

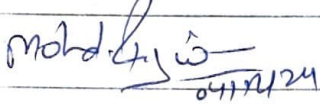
BUREAU OF INDIAN STANDARDS

REPORT OF INVESTIGATION OF COMPLAINT AGAINST RECOGNISED A&H CENTRE


RO/BO: CRO/BPBO

1.	General	
i)	Name & address of the Complainant	Rohan S Pandey House No1, Prabhat Vihar Colony, Panna Road, Satna, MADHYA PRADESH, 485001
ii)	Name and address of the recipient of material if different from the complainant	As above
iii)	Nature of complaint (highlight the specific shortcomings) whether purity related or misuse of hallmarking	The gold rings have no HUID number on the inner side of the rings and displays a 22K916 as a fake hallmark
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	Sanskar Ornaments, Main Road, Gali Number 14, Rajendra Nagar, Satna, MADHYA PRADESH
vi)	Recognition number of AHC, in case the Centre is BIS Recognised	NA
vii)	Registration number of Jeweller, in case the Jeweller is BIS registered	NA
viii)	Details of the complaint & complaint No. and date	O-20390, 30-10-2024
ix)	Details of previous complaint(s) if any	Nil
2.	DETAILS OF INVESTIGATION	
i)	Place and Date of investigation	Satna, 27-11-2024
ii)	Persons contacted	Rohan S Pandey (Complainant)
iii)	Quantity/Material under complaint, if applicable	2 gold rings with gems pukhraj and panna
iv)	Date of product, purchase, if applicable	29-10-2024
v)	Date of purchase	29-10-2024
vi)	Total quantity purchased	Not clearly mentioned in Estimates provided
vii)	Source of purchase and details of bill/ cash memo	Purchased from Sanskar Ornaments, Satna as per estimates provided by the complainant
viii)	Whether AHC/ Jeweller is aware of the complaint, if yes, action taken for the same	No
ix)	Is the material hallmarked	Spurious
x)	Whether the hallmark is genuine or spurious	Spurious
xi)	Details of markings on the product	BIS Logo and 22K916
xii)	Observation of the Auditor	Gold Jewellery with Gem (Jadau) is exempted for Hallmarked, however Spurious Marking as details in xi, found marked in jewellery.
xiii)	Details of sample drawn, if any, test request reference and date, lab sent, if applicable	Not Applicable.
xiv)	Date on which despatched to lab by self/ complainant	Not Applicable
xv)	Any other observations relevant to the complaint	Nil

4.	CONCLUSION (clearly mentioning whether complainthas been established or not):	From the above observations, following are submitted. 1. Complainant had purchased two Gold Jewellery with Gems (Jadau) form M/s Sanskar Ornaments-Satna (Unregistered Jewellers) on 29-10-2024 as per estimates provided by the complainant. Both Jewellery has Spurious marking (BIS Logo and 22K916) for which complaint was made.
5.	RECOMMENDATIONS:	1. Sell of Spurious Hallmarked jewellery was observed (BIS Logo and 22K916) from unregistered jewellers. 2. Discrete visit at Sanskar Ornaments Main Road, Gali Number 14, Rajendra Nagar, Satna, MADHYA PRADESH may be palnned.

Signature	
Name	Mohammad Rizwan
Designation	Scientist D

MR(JD) : P1. carry out Disceat investigation


06-12-2024