


**INPUTS OF THE DEPARTMENT FOR CPGRAMS RESPONSE**

COMPLAINANT DETAILS	COMPLAINT DETAILS	RESPONSE BY BIS	REMARKS
<p>REGISTRATION NUMBER: <b>DOCAF/E/2024/0005895</b></p> <p>REGISTRATION DATE : <b>02-08-2024</b></p> <p>COMPLAINT RECEIVED IN BIS : <b>27-08-2024</b></p> <p>COMPLAINANT'S NAME: <b>Shri Narayan Mahto</b></p> <p>ADDRESS OF COMPLAINT: <b>M/s Richa Jewellers Main Chowk, Near Shalimaar Hotel, Godda</b></p> <p>COMPLAINANT'S CONTACT NO. <b>91358 05339</b></p> <p>E-MAIL: <b>justconnectmr@gmail.com</b></p>	<p>Complaint No. M-19356</p> <p>Misleading Advertisement</p>	<p>Complainant has complained that M/s Richa Jewellers situated at Main Chowk, Near Shalimar Hotel, Godda, Jharkhand is engaged in deceptive practices by selling ornaments of low purity while claiming them to be Hallmark certified and misleading customers by writing "Hologram" instead of "Hallmark" on their shop's bill.</p> <p>Based on the details provided by complainant, it is observed that the jeweller is not using BIS Logo on the ornaments, invoice etc. Jeweller has only used the word 'Hologram' in the bill which is not a violation as per BIS Act, 2016. The undersigned also tried to contact the complainant over phone for collecting further details, but the number was found to be incorrect.</p> <p>Moreover, Godda District is not under mandatory Hallmarking.</p> <p>In view of the above, complaint may please be processed for closure.</p>	

~~Head (DBO)~~

*Dr. 04/11/24*

Signature:   
 Name: Dillip Chattar  
 Designation: Scientist-D/Joint Director  
 Department: Bureau of Indian Standards