

**BUREAU OF INDIAN STANDARDS**  
**MADURAI BRANCH OFFICE**  
**REPORT OF INVESTIGATION OF COMPLAINT AT LICENSEE END**

**Our Ref:** MDBO/ H-19581

**Date:** 17 10 2024

**Subject:** Complaint against M/s Balaji Jewellery, 71a, Pudukkottai Main Road, Lakshmi Complex, Illuppur, Pudukkottai, Tamil Nadu

0. GENERAL	
0.1 Complaint No.& Date	Complaint No. H-19581 dated 06 09 2024, received at MDBO on 15 09 2024
0.2 Name and address of the Complainant	Mr. Palaniyappan, 567, Erukkumanipatti, Rappusal post, Illuppur, Pudukkottai, Tamilnadu- 622102
0.2.1 Name and address of the recipient of material (if different from 0.2)	NA
0.3 Product and IS No.	Gold, IS 1417
0.4 Specific nature of complaint	Complaint made about Misuse of hallmark (HUID not available on gold ornaments)
0.5 Licence No. & valid upto	R-6920497120 and validity 2028-03-26
0.6 Is complainant end report available at the time of licensee end investigation?	No
1. DETAILS OF INVESTIGATION	
1.1 Date of Investigation	17 10 2024
1.2 Persons contacted	Proprietor
1.3 Quantity under complaint	Bracelet- 1 No.
1.4 Whether licensee is aware of the complaint	No
1.4.1 If yes, actions taken for the same	Not Applicable
1.4.2 Licensee's opinion on the complaint	Licensee is unaware of the complaint
1.4.3 Whether material was sold directly or through dealer, retailer etc.,	Directly sold
1.4.4 Is product under warranty/ guarantee/service contract?	No
1.5 Licensee's record of the material under complaint	Could not be verified
1.6 Manner of marking adopted by licensee for the product under complaint	Laser marking
1.7 Has the material been taken back by licensee?	No, as Licensee is unaware of the complaint
1.7.1 If yes, observations on the same vis-a-vis specific nature of complaint	Not Applicable
1.8 Is the batch/lot/control unit under complaint held in stock by the licensee?	Not Applicable
1.8.1 If yes, give factory testing details (if carried out on the same)	Not applicable
1.9 Any other observations	<ul style="list-style-type: none"><li>During the discreet visit on 17 10 2024 , it was observed that the Jeweller is still</li></ul>

	having Gold ornaments with old hallmarking logos. <ul style="list-style-type: none"><li>• HUID was not available in any of the jewellery displayed for sale.</li></ul>
2. CONCLUSION	The genuineness of the complaint established
3. RECOMMENDATIONS	Since the complaint was established and misuse of the Hallmark was observed, it is recommended to proceed with an enforcement raid. In light of the findings, it is recommended that the complaint be closed.

*Prem Sai-*

Name Prem Sajani.P  
Designation Scientist – E