BUREAU OF INDIAN STANDARDS (Chennai Branch Office-1)

REPORT OF INVESTIGATION OF COMPLAINT AT COMPLAINANT END

Our Ref: V-14333 Date: 14/12/2023

Subject: Complaint against M/s. Kalyan Jewellers India Limited

Our Licensee under CNBO-1

0. GENERAL

0.1 Complaint No.& Date: Complaint No. V-14333 dated 25/08/2023

0.2 Name and address of the Mr. Subramaniyan J, No.83, Cholamandala thevi nagar, 5th Street, Injambakkam, Chennai - 600115. Complainant:

0.2.1 Name and address of the recipient Not applicable

of material (if different from 0.2):

0.3 Product and IS No.: Gold Jewellery (Chain), IS 1417

0.4 Nature of complaint (highlight Complaint is regarding quality of gold article purchased

by complainant as well as violation of Mandatory

Hallmarking Order.

6700017312 0.5 Licence No. &Valid upto:

1. DETAILS OF INVESTIGATION

Chennai (Complainant address), 13/11/2023 1.1 Place &Date of Investigation:

1.2 Persons contacted: Mr. Subramaniyan J

1.3 Details of product:

specific shortcomings):

1.3.1 Date of purchase 30/04/2023

1.3.2 Total Quantity purchased One gold chain of weight 31.190g 1.3.3 Quantity under complaint One gold chain of weight 31.190g

1.3.4 Source of purchase and details Bill No. AYRGSSP00505 dated 30/04/2023 from Kalyan Jewellers India Limited, Plot No.16, Sardar of Bill / Cash Memo

Patel Road, Adyar, Chennai – 600020.

None as informed. 1.3.5 Material under complaint Inspected/ Repaired/Handled by

any other agency e.g. DGS&D,

Local Dealer/Mechanics

1.3.6 Is product under Warranty/Any

service contract? 1.3.7 Action taken by the licensee for

redressal of the complaint (if any,

till date)

The complainant has contacted the jeweller with the article and has returned the article under complaint to the jeweller. Also, he has purchased a new gold chain vide Bill No. AYRGSSP02453 dated 03/09/2023. Bill

enclosed.

No

1.4 Inspection of Material under Complaint:

not?

1.4.1 Is material standard Marked or The gold chain under complaint was not available during visit. The new gold chain purchased by the complainant after returning the old one was inspected on the request of the complainant. It was observed that the article was bearing BIS Hallmark with HUID. However, the same was not dark/clear enough to be read by naked eyes. Upon careful verification of the same with magnifying glass, the HUID was observed to be '44AX5T'. Photos of article enclosed.

1.4.2 Whether standard Mark Genuine or spurious:

The HUID was verified through BIS care app and same was found to be a valid HUID with jeweller as Kalyan Jewellers Ind Ltd (Certificate Number: 6490134418) hallmarked by Star Assaying and Hallmarking Centre Pvt Ltd (SRO/RAHC/R-600550), Article Chain and Purity 22K916. (BIS Care app screenshot enclosed)

1.4.3 Details of Markings on the product

BIS Hallmark with HUID '44AX5T'

1.4.4Condition of packing/storage

Not applicable

1.4.5Visual Examination

BIS Hallmark verified.

1.4.6 Observations in respect of 0.31.4.7 Result of testing at complainant

BIS Hallmark verified.

end, if done (attach sheet if necessary)

Not applicable

1.5 Testing

1.5.1 Details of sample drawn for independent testing, if any:

Not applicable

1.5.2Test request ref. & date: 1.5.3 Laboratory to which sent

Not applicable Not applicable

1.5.4Date on which dispatched to Lab

Not applicable

by self/complainant:

1.6 Any other information relevant to the Nil

complaint:

2. CONCLUSION:

- 1. The original article under complaint was not available with the complainant. The new article purchased from the same jeweler, after return of the old one was verified and found to be hallmarked with a valid HUID. In view of above, violation of mandatory Hallmarking order is not established.
- 2. The complainant during the investigation expressed doubts regarding the quality of the new chain purchased by him. As the same could not be verified through visual examination, the complainant was informed regarding the provision of BIS taking a sample of the jewellery for checking the quality of the same. Complainant was requested to inform BIS of his readiness to get the gold chain tested. However, no reply received from the complainant till date.
- 3. The complainant was also informed of the provisions to get his jewelry article tested by himself from any BIS recognized Hallmarking center, in case of any doubt.

3. RECOMMENDATIONS

It is recommended that we may consider closure of the complaint on the violation of Mandatory Hallmarking Order, as the same is not established.

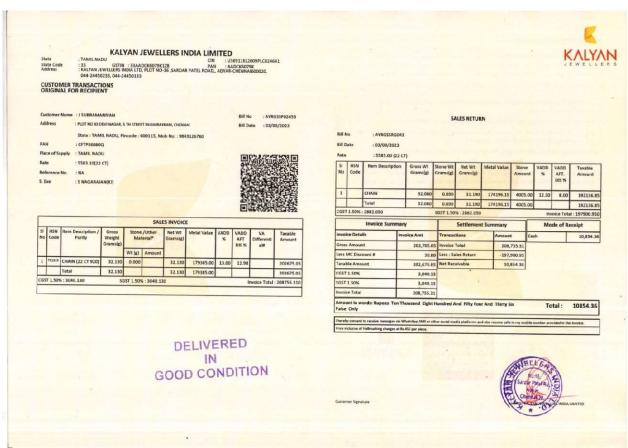
Signature

Name of IO: SREEJITH MOHAN J

Designation: Scientist - D

BO: Chennai Branch Office-1

(CNBO-1)



44AX5T Search

Jeweller Registration
Number

Assaying and
Hallmarking Centre
(AHC)

AHC Recognition
Number

AHC Address

New No. 15, Old No.7,
Sarojini Street First
Floor, T. Nagar, Chennai

Article Type	chain
Date of Hallmarking	09-08-2023
Purity	22K916

Reset



