

## हॉलमार्किंग विभाग

हमारा संदर्भ / एच एम डी :14:39

02-03-2020

विषय :. हॉलमार्किंग गतिविधियों की शिकायतों की जांच के लिए प्रोफार्मा

यह उपर्युक्त विषय के संदर्भ में है। सक्षम प्राधिकारी के सिफारिश के अनुसार, हॉलमार्किंग विभाग ने मान्यता प्राप्त एसेयिंग और हॉलमार्किंग केंद्रों और पंजीकृत ज्वैलर्स के खिलाफ शिकायत की जांच के लिए प्रोफार्मा तैयार किया है जो निम्नलिखित है :

- i) Report of investigation of complaint against recognized A&H centre (HMD/Complaint/01)
- ii) Report of investigation of complaint against Registered jeweller (HMD/Complaint/02)
- iii) Report of investigation of complaint at Complainant end (HMD/Complaint/03)

अनुमोदित प्रोफार्मा तत्काल प्रभाव से कार्यान्वयन के लिए परिपत्र के साथ संलग्न हैं ।

**मंजू गुप्ता**

**वैज्ञानिक एफ एवं प्रमुख (हॉलमार्किंग)**

सभी क्षेत्रीय उपमहानिदेशकसभी क्षेत्रीय हॉलमार्किंग समन्वयक / सभी क्षेत्रीय कार्यालय सभी शाखा कार /्यालय

## Hallmarking Department

Our Ref: HMD/14:39

02/03/2020

Sub.: Proforma for investigation of complaints w.r.t. the Hallmarking activities

This has reference to the above mentioned subject. As advised by Competent Authority, HMD has prepared proforma for the investigation of complaint against recognized A&H Centres and Registered jewellers as follows:

- iv) Report of investigation of complaint against recognized A&H centre (HMD/Complaint/01)
- v) Report of investigation of complaint against Registered jeweller (HMD/Complaint/02)
- vi) Report of investigation of complaint at Complainant end (HMD/Complaint/03)

The approved proforma are attached with the circular for implementation with immediate effect.

Manju Gupta  
Sc.F & Head (Hallmarking)

To,  
All DDGRs/ROs/BOs/HMOs- through intranet

**BUREAU OF INDIAN STANDARDS**

**REPORT OF INVESTIGATION OF COMPLAINT AGAINST RECOGNISED A&H CENTRE**

**RO/BO:**

<b>1.</b>	<b>General</b>	
i)	Name & address of the Assaying and Hallmarking Centre	
ii)	BIS Recognition No., Validity Date & Scope of recognition	
iii)	Date of investigation	
iv)	Persons contacted	
v)	Details of the complaint	
vi)	Details of previous complaint(s) if any	
<b>2.</b>	<b>DETAILS OF INVESTIGATION</b>	
i)	Whether there is any change in management, premises, technical manpower or infrastructure without informing BIS	
ii)	Whether all test and marking equipment are in working condition and under valid calibration	
iii)	Whether security system, like CCTV are in operation. Check records of CCTV and verify receiving and delivery activities.	
iv)	Whether the articles accepted for assaying and hallmarking are only from BIS registered jewellers in the prescribe format.	
v)	Whether lot wise records of articles received from jewellers are available. Do they tally with records of assaying, hallmarking done and delivery ( if complaint is against purity, check record of the particular article under investigation)	
vi)	Whether XRF testing, fire assay and laser marking are being done by competent personnel regularly. Check records.	
vii)	Whether following records are maintained on regular basis? ➤ Receipt/Collection Voucher ➤ Record of Jewellers, Respective Registration & Identification Marks ➤ XRF Card ➤ Stock Register of CRMs	

	<ul style="list-style-type: none"> <li>• Check Gold, Silver, Copper &amp; Lead</li> <li>➤ Assaying Report</li> <li>➤ Assaying Sheet</li> <li>➤ Test Certificate</li> <li>➤ Marking Record Sheet</li> <li>➤ Invoice cum Delivery Challan</li> </ul>	
viii)	Whether records indicate traceability of individual lot with time of its receipt and delivery with Hallmark.	
ix)	Whether testing had been for precious metal which was beyond scope of recognition, without seeking formal inclusion of the precious metal in their scope of recognition.	
x)	Whether Hallmarking done for non-registered jeweller	
xi)	Whether sampling plan given in IS 15820 is followed and relevant records are available.	
xii)	Whether CRMs are used in assaying and corresponding receipt, consumption records of CRMs are available.	
xiii)	Whether proof assay cornets are available. Do they tally with lot wise assay record	
xiv)	Is marking done on all removable / detachable parts and the design & sequence of marking is followed.	
xv)	Is the logo of A & H centre used in article are same as declared to BIS	
xvi)	Whether each activity completed and records available before proceeding to next activity.	
xvii)	Whether arrangement for uninterrupted power supply available	
xviii)	Results of Testing witnessed if required	
xix)	Any other information specifically related to complaint	
xx)	Whether any of the terms and conditions violated.	
<b>xxi)</b>	<b>Deficiencies, if any, shall be communicated through Discrepancy/Variation Report</b>	
<b>3</b>	<b>Whether jeweller end investigation required, if yes, the action taken for the same</b>	
<b>4.</b>	<b>CONCLUSION (clearly mentioning whether complaint has been established or not):</b>	
<b>5.</b>	<b>RECOMMENDATIONS:</b>	

<b>Signature</b>	
<b>Name</b>	
<b>Designation</b>	

**BUREAU OF INDIAN STANDARDS****REPORT OF INVESTIGATION OF COMPLAINT AGAINST REGISTERED JEWELLER**

RO/BO:

<b>1.</b>	<b>General</b>	
i)	Name & address of the Jeweller	
ii)	BIS Registration No. & Validity Date	
iii)	Date of investigation	
iv)	Persons contacted	
v)	Details of the complaint  (If the complaint is against purity of hallmarked article pl. indicate the availability of sales invoice with complainant, details of A&H centre who has hallmarked including its validity of recognition)	
vi)	Details of previous complaint(s) if any	
<b>2.</b>	<b>DETAILS OF INVESTIGATION</b>	
i)	Whether there is any change in management or premises without informing BIS	
ii)	Whether jewellery sold with registration mark of the jeweler as declared to BIS	
iii)	Whether evidence of purchase available if jewellery sold with registration mark of the other jeweler	
iv)	Whether the jewellery sent for hallmarking to only recognized A&H centres.	
v)	Whether the articles sent for assaying and hallmarking in the prescribe format duly signed by authorized representative of the jeweller	
vi)	Whether bill or invoice of the hallmarked articles is as per guidelines	
vii)	Whether record of copies of request for hallmarking , invoice issued by A&H centre, invoice of articles sold, invoice of purchase of hallmarked article from jewelers available for a period of five years (particularly for the article under investigation)	
viii)	Whether the display requirements are followed	

ix)	Reasons attributed by the jeweller for the complaint	
x)	Details of Samples drawn if required	
xi)	Any other information specifically related to complaint	
xii)	Whether any of the terms and conditions violated.	
<b>xiii)</b>	<b>Deficiencies, if any, shall be communicated through Discrepancy/Variation Report</b>	
<b>3</b>	<b>Whether A&amp;H centre end investigation required, if yes, the action taken for the same</b>	
<b>4.</b>	<b>CONCLUSION (clearly mention whether complaint has been established or not):</b>	
<b>5.</b>	<b>RECOMMENDATIONS:</b>	

<b>Signature</b>	
<b>Name</b>	
<b>Designation</b>	

**BUREAU OF INDIAN STANDARDS****REPORT OF INVESTIGATION OF COMPLAINT AT COMPLAINANT END**

RO/BO:

<b>1.</b>	<b>General</b>	
i)	Name & address of the Complainant	
ii)	Name and address of the recipient of material if different from the complainant	
iii)	Nature of complaint(highlight the specific shortcomings) whether purity related or misuse of hallmarking	
iv)	In case, the complaint is against the centre, Name and address of the centre/	
v)	In case, the complaint is against the Jeweller, Name and address of the Jeweller	
vi)	Recognition number of AHC, in case the Centre is BIS recognised	
vii)	Registration number of Jeweller, in case the Jeweller is BIS registered	
viii)	Details of the complaint & complaint No. and date	
ix)	Details of previous complaint(s) if any	
<b>2.</b>	<b>DETAILS OF INVESTIGATION</b>	
i)	Place and Date of investigation	
ii)	Persons contacted	
iii)	Quantity/Material under complaint, if applicable	
iv)	Date of product, purchase, if applicable	
v)	Date of purchase	
vi)	Total quantity purchased	
vii)	Source of purchase and details of bill/ cash memo	
viii)	Whether AHC/ Jeweller is aware of the complaint, if yes, action taken for the same	
ix)	Is the material hallmarked	
x)	Whether the hallmark is genuine or spurious	
xi)	Details of markings on the product	
xii)	Observation of the Auditor	
xiii)	Details of sample drawn, if any, test request reference and date, lab sent, if applicable	
xiv)	Date on which despatched to lab by self/ complainant	
xv)	Any other observations relevant to the complaint	
<b>4.</b>	<b>CONCLUSION (clearly mentioning whether complaint has been established or not):</b>	
<b>5.</b>	<b>RECOMMENDATIONS:</b>	

<b>Signature</b>	
<b>Name</b>	
<b>Designation</b>	