

**Email****CMED BIS****Complaint regarding gold ring sold without hallmark**

**From :** nirmalgupta8562@gmail.com  
**Subject :** Complaint regarding gold ring sold without hallmark  
**To :** CMED BIS <complaints@bis.gov.in>

Sat, Jun 29, 2024 03:40 PM

 3 attachments**My Information:**

- Name: Nirmal Gupta
- Address: 8/A, shanti nagar, civil lines.
- City, State, ZIP Code: Jaipur, Rajasthan 302006
- Email Address: [nirmalgupta8562@gmail.com](mailto:nirmalgupta8562@gmail.com)
- Phone Number: 8562009649

**Shop Information:**

- Name: Khandaka Jewellers
- Address: 3, Haldion Ka Rasta, Johri Bazar, Ramganj Bazar, Jaipur, Rajasthan 302003
- Contact Number: 9571265392

Date of Purchase: 15.04.2022

**Issue Description:**

I am writing to file a formal complaint against \*Khandaka Jain Jewellers\* for selling me a gold ring without the mandatory hallmark. The hallmark is a legal requirement to ensure the authenticity and purity of gold jewelry. The absence of this hallmark on the ring I purchased raises serious concerns about its quality and the shop's adherence to regulations.

**Evidence:**

Attached are the following documents to support my complaint:

1. Copy of the purchase receipt
2. Photo of the gold ring

**Desired Action:**

I request that your esteemed department investigate this matter and take appropriate actions against the shop to ensure compliance with hallmarking regulations. I also seek assistance in getting the ring hallmarked or receiving a refund for the purchase.

Thank you for your attention to this serious matter. I look forward to a prompt response and resolution.

Best regards,  
Nirmal Gupta

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