

Proforma III
BUREAU OF INDIAN STANDARDS
 (Jaipur Branch Office)
REPORT OF INVESTIGATION OF COMPLAINT AT COMPLAINANT END
 (FOR HALLMARKING RELATED COMPLAINTS)

1. General	
i)	Name & address of the Complainant Nirmal Gupta, 8 Slash A, shanti nagar, civil lines, Jaipur
ii)	Name and address of the recipient of material if different from the complainant -
iii)	Nature of complaint (highlight the specific shortcomings) whether purity related or misuse of hallmarking Selling of without Hallmarked Gold Jewelry.
iv)	In case, the complaint is against the centre, Name and address of the centre/ -
v)	In case, the complaint is against the Jeweller, Name and address of the Jeweller M/s Khandaka Jewellers , 3, Haldion Ka Rasta , Johri Bazar, Ramganj Bazar, Jaipur
vi)	Recognition number of AHC, in case the Centre is BIS recognized -
vii)	Registration number of Jeweller, in case the Jeweller is BIS registered. 8872606, KHANDAKA JAIN JEWELLERS, 3-4, HALDIYON KA RASTA, JOHRI BAZAR,
viii)	Details of the complaint & complaint No. and date V-18550, 03-07-2024
ix)	Details of previous complaint(s) if any -
2. DETAILS OF INVESTIGATION	
i)	Place and Date of investigation Jaipur and 12/09/2024
ii)	Persons contacted Nirmal Gupta
iii)	Quantity/Material under complaint, if applicable 1 Ring
iv)	Date of product, purchase, if applicable 05/04/2022
v)	Date of purchase -
vi)	Total quantity purchased 1 Ring
vii)	Source of purchase and details of bill/ cash memo Attached in Complaint
viii)	Whether AHC/ Jeweller is aware of the complaint, if yes, action taken for the same Not Aware.
ix)	Is the material hallmarked No
x)	Whether the hallmark is genuine or spurious Not Hallmarked
xi)	Details of markings on the product Not Hallmarked
xii)	Observation of the Auditor Not Hallmarked Jewelry has been sold to complainant.
xiii)	Details of sample drawn, if any, test request reference and date, lab sent, if applicable -
xiv)	Date on which despatched to lab by self/ complainant -
xv)	Any other observations relevant to the complaint Complaint has been received after more than 2 Years

3.	CONCLUSION (clearly mentioning whether complaint has been established or not):	Complaint has been established as the Ring was sold without hallmark same has been verified during the Complainant end investigation. Which is violation of BIS Act 15 (3) read with Hallmarking of Gold Jewellery and Gold Artefacts (Second Amendment) Order, 2021.
4.	RECOMMENDATIONS:	Jeweler End Investigation may be carried.

Signature	<i>Trivedi</i> 12.09.2024
Name	Raman Kumar Trivedi
Designation	JD/Sc-D