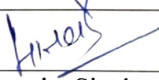


**BUREAU OF INDIAN STANDARDS
(Kolkata Branch Office-II)**

**REPORT OF INVESTIGATION OF COMPLAINT AT COMPLAINANT END
(FOR HALLMARKING RELATED COMPLAINTS)**

| 1. General | | |
|------------------------------------|---|--|
| i) | Name & address of the Complainant | Shri Kunal Dutta 52/1 Michaelnagar, North Twenty Four Parganas-700133 WEST BENGAL |
| ii) | Name and address of the recipient of material if different from the complainant | Same as above. |
| iii) | Nature of complaint (highlight the specific shortcomings) whether purity related or misuse of hallmarking | Quality of hallmarked article |
| iv) | In case, the complaint is against the centre, Name and address of the centre/ | NA |
| v) | In case, the complaint is against the Jeweller, Name and address of the Jeweller | ANJALI JEWELLERS PRIVATE LIMITED, N/17, JESSORE ROAD, BARASAT NORTH 24 PARGANAS- 700124 |
| vi) | Recognition number of AHC, in case the Centre is BIS recognised | NA |
| vii) | Registration number of Jeweller, in case the Jeweller is BIS registered | 5190125210 |
| viii) | Details of the complaint & complaint No. and date | Complaint No H-19326 Date 25.08.2024. The complaint is about the quality of Hallmarked bangle purchased by complainant. |
| ix) | Details of previous complaint(s) if any | No |
| 2. DETAILS OF INVESTIGATION | | |
| i) | Place and Date of investigation | Over complainant Mobile No- 8331019028 on dated 06.11.2024 |
| ii) | Persons contacted | Kunal Dutta |
| iii) | Quantity/Material under complaint, if applicable | Hallmarked Bangle (2 Pcs) |
| iv) | Date of product, purchase, if applicable | 10.05.2024 |
| v) | Date of purchase | 10.05.2024 |
| vi) | Total quantity purchased | 02 Pcs. |
| vii) | Source of purchase and details of bill/ cash memo | Yes. Bill No 4-0000896-2425 Dated 10.05.2024 (Bill attached) |
| viii) | Whether AHC/ Jeweller is aware of the complaint, if yes, action taken for the same | Yes. The complainant has informed that Jewellers has replaced the item under complaint. |
| ix) | Is the material hallmarked | Yes |
| x) | Whether the hallmark is genuine or spurious | Yes. HUID no verified in BIS care app and found genuine. |
| xi) | Details of markings on the product | BIS Logo 22k916 U9WABZ |
| xii) | Observation of the Auditor | The complainant has informed that redressal has been provided to them by way of replacement of under complaint. |

| | | |
|-------|---|--|
| xiii) | Details of sample drawn, if any, test request reference and date, lab sent, if applicable | NA. |
| xiv) | Date on which dispatched to lab by self/complainant | NA |
| xv) | Any other observations relevant to the complaint | |
| 4. | CONCLUSION (clearly mentioning whether complaint has been established or not): | The jewelers has accepted the concerned of complainant and already replaced the article under complaint. |
| 5. | RECOMMENDATIONS: | <p>The complainant was contacted on 06.11.2024 over his the mobile number M-8331019028. The complainant has informed over the telephone that M/s Anjali Jewellers Pvt Ltd, against which the online complaint (H-19329 Dated 25.08.2024) was lodged has replaced the article under complaint with a new one, and he is satisfied with the quality of the latest article. An email was also sent to the complainant on 07.11.2024 for their confirmation in writing. The complainant has submitted a reply in which he mentioned that the article under complaint has been replaced and this complaint may be closed. (Email copy attached)</p> <p>As the redressal has been provided to the complainant by the replacement of the article under complaint from the jewelers and the complainant has mentioned that the complaint may be closed. Therefore given the above and as per clause 11.6 of guidelines for dealing with complaints related (CMED/GEN/8 Dated 05 June 2023).It is recommended that the above complain may be closed.</p> |

| | |
|--------------------|--|
| Signature |  |
| Name | Manvendra Singh |
| Designation | Scientist-D/JD |

U9WABZ

Search

| | |
|---------------------------------------|--------------------------|
| Jeweller Registration Number | 5190125210 |
| Assaying and Hallmarking Centre (AHC) | SUNIL HALLMARKING CENTRE |
| AHC Recognition Number | ERO/RAHC/R-700638 |
| AHC Address | 195/1 RASH BEHARI AVENUE |

| | |
|---------------------|-------------|
| Article Type | Baby Bangle |
| Date of Hallmarking | 16-12-2023 |
| Purity | 22K916 |

Reset

**Re: MOST URGENT- Confirmation for replacement of article under complaint -
Complaint No H-19326, Date 25.08.2024**

KD KUNAL DUTTA <kunaldutta40@gmail.com>
Thu, 07 Nov 2024 5:31:02 PM +0530
To "kkbo-2@bis.gov.in" <kkbo-2@bis.gov.in>

Yes they have replaced the item. The complaint can be closed.

On Thursday, November 7, 2024, KKBO BIS <kkbo-2@bis.gov.in> wrote:

Dear Sir,

Kind Attention- Shri Kunal Dutta

This is in reference to the conversation we had with you on 06.11.2024 via phone number (M-8331019028) regarding the online complaint (Complaint No H-19326, Date 25.08.2024) submitted to BIS regarding Hallmarked Articles purchased from jeweller Anjali Jewellers Pvt Ltd.

During our conversation, you informed me that M/s Anjali Jewellers Pvt Ltd has replaced the article under complaint with a new one, and you are completely satisfied with the quality of the new article. Therefore, you believe that the above complaint can be closed by us.

In view of the above, we would greatly appreciate your confirmation regarding the observations made during our discussion. A response via email within seven days would be most helpful. In the event that a response is not received within seven days from the date of communication, we will proceed with the closure of complaints.

Thanks and Regards
Manvendra Singh
Scientist-D/Joint Director
Bureau of Indian Standards
Kolkata Branch Office-II
Mob-7898761487

Name: TITHI DUTTA
 Address: 52/1 MICHAEL NAGAR, KOLKATA -700133 WEST BENGAL

Phone no: 9163581739
 Delv Place: WEST BENGAL Mode: Hand delivery
 Gold rate: 22 Ct: 6895,

ANJALI JEWELLERS

Invoice no: 4-0000896-2425
 Date: 10-05-2024
 Salesman Id: HPM St: BST 4
 Bill time: 10/05/2024 04:28:52 PM

Tax Invoice (Original - Buyer's Copy)

| HSN | Code no | Description | CT | Gr. wt (Gms) | Net Wt (Gms) | Pc | Amount (Rs) |
|------------------------------|----------------|-------------|----|--------------|--------------|----|-------------|
| 711319 | BRG4404255 W03 | BOUTI(H) | 22 | 15.920 | 5.470 | 2 | 42980.58 |
| ** Total bill value 44270.00 | | | | | | | 42980.58 |
| Add SGST @1.5000% | | | | | | | 644.71 |
| Add CGST @1.5000% | | | | | | | 644.71 |
| Add IGST @0.0000% | | | | | | | 0.00 |
| Adjustments * | | | | | | | 0.00 |
| Net amount (Rs.) | | | | | | | 44270.00 |

(All Jewellery items are breakable, Handle with Care)
 Amount in Words : Forty Four Thousand Two Hundred Seventy Only

| Diamond details | | | | Payment Details | | | * Adjustment Details | | | |
|-----------------|----|-----|---------|-----------------|--------------|-------------|----------------------|----------|----------------|-------------|
| Item | Wt | Pcs | D Value | By | Reference no | Amount (Rs) | Ref no | * GST On | * GST Adjusted | Amount (Rs) |
| | | | | CARD | *5941 UCO | 44270.00 | | | | |

WEIGHT CHECKED
 Monolith & AS
 DELIVERED
 GIFT DELIVERED

HALL MARKED GOLD
 999.9
 BIS CERTIFIED JEWELLERS
 GOLD YOU CAN TRUST

* See Overleaf for terms & conditions.
 * I agree with all terms & conditions.

Scan & Pay



Bank name: STATE BANK OF INDIA
 IFSC: SBIN0007195
 Acno: 30944455237

Only for purchase of Ornaments purpose



Customer Sign

Monolith AS

Cashier Sign
 (PRATICK)

Pratick

ANJALI JEWELLERS PRIVATE LIMITED

N/17, JESSORE ROAD (NEAR DAKBANGLO MORE), 24 PARGANAS (NORTH), KOLKATA-700124. Phone: 2584-7139/7142
 Email: anjalijewellers1@yahoo.com Website: www.anjalijewellers.in
 CIN: U36911WB1992PTC056911, PAN: AACCA3710C, GSTIN: 19AACCA3710C1ZA

www.anjalijewellers.in

See overleaf for terms @ conditions

△ 22K91609WABZ