

BUREAU OF INDIAN STANDARDS
Lucknow Branch Office
Report Of Investigation Of Complaint At Complainant End

Our Ref: O-17822

Date: 04-11-2024

Subject: Complainant end investigation carried out at Lucknow

Complaint against: M/s P.S. Jewellers (62, Sarafa Bazar, Jhansi, Uttar Pradesh, 284002)

1. Complainant under Lucknow Branch Office

a. GENERAL

- i. Complaint No. & Date: O-17822, 28-04-2024
- ii. Name & Address of Complainant: Avinash Kumar (Ph: 7905869981), Lucknow
- iii. Name & Address of recipient of material (if different from ii): Avinash Kumar (Ph: 7905869981), Jhansi, Uttar Pradesh
- iv. Product and IS No.: Gold Jewellery, IS 1417
- v. Nature of Complaint (highlight specific shortcomings): Misuse of Hallmark
- vi. Licence No. & valid up to: N.A.

b. DETAILS OF INVESTIGATION

- i. Place & Date of Investigation: Lucknow, 21-10-2024
- ii. Persons contacted: Avinash Kumar (Ph: 7905869981)
- iii. Details of product: Non-Hallmarked gold jewellery
- iv. Date of purchase: 26-02-2024
- v. Total Quantity purchased: 1 Gold ornament as per GST bill weight of ornament was 4.360gm
- vi. Quantity under complaint: As per v above
- vii. Source of purchase and details of Bill / Cash Memo (copy of such document may be collected, if available): Copy of Bill uploaded
- 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: Yes

c. INSPECTION OF MATERIAL UNDER COMPLAINT

- i. Is material ISI Marked or not?: No
- ii. Whether ISI Mark Genuine or spurious: NA
- iii. Details of Markings on the product: As per photograph attached
- iv. Condition of packing/storage: NA
- v. Visual Examination: No hallmark present
- vi. Observations in respect of a iii: HUID was not marked
- vii. Result of testing at complainant end, if done (attach sheet if necessary): N.A

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: NA


2. CONCLUSIONS

Complaint produced gold ornament with GST bill (copy of bill & photograph attached), No hallmark was present on the jewellery.

3. RECOMMENDATIONS

As observed during visit, complaint is established.

In view of above, It is recommended transfer the complaint to NOBO for further investigation.


~~Suyash Pandey~~
Sc-C/ DD
LKBO

~~HLKBO~~


04/11/2024

ScC (SP) - PI. process on Portal.



₹ 29

Shri Pawa





Control

opt