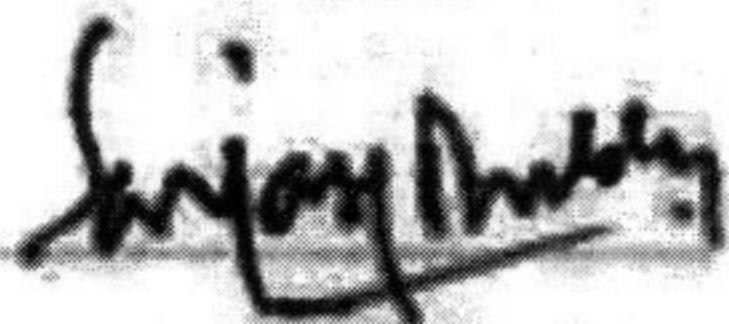
We KYOCERA Document Solutions India Pvt. Ltd., the Original Equipment Manufacturer (OEM) of printer cartridge having our factory do hereby M/s SHRI SAI ENTERPRISES , BLOCK-1, WA-100 HJASTAL ROAD UTTAM NAGAR NEW DELHI-110059. to upload and supply Kyocera products through GeM Portal for Direct orders as per our following terms and conditions

- ① The above mentioned partner will quote and negotiate the prices independent of Kyocera India and all responsibility for the same will be borne solely by the above partner
- ② Kyocera India will be responsible for Warranty services for goods purchased as per the end customer purchase order (PO) specification back to back through our authorized channel only. For any dilution / localization of specification by partner. The warranty will be terminated.
- ③ This authorization is valid only for uploading Kyocera products. In addition to this authorization for quoting specific BID /RA Acer authorization is required.
- ④ The above mentioned partner is authorized only for New Delhi location.

Validity: The MAF is valid to till 08.03.2024

If you have any acknowledgement and response, please send it to Sanjay Dubey Consumer Products Services (H.K.) Ltd.

Should you have any question or comment regarding this matter, please do not hesitate to contact me.



Sanjay Dubey

General Manager - Sales



KYOCERA Document Solutions India Private Limited

CIN - U45200DL2008FTC174869

First Floor, Block - A, First India Place, M. G. Road

Gurgaon - 122002 (Haryana)

Tel. : +91 124 4671000 Fax : +91 124 4671001

Website : www.kyoceradocumentsolutions.co.in

Ref: F.No. Z-21/4/419/2022-E-II Dated: 13-05-2023

Date: 17-05-2023

Deputy Director – Admin,
Employees State Insurance Corporation Model Hospital
Ministry of Labour & Employment
Basaidarapur, Ring Road
New Delhi – 110015

Subject: Inquiry into matter of Fake/Duplicate cartridge of Kyocera Toner TK1178 make.

Dear Sir,

We would like to thank you for giving us an opportunity to serve your esteemed institute/organization with Kyocera make Digital Photocopier/Printers. In line of your query regarding the Fake/Duplicate Cartridge of Kyocera Toner TK1178 which you have bought 80 units through **GeM Vide Bid Number – GEM/2022/B/2307377 Dated: 30-06-2022.**

Moreover, we want to inform you that, **M/s Nalwa Enterprises, A-1/396 Dal Mill Road, Uttar Nagar, New Delhi – 110059** is not our Authorized Partner for Sales and Services and we haven't issue any MAF to them directly or indirectly against the said bid. However, the below Participants list as per the **Annexure A, Annexure B, Annexure C, Annexure D and Annexure E, is Invalid and Fake** and they are not our Authorized Partners for Sales and Services.

Please Note: Use of Inferior Toner/Consumables may lead to your valuable machines malfunction and also void the OEM Warranty. In place of this matter, OEM and Authorized vendor are not liable to provide the services under warranty, and the call charges and replacement of any part if applicable will be on chargeable basis.

For any query, you may please contact undersigned.

Thanks & Regards,

For Kyocera Document Solutions India Pvt. Ltd.

(Naushad Saifi)

Channel Sales Manager

Mobile: +919891119664

Email: naushad.saifi@did.kyocera.com

