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**Re: Jewels quality issue**

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**From :** smanitnj@gmail.com

Fri, Aug 25, 2023 07:57 AM

**Subject :** Re: Jewels quality issue**To :** CMED BIS <complaints@bis.gov.in> 1 attachment**Cc :** HeadCMED <headcmed@bis.gov.in>

Hi CMED,

The jewellery doesn't have the hallmark code (attached the video) even this is purchased on 30-Apr-2023. What is procedure to register the complaint and where I can do it in this case?

Please guide me.

Thanks & Regards,  
Subramaniyan

On Mon, 21 Aug, 2023, 4:08 pm CMED BIS, <[complaints@bis.gov.in](mailto:complaints@bis.gov.in)> wrote:

Sir,

We thank you for approaching BIS in connection with your complaint.

In order to formally register your complaint, we request you to kindly confirm whether the jewellery is bearing BIS Hallmark or not. If yes, then kindly provide the following additional information:

1. Photographs of the jewellery clearly showing BIS Hallmark.
2. If testing of the jewellery has been carried out then kindly provide us with the report of same.

The information as requested above may kindly provided within 7 days so that necessary action may be initiated at our end.

Regards,  
Deepak Lodhwal, Dy. Director/Scientist-C  
Complaint Management & Enforcement Dept.  
BIS Headquarters

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**From:** [smanitnj@gmail.com](mailto:smanitnj@gmail.com)**To:** "CMED BIS" <[complaints@bis.gov.in](mailto:complaints@bis.gov.in)>**Sent:** Sunday, August 20, 2023 9:53:51 PM**Subject:** Jewels quality issue

Hi Sir/Madam,

I bought a 22 CT chain on 30-Apr-2023 at Kalyan Jewellers Chennai. The chain color is changed like a copper metal with in a month. Im wondering the quality of chain not good. I have attached the bill. Please let me know if any further information is required to register the complaint.

Name : Subramaniyan J

Mobile no : 9043543596

Address : No 83, Cholamandala thevi nagar, 5 th street. Injambakkam. Chennai - 600115

Thanks & Regards,  
Subramaniyan



**VID\_20230825\_075209.mp4**

15 MB

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