

**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 Complainant: Mr. Subramaniyan J, No.83, Cholamandala thevi nagar, 5<sup>th</sup> Street, Injambakkam, Chennai - 600115.
- 0.2.1 Name and address of the recipient of material (if different from 0.2): Not applicable
- 0.3 Product and IS No.: Gold Jewellery (Chain), IS 1417
- 0.4 Nature of complaint (highlight specific shortcomings): Complaint is regarding quality of gold article purchased by complainant as well as violation of Mandatory Hallmarking Order.
- 0.5 Licence No. &Valid upto: 6700017312

**1. DETAILS OF INVESTIGATION**

- 1.1 Place &Date of Investigation: Chennai (Complainant address) , 13/11/2023
- 1.2 Persons contacted: Mr. Subramaniyan J
- 1.3 Details of product:
- 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 of Bill / Cash Memo Bill No. AYRGSSP00505 dated 30/04/2023 from Kalyan Jewellers India Limited, Plot No.16, Sardar Patel Road, Adyar, Chennai – 600020.
- 1.3.5 Material under complaint Inspected/ Repaired/Handled by any other agency e.g. DGS&D, Local Dealer/Mechanics None as informed.
- 1.3.6 Is product under Warranty/Any service contract? No
- 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.
- 1.4 Inspection of Material under Complaint:
- 1.4.1 Is material standard Marked or not? 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'
1.4.4 Condition of packing/storage	Not applicable
1.4.5 Visual Examination	BIS Hallmark verified.
1.4.6 Observations in respect of 0.3	BIS Hallmark verified.
1.4.7 Result of testing at complainant 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
1.5.2 Test request ref. & date:	Not applicable
1.5.3 Laboratory to which sent	Not applicable
1.5.4 Date on which dispatched to Lab by self/complainant:	Not applicable
1.6 Any other information relevant to the complaint:	Nil

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)




**KALYAN JEWELLERS INDIA LIMITED**

State : TAMIL NADU CIN : U36911KL2009PLC024641  
 State Code : 33 GSTIN : 33AADCK6079K128 PAN : AADCK6079K  
 Address : KALYAN JEWELLERS INDIA LTD, PLOT NO-35, SARDAR PATEL ROAD, ADYAR-CHENNAI 600020.  
 044-24450231, 044-24450133

**CUSTOMER TRANSACTIONS ORIGINAL FOR RECIPIENT**

Customer Name : J SUBRAMANIAN Bill No : AYR653PQ2453  
 Address : PLOT NO 83 DEVINAGAR, 5 TH STREET INHAMBAKKAM, CHENNAI Bill Date : 03/09/2023  
 State : TAMIL NADU, Pincode : 600115, Mob No. : 9849126760  
 PAN : CFTP56880Q  
 Place of Supply : TAMIL NADU  
 Rate : 5583.10(22 CT)  
 Reference No. : NA  
 S. Exe : S NAGARAJAN(K)



**SALES INVOICE**

Sl No	HSN Code	Item Description / Purity	Gross Weight Grams(g)	Stone / Other Material*	Net Wt (Grams(g))	Metal Value	VADD %	VADD AFT DIS %	VA Diffrential	Taxable Amount
1	711318	CHAIN (22 CT 920)	32.130	0.000	32.130	179385.00	13.00	12.98		202675.05
<b>Total</b>			<b>32.130</b>		<b>32.130</b>	<b>179385.00</b>				<b>202675.05</b>

CGST 1.50% : 3040.130      SGST 1.50% : 3040.130      Invoice Total : 208755.110

**SALES RETURN**

Bill No : AYR653RGO03  
 Bill Date : 03/09/2023  
 Rate : 5585.00 (22 CT)

Sl No	HSN Code	Item Description	Gross Wt Grams(g)	Stone Wt Grams(g)	Net Wt Grams(g)	Metal Value	Stone Amount	VADD %	VADD AFT. DIS %	Taxable Amount
1		CHAIN	32.080	0.890	31.190	174196.15	4065.00	12.30	8.00	192136.85
<b>Total</b>			<b>32.080</b>	<b>0.890</b>	<b>31.190</b>	<b>174196.15</b>	<b>4065.00</b>			<b>192136.85</b>


CGST 1.50% : 2882.050      SGST 1.50% : 2882.050      Invoice Total : 197900.950

Invoice Summary		Settlement Summary		Mode of Receipt	
Invoice Details	Invoice Amt	Transactions	Amount	Cash	10,854.36
Gross Amount	202,705.05	Invoice Total	208,755.31		
Less MC Discount #	30.60	Less : Sales Return	-197,900.95		
Taxable Amount	202,675.05	Net Receivable	10,854.36		
CGST 1.50%	3,040.13				
SGST 1.50%	3,040.13				
Invoice Total	208,755.31				

Amount in words: Rupees Ten Thousand Eight Hundred And Fifty Four And Thirty Six  
**Total : 10854.36**  
 False Only

I hereby consent to receive messages via WhatsApp, SMS or other social media platforms and also receive calls in my mobile number provided in this invoice. Price inclusive of Hallmarking charges at Rs.45/- per piece.

**DELIVERED IN GOOD CONDITION**



Customer Signature \_\_\_\_\_

10:41 LTE 44%

Verify Hallmark

44AX5T Search

Jeweller Registration Number	6490134418
Assaying and Hallmarking Centre (AHC)	Star Assaying And Hallmarking Centre Pvt Ltd
AHC Recognition Number	SRO/RAHC/R-600550
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

