
Re: Complaint against Jeweller

From : uditgarg734@gmail.com

Thu, Sep 07, 2023 06:12 PM

Subject : Re: Complaint against Jeweller**To :** CMED BIS <complaints@bis.gov.in> 8 attachments

Mr. Deepak,
Thanks you for the response.

Kindly find below the details:

1. Purchase bill/invoice of jewellery.

No. 1 - Invoice no 68 - Date 27 Apr 2023 (invoice copy attached)

No. 2 - Invoice no s\23-24\1 - Date 27 Apr 2023 (invoice copy attached)

No. 3 - invoice no 79 - Date 27 Apr 2022 (invoice copy attached)

2. Photographs of the jewellery clearly showing Hallmark or any other markings.

Attached photographs. At some places the hallmark/markings were not clearly captured in photos. But visible by naked eye.

3. Your complete correspondence address so that investigation may be arranged at your end.

M-103, Puravankara Swanlake apartment,
OMR, Padur, Chennai - 603103

4. Name and complete address of the jeweller from where jewellery was purchased.

Rahul Gold Hous,3/33, OMR, Kelambakkam, Chennai - 693103

5. Any other related information.

When we purchased the jewelry, jeweller informed us that this hallmark BN916 which is visible on jewellery is the hallmark. But when we went to BIS Care app recently to validate, we for to know that the hallmark has to be 6 digit alphanumeric number. Kindly confirm whether the above hallmark BN916 is correct or fake. Also, how we can confirm the same through BIS along with purity of gold jewellery purchased.

Thanks,
Udit Garg
+91-7358058472

On Mon, Sep 4, 2023, 12:09 PM CMED BIS <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 provide us with the following additional information:

1. Purchase bill/invoice of jewellery.
2. Photographs of the jewellery clearly showing Hallmark or any other markings.
3. Your complete correspondence address so that investigation may be arranged at your end.
4. Name and complete address of the jeweller from where jewellery was purchased.
5. Any other related information.

The information as requested above may kindly be 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

From: uditgarg734@gmail.com
To: "CMED BIS" <complaints@bis.gov.in>
Sent: Saturday, September 2, 2023 11:11:28 PM
Subject: Complaint against Jeweller

Hi,

I am a resident of Kelambakkam, Chennai and purchased a gold chain and bangle from a nearby jewellery store. The Jeweller showed us that all the jewellery is hallmarked

Today I was reading an article that suggested that hallmark number has to be 6 digits. I validated against the jewelry I purchased but it has only 5 digit alphanumeric number.

Is that a fake hallmark number? If yes, how can I officially lodge a complaint.

My recent purchase from jeweller is on 27 apr 2023 and I have some purchase previous year as well. I have GST bills for all those purchases made.

Kindly guide.

Thanks,
Udit Garg
+91-7358058472



27_apr_2022_hallmark1.jpg
2 MB



27_apr_2023_bill.jpg
3 MB



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