

Proforma III  
**BUREAU OF INDIAN STANDARDS**  
**( Noida Branch Office)**

**REPORT OF INVESTIGATION OF COMPLAINT AT COMPLAINANT END**  
**(FOR HALLMARKING RELATED COMPLAINTS)**

1.	General	
i)	Name & address of the Complainant	Mr. Dinesh Kumar Address: 216, Basement, Shri Ram Market Near Khandsari Mandir, Alamgiriganj, BAREILLY, SHIVAJI MARG (BAREILLY), UTTAR PRADESH ,243003
ii)	Name and address of the recipient of material if different from the complainant	N/A
iii)	Nature of complaint(highlight the specific shortcomings) whether purity related or misuse of hallmarking	Malpractices by BIS recognized A&HC
iv)	In case, the complaint is against the centre, Name and address of the centre/	<p><b>MA HALLMARKING CENTRE LLP</b></p> <p>1. Address- SHOP NO F-9, F-10,ALAMGIRIGANJ,MA ROOF BANSMANDI,BAREILLY , BAREILLY, BAREILLY, UTTAR PRADESH ,243001</p> <p>2. A-ONE TESTING &amp; HALLMARKING CENTER Address- 465, Shivaji Marg, 1 &amp; 2 Floor Shivaji Marg, Alamgiriganj, Bareilly, UP- 243005</p> <p><b>A ONE TONCH &amp; HALLMARKING CENTRE</b></p> <p>3. Address- 290, NEEM KI CHARAIBAREILY, UTTAR PRADESH, BAREILLY, BAREILLY, UTTAR PRADESH ,243003</p> <p><b>SHRI BANKEY BIHARI ASSAYING AND HALLMARK CENTRE PRIVATE LIMITED</b></p> <p>4. Address- SHOP NO 70,GARAIYA</p>

		QILA, BAREILLY, BAREILLY, BAREILLY, UTTAR PRADESH ,243001
v)	In case, the complaint is against the Jeweller, Name and address of the Jeweller	N/A
vi)	Recognition number of AHC, in case the Centre is BIS recognised	1. <b>CRO/RAHC/R-2413988</b> 2. <b>NRO/RAHC/R-160105</b> 3. <b>CRO/RAHC/R-2428527</b> 4. <b>CRO/RAHC/R-2426025</b>
vii)	Registration number of Jeweller, in case the Jeweller is BIS registered	N/A
viii)	Details of the complaint & complaint No. and date	Malpractices by BIS recognized A&HC Complaint No- 1. S-18583 (06/07/2024) 2. O-18608 (09/07/2024) 3. O-18605 (09/07/2024) 4. O-18607 (09/07/2024)
ix)	Details of previous complaint(s) if any	
<b>2. DETAILS OF INVESTIGATION</b>		
i)	Place and Date of investigation	Bareilly, 05/09/2024
ii)	Persons contacted	Mr. Dinesh Kumar
iii)	Quantity/Material under complaint, if applicable	N/A
iv)	Date of product, purchase, if applicable	N/A
v)	Date of purchase	N/A
vi)	Total quantity purchased	N/A
vii)	Source of purchase and details of bill/ cash memo	N/A
viii)	Whether AHC/ Jeweller is aware of the complaint, if yes, action taken for the same	Was informed during investigation, no action taken by AHC
ix)	Is the material hallmarked	N/A
x)	Whether the hallmark is genuine or spurious	N/A
xi)	Details of markings on the product	N/A
xii)	Observation of the Auditor	During investigating at the complainant end, the complainant informed below two points as his complaint: 1. AHC is doing hallmarking without assaying procedure as per prescribed methods by BIS, and delivering the hallmarked material within two hours 2. AHC is using same HUID for multiple items
xiii)	Details of sample drawn, if any, test request reference and date, lab sent, if applicable	N/A
xiv)	Date on which despatched to lab by self/ complainant	N/A
xv)	Any other observations relevant to the complaint	

4.	<b>CONCLUSION (clearly mentioning whether complaint has been established or not):</b>	AHC end investigations were carried out in all four centers on 04/09/2024, 05/09/2024 & 06/09/2024 and the complaint for malpractices of AHC were established.
5.	<b>RECOMMENDATIONS:</b>	AHC end investigation were conducted and report submitted and recommended for actions as per BIS guidelines. Hence, the complaint may be closed

<b>Signature</b>	
<b>Name</b>	Rasujit Chongder
<b>Designation</b>	Scientist -B