

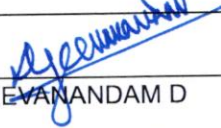
Proforma V
BUREAU OF INDIAN STANDARDS
(CHENNAI Branch Office)

REPORT OF INVESTIGATION OF COMPLAINT AGAINST REGISTERED JEWELER

1.	General	
i)	Name & address of the Jeweller	The Legend Saravana stores bramandamai private limited 15, MTH Road, Padi, Chennai
ii)	BIS Registration No. & Validity Date	6700029909 6790110417 Please see the DA report
iii)	Date of investigation	12.06.2023
iv)	Persons contacted	Mr P Rajiv Gandhi Manager
v)	Details of the complaint (If the complaint is against purity of hallmarked article pl. indicate the availability of sales invoice with complainant, details of A&H centre who has hallmarked including its validity of recognition)	The complaint is about a jewel sold to the complainant with invalid HUID jewel and reduced weight.
vi)	Details of previous complaint(s) if any	NONE
2.	DETAILS OF INVESTIGATION	
i)	Whether there is any change in management or premises without informing BIS	No as informed
ii)	Whether jewelry is HUID marked or with four marks	The material CB DROPS, (mentioned HUID as 5TJF8H as per purchase invoice dt 22.4.2023) was not available with the jeweler also, since the same has been returned to artisan reportedly.
iii)	In case of HUID verify HUID details In case of four marks check logo marked on jewelry from the logo of jeweler	PI see above remarks
ii)	Whether jewelry sold with registration mark of the jeweler as declared to BIS	NA
iii)	Whether evidence of purchase available if jewelry sold with registration mark of the other jeweler or if hallmarked by other jeweler as per HUID	NA
iv)	Whether the jewelry was sent for hallmarking to only recognized A&H centers.	Yes
v)	Whether the articles sent for assaying and hallmarking in the prescribed format duly signed by authorized representative of the jeweler or through portal	Yes being through manakonline portal

vi)	Whether bill or invoice of the hallmarked articles is as per guidelines	Yes												
vii)	Whether record of copies of request for hallmarking , invoice issued by A&H centre, invoice of articles sold, invoice of purchase of hallmarked article from jewelers available for a period of five years (particularly for the article under investigation)	All the invoices issued by A & H center were not readily available .												
viii)	Whether the display requirements are followed	Yes												
ix)	Reasons attributed by the jeweller for the complaint	Due to typographical error while making an entry of HUID in the billing software.												
x)	Details of Samples drawn if required	None												
xi)	Any other information specifically related to complaint													
xii)	Whether any of the terms and conditions violated.	Please the Discrepancy / variation report												
xiii)	Deficiencies, if any, shall be communicated through Discrepancy/Variation Report													
3	Whether A&H centre end investigation required, if yes,the action taken for the same	No												
4.	<p>CONCLUSION (clearly mention whether complaint has been established or not): Jeweler has been briefed about the complaint and it was learnt that he was aware of the issue.</p> <p>He explained that the complainant visited the shop on 25.4.2023 with the CB drops along with invoice printed with HUID 5TJF8H dt 22.4.2023 as stud attached to that was not properly fitting.</p> <p>Upon checking the same by the jeweler, the weight of the jewel brought by the complainant was less than mentioned in the invoice and the jeweler has replaced the jewel item.</p> <p>During this exchange process on 25.4.2023 , the jeweler has charged a extra amount due to weight issues and Jeweller has explained to the complainant that HUID mentioned in the invoice as 5TJF8H has been wrongly fed into billing software which resulted in typographical error for invoice generated on 22.4.2023 and actual one on the item ie "5TJE8H only", as informed.</p> <p>The material CB DROPS, (mentioned HUID as 5TJF8H as per purchase invoice dt 22.4.2023) was not available with the jeweler also, since the same has been returned to artisan as informed.</p> <p>It was observed that jeweler has been engaging one exclusive section of workers to make a database of HUID to feed into their billing software for auto population of HUID details in the invoice upon receiving the hallmarked items.</p> <p>In order to ascertain the jeweler's statement that it was typographical error / manual error only while entering the HUID details into the billing software , following jewelry samples have been drawn randomly from the display as well as from the section and for which a test tax invoice has been generated. Details observed as below:</p> <table border="1"> <thead> <tr> <th>TEST TAX INVOICE NO</th> <th>DESCRIPTION OF ARTICLE</th> <th>HUID IN INVOICE</th> <th>HUID INSCRIBED ON THE ARTICLE</th> </tr> </thead> <tbody> <tr> <td>PA2324SA87028 dt 12/06/2023</td> <td>CB DROPS</td> <td>7GVN44 KNTNBK</td> <td>7GVN4U WMTMBK</td> </tr> <tr> <td>PA2324SA87032 dt</td> <td>VARIKAI DROPS</td> <td>YNYFRQ</td> <td>YNYFRQ</td> </tr> </tbody> </table>		TEST TAX INVOICE NO	DESCRIPTION OF ARTICLE	HUID IN INVOICE	HUID INSCRIBED ON THE ARTICLE	PA2324SA87028 dt 12/06/2023	CB DROPS	7GVN44 KNTNBK	7GVN4U WMTMBK	PA2324SA87032 dt	VARIKAI DROPS	YNYFRQ	YNYFRQ
TEST TAX INVOICE NO	DESCRIPTION OF ARTICLE	HUID IN INVOICE	HUID INSCRIBED ON THE ARTICLE											
PA2324SA87028 dt 12/06/2023	CB DROPS	7GVN44 KNTNBK	7GVN4U WMTMBK											
PA2324SA87032 dt	VARIKAI DROPS	YNYFRQ	YNYFRQ											

12/06/2023		GFX757	GF7X57
<p>From the above, It is understood that HUID(7GVN44 , KNTNBK , GFX57) in invoice as auto populated were not matching with the HUID (7GVN4U , WMTMBK , YNYFRQ) inscribed on the article and these mismatch of HUID in invoice & on article is due to typographical error & manual error entry into their billing software as workers handling huge volume of jewels manually for retrieving HUID details. Hence, jeweler has been advised vide Discrepancy/Advisory report, to submit suitable corrective action</p> <p>Hence, jewelers effort to get HUID mentioned in the invoice as mentioned above lead to HUID typing mistake in invoice , which it is felt is unintentional, as observed during the investigation and no misuse involved.</p> <p>Thus, the complainant's claim of selling jewels by the jeweler mentioned in the complaint with invalid HUID (5TJF8H) may be ignored , as no evidence was observed during the investigation.</p>			
5.	<p>RECOMMENDATIONS: In view of above investigation findings, it is recommended to close the complainant as no reasons to believe that the jeweler indulged in selling the spuriously HUID marked article.</p>		

Signature	
Name	JEEVANANDAM D
Designation	Sc D & Jt Director, Chennai Branch Office

பிழைப்புதல் :

நாஜிவ்காந்தி (MANAGER)

தி. வெஜ்ஜனீச நியூ சிரவணா ஸ்டோர்ஸ் ஜீவகிண்டர்

NO 15 7TH STREET MAY

குண்டூர் - 600050

பிரேசிடென்ட் :

THE DIRECTOR

BUREAU OF INDIAN STANDARD

CIT CAMPUS

TARAMAN

CHENNAI - 600113

பிரேசிடென்ட் :

பிழைப்புதல் நியூசிரவணா ஸ்டோர்ஸ் (பி.இ.சி) கிராமம்

சென்ற சனவரியில் DROPS 22-04-2023 சிவ்வழி பிரேசிடென்ட் ஸ்டோர்ஸின்

பிழைப்புதல் பிரேசிடென்ட் ஸ்டோர்ஸின் mistake காரணத்தினால் புதிய பிரேசிடென்ட்

25-04-2023 ஸ்டோர்ஸ் காரணத்தினால், அதில் 22-04-2023 தேதியில்

பிழைப்புதல் உள்ள HUID number [5TJF8H] தவறு சிவ்வழி பிரேசிடென்ட் ஸ்டோர்ஸ்

பிரேசிடென்ட் ஸ்டோர்ஸ் உள்ள HUID number [5TJE8H] check செய்தி

காரணத்தினால், ஸ்டோர்ஸின் காரணம் சிவ்வழி பிரேசிடென்ட் ஸ்டோர்ஸ்

புதிய பிரேசிடென்ட் ஸ்டோர்ஸின் காரணத்தினால் புதிய பிரேசிடென்ட் ஸ்டோர்ஸின் காரணத்தினால்
காரணத்தினால் mistake சிவ்வழி பிரேசிடென்ட் ஸ்டோர்ஸின் காரணத்தினால் சிவ்வழி பிரேசிடென்ட் ஸ்டோர்ஸின் காரணத்தினால்

கையெழுத்து

P. Rajiv Kumar

12/06/23



Ph : 044-4653 6603
644-4653 6666

The Legend

www.saravanasstoreslegend.com
email : saravanasstoreslegend@gmail.com



SARAVANA STORES BRAMANDAMAI PRIVATE LIMITED

916  BIS - Hallmarked Jewellery

JEWELLERY

+ DIAMOND + PLATINUM + GOLD + SILVER

15, M.T.H. Road, Padi, Chennai-50



Mr/Ms. TEST

GSTIN : 33AAGCN9017K1ZA

STATE CODE : 33

TAX INVOICE

Invoice No: PA2324SA87032

Date : 12/06/2023

SNo	DESCRIPTION	HSN	QTY	GROSS WT	LESS WT	VA	RATE	VA	AMOUNT
1	VARIKAI DROPS YNYFRO GFX757	711319	1	3.170		0.409	5530.00		19791.87
							CGST 1.500 %		296.88
							SGST 1.500 %		296.88
							TOTAL		20385.63
							ROUND OFF		-0.37
							CASH RECEIVED		20386.00

GF7x57 on material

Rupees Twenty Thousand Three Hundred Eighty Six Only

E&O.E Tax is Payable on Reverse Charge : NO C4 PLACE OF SUPPLY : TAMIL NADU Cashier
No E-way bill is required to be generated as the Goods covered under this Invoice are exempted as per
Serial No. 150/151 to the Annexure to Rule 138(14) of the CGST Rules 2017

For New Saravana Stores Bramandamai

Thank You! Visit Again..

GSTIN : 33AAGCN9017K1ZA

Thank You! Visit Again..
Handwritten signature

TERMS & CONDITIONS

- Jewellery purchased from The Legend New Saravana Stores Bramandamai can only be exchanged within 5 days from the date of purchase on submission of the original bill and cash will not be refunded under any circumstances
- The Legend New Saravana Stores Bramandamai is not responsible for any loss due to mishandling of ornaments with breakage, chipping of enamel and falling of stones
- The Legend New Saravana Stores Bramandamai Jewellery can be taken on buy-back basis subject to production of the original bill and as per the company policy prevalent on the date of such buy-back for exchange or cash payment.
- The Legend New Saravana Stores Bramandamai Jewellery can be taken back after removing the stones, enamel and dust etc, and the cost will be calculated at the prevailing market rate and as per the company policy
- The weight of stone is only indicative and the actual may vary. However in all cases, the stone weight shown in the The Legend New Saravana Stores Bramandamai bill will be considered
- Payments to customers for more than Rs. 10,000/- will be made only through account payee cheque
- Gift articles once sold cannot be exchanged or encashed
- The sales invoice is construed to be the "Tax Invoice" under the purview of the VAT rules & regulations
- 2,00,000 above Pancard must.
- It is presumed that the customer has understood and consciously agreed to the product features before making the final decision to purchase and also agreed for the rates changed for the product and the method adopted in arriving at the final invoice value of the product so chosen
- The Legend New Saravana Stores Bramandamai reserves the right to modify the terms and conditions as and when required
- Warrant of watches will be strictly on the terms and conditions of the manufacturer
- All disputes are subject to the jurisdiction of the courts in Chennai

HALL MARK

- Hallmarking Charges of Rs.35 per piece is paid for Gold Ornaments
- Gold Ornaments sold by us are 22 Carat purity and 916 fineness
- The Consumer can get the purity of the hallmarked jewellery / artefacts verified from any of the BIS recognised A & H Centre
- The list of BIS recognised A & H Centre along with address and contact details is available on the website www.bis.gov.in

Ph : 044-4653 6603
044-4653 6666

The Legend

www.saravanasstoreslegend.com
email : saravanasstoreslegend@gmail.com



SARAVANA STORES BRAMANDAMAI PRIVATE LIMITED

916  BIS - Hallmarked Jewellery

JEWELLERY

+ DIAMOND + PLATINUM + GOLD + SILVER

15, M.T.H. Road, Padi, Chennai-50



Mr/Ms. TEST

GSTIN : 33AAGCN9017K1ZA

STATE CODE : 33

TAX INVOICE

Invoice No:PA2324SA87028

Date :12/06/2023

SNo	DESCRIPTION	HSN	QTY	GROSS WT	LESS WT	VA	RATE	VA	AMOUNT
1	CB DROPS 7GVN44 KNTNBK <i>7GVN44 on material</i> <i>WMTMSK on material</i>	71131910	1	3.918		0.505	5530.00		24459.19
							CGST 1.500 %		366.89
							SGST 1.500 %		366.89
							TOTAL		25192.97
							ROUND OFF		-0.03
							CASH RECEIVED		25193.00

Rupees Twenty Five Thousand One Hundred Ninety Three Only

E&O.E Tax is Payable on Reverse Charge; NO C4 PLACE OF SUPPLY : TAMIL NADU Cashier
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Bureau of Indian Standards
CHENNAI BRANCH OFFICE
(Discrepancy-cum-Advisory Report)

Name of Applicant/Licensee(Registered Jeweller): **THE LEGEND NEW SARAVANA STORES BRAMANDAMAI PVT LTD**

CM/A - or CM/L - 6700029909 / 6790110417 Nature of inspection: others - Complaint Investigation

CM/L valid upto : NA (verification/surveillance/others)

IS No :1417 : 2016

Product : **GOLD JEWELLERY / ARTEFACTS**

Date(s) of visit : 12.06.2023

Sr.No	Discrepancies/Advices rendered	Clause with IS or any other reference
1.	<p>Advised to explain why registration of your outlet shop has been registered twice for the same address.(6700029909 / 6790110417)</p>	
2.	<p>The earring (CB drops , Varikai Drops) selected randomly from the display and upon generation of "TEST" Tax Invoice, the HUID automatically gets populated for CB drops found to be 7GVN44, KNTNBK and for VARIKAI drops found to be YNYFRQ , GFX757. But HUID 7GVN44 exists for different jeweler name, KNTNBK on the CB drops and GFX757 on the VARIKAI drops not exists and on further rechecking the HUID on the material instead of from invoice, it has been observed that HUID actually marked on the items are 7GVN4U, WMTMBK on CB drops and GF7X57 on VARIKAI drops. You are advised to ensure the proper entry of HUID actually exists on the item, while making the database for auto populated HUID in TAX invoice and inform us the action taken</p>	
3.	<p>Advised to explain for not ensuring the marking of HUID on the detachable parts of ear ring as required as per IS 1417</p>	

Comments/ agreed action (by Applicant/Licensee)

I have fully explained the contents of this report

i) I have fully understood the contents of this report this report

ii) Confirmation of the actions on discrepancy-cum - advisory shall be made to the Bureau of Indian Standards within days.

Signature

Name : **JEEVANANDAM D**

Designation : **Scientist-D**

(Bureau of Indian Standards Representative)

Note: It is advised that a copy of this report be enclosed by the firm in the licence/applicant file for necessary follow up actions and future reference.

Signature

Name : **P. Rajivah.**

Designation **Manager**

(Firm's representative)

Recd of the copy

