



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 Complaint	Mahipal Bishnoi Shri Laxmannagar, Jodhpur
ii)	Name and address of the recipient of material if different from the complainant	NA
iii)	Nature of complaint (highlight the specific shortcomings) whether purity related or misuse of hallmarking	Misuse of BIS Standard Mark .
iv)	In case, the complaint is against the centre, Name and address of the centre/	NA
v)	In case, the complaint is against the Jeweller, Name and address of the Jeweller	M/s Chadi Jewellers 167, Nagaur Phalaudi Road , Village –Chadi Tehsil Aau Phalaudi
vi)	Recognition number of AHC, in case the Centre is BIS recognized	NA
vii)	Registration number of Jeweller, in case the Jeweller is BIS registered.	8490351923, 167, Nagaur Phalaudi Road , Village –Chadi Tehsil Aau Phalaudi
viii)	Details of the complaint & complaint No. and date	H-18941 01-08-2024
ix)	Details of previous complaint(s) if any	NA
2. DETAILS OF INVESTIGATION		
i)	Place and Date of investigation	Jodhpur and 26/09/2024
ii)	Persons contacted	Mahipal Bishnoi
iii)	Quantity/Material under complaint, if applicable	1 Aad Jewellery (आड)
iv)	Date of product, purchase, if applicable	10/07/2024
v)	Date of purchase	10/07/2024
vi)	Total quantity purchased	1 Aad Jewellery (आड)
vii)	Source of purchase and details of bill/ cash memo	M/s Chadi Jewellers 167, Nagaur Phalaudi Road , Village –Chadi Tehsil Aau Phalaudi Bill no 2024/14 dt 10/07/2024
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	Spurious (Incomplete)
xi)	Details of markings on the product	BIS Standard Mark 22k916 and HUID not marked (Please see also Annex-1)
xii)	Observation of the Auditor	HUID was not marked on Jewellery
xiii)	Details of sample drawn, if any, test request reference and date, lab sent, if applicable	NA
xiv)	Date on which despatched to lab by self/ complainant	NA
xv)	Any other observations relevant to the complaint	NA

3.	CONCLUSION (clearly mentioning whether complaint has been established or not):	<ul style="list-style-type: none"> Complaint has been established as the Jewellery was sold with spurious (incomplete) hallmark same has been verified during the Complainant end investigation. This constitutes a violation of clause 15(3) of the BIS Act 2016 and clause 6 of the HM/Jeweller/Guidelines dated January 1, 2024
4.	RECOMMENDATIONS:	Jeweler End Investigation is being recommended.

Signature		Sachin Gupta Digitally signed by Sachin Gupta
Name	Mohit Meena	Sachin Gupta
Designation	JD/Sc-D	DD/Sc-C

HJPBO

 04/11

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