

**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.**

  
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