

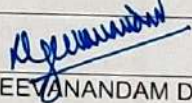
Proforma III
BUREAU OF INDIAN STANDARDS
 (CHENNAI Branch Office)

CP/3:01

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

1. General	
i)	Name & address of the Complainant Mrs Logeshwari No. 4/665, 13th Cross street, Bharathiyar nagar, Neelankarai, Chennai - 115. Ph.no - 8608419857 / 8608419750
ii)	Name and address of the recipient of material if different from the complainant As mentioned in the email sent to complaints@bis.gov.in , the said material was not purchased by the complainant.
iii)	Nature of complaint (highlight the specific shortcomings) whether purity related or misuse of hallmarking About issuance of only rough estimation against the bill and without any BIS hallmark symbol & 916 Jeweler asked to bring back the jewelry item after two days for hallmarking are the contents of complaint and Concluded as violation of mandatory hallmarking order by CMED.
iv)	In case, the complaint is against the centre, Name and address of the centre Against Jeweller only
v)	In case, the complaint is against the Jeweller, Name and address of the Jeweller 6790357730, As available in manakonline portal, MAHALAKSHMI JEWELLERS, 3/146, EAST COAST ROAD, NEELANKARAI, CHENNAI, 600041
vi)	Recognition number of AHC, in case the Centre is BIS recognised -
vii)	Registration number of Jeweller, in case the Jeweller is BIS registered 6790357730
viii)	Details of the complaint & complaint No and date During the Complainant end investigation on 18.8.2023, Complainant has reiterated (i) about the non-issuance of proper bill but rough estimation only issued and article was without any BIS hallmark symbol & 916 (ii) Jeweler asked to bring back the jewelry item after two days for hallmarking
ix)	Details of previous complaint(s) if any None
2. DETAILS OF INVESTIGATION	
i)	Place and Date of investigation Place as mentioned above and Date : 18.8.2023
ii)	Persons contacted Mrs Logeshwari
iii)	Quantity/Material under complaint, if applicable 7.970 g as per rough estimate shared by the complainant
iv)	Date of product, purchase, if applicable -
v)	Date of purchase 24.4.2023
vi)	Total quantity purchased PI see above 2(iii)
vii)	Source of purchase and details of bill/cash memo No invoice submitted by the complainant since same was not issued by the jeweler to them as revealed during the complainant end investigation and only rough estimate has been shared
viii)	Whether AHC/ Jeweller is aware of the complaint, if yes, action taken for the same No
ix)	Is the material hallmarked No hallmarking components were available on the jewelry as observed
x)	Whether the hallmark is genuine or spurious PI see the above remark.
xi)	Details of markings on the product No hallmarking components were available on the jewelry as observed

xii)	Observation of the Auditor	None
xiii)	Details of sample drawn, if any, test request reference and date, lab sent, if applicable	NA
xiv)	Date on which despatched to lab by self/complainant	NA
xv)	Any other observations relevant to the complaint	None based on the complainant's investigation.
4.	CONCLUSION (clearly mentioning whether complaint has been established or not):	<p>During the complainant end investigation, complainant has again submitted only a rough estimate dt 25.4.2023 (Rs. 29829 inclusive GST of Rs.1524) for the purchase of jewelry as claimed and whereas shared UPI transaction details for the amount of Rs 29000 which is less than the rough estimate (PI see Annex 1)</p> <p>Also, the jewelry shown to the undersigned does not have any marked component of hallmark.</p> <p>Genuineness of complaint i.e. about violation of QC order can be ascertained only after investigation at our registered jeweler, and the situation of the shop within the jurisdiction of Chennai, one of notified District for sale of hallmarked jewels.</p>
5.	RECOMMENDATIONS:	Further investigations are to be carried out at Jeweler namely M/s MAHALAKSHMI JEWELLERS, 3/146, EAST COAST ROAD, NEELANKARAI, CHENNAI, 600041 registered with us under registration no: 6790357730 to corroborate the findings of complainant end investigation, for logical conclusion.

Signature	
Name	JEEVANANDAM D
Designation	Sc D & Jt Director, Chennai Branch Office



To voraram bhayal

+91 *****9393

₹29,000

Pay again

Split with friends

✓ Completed

Apr 25, 2023 9:14 PM



Axis Bank 5969



UPI transaction ID

311593668151

To: MAHALAKSHMI BANKERS

mahalakshmi bank2004@okaxis

From: SANDHIYA KARUNA (Axis Bank)

sandiya.sai1996@okicici

Google transaction ID

CICAgJCfpYrsBQ

Powered by





voraram bhayal

+91 *****9393



voraram bhayal

+91 *****9393

Joined February 2022

Apr 25 9:14 PM

Payment to voraram

₹29,000

✓ Paid • Apr 25

You earned a scratch card!



Tap to view

Pay

Request

Message...



Re: Complaint about Jewellery purchased

From : logesh2803@gmail.com

Mon, May 08, 2023 12:59 PM

Subject : Re: Complaint about Jewellery purchased**To :** CMED BIS <complaints@bis.gov.in> 5 attachments

Dear Sir/ Madam,

Thankyou for replying my mail. Here by I have attached the image of the jewellery and my address.

Address

No. 4/665, 13th Cross street,

Bharathiyar nagar,

Neelankarai,

Chennai - 115.

Ph.no - 8608419857 / 8608419750

Thanks & Regards,

Logeshwari

On Thu, 4 May 2023, 10:13 am CMED BIS, <complaints@bis.gov.in> wrote:

Madam,

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. Photographs of the jewellery clearly showing any type of markings on it.
2. Your complete correspondence address so that investigation at your end may be arranged.
3. Any other information.

The information as requested above may kindly be provided at the earliest so that necessary action may be initiated at our end.

Regards,

Deepak Lodhwal, Dy. Director/Scientist-C

Complaint Management & Enforcement Department

BIS Headquarters

From: logesh2803@gmail.com**To:** "CMED BIS" <complaints@bis.gov.in>**Sent:** Saturday, April 29, 2023 4:35:40 PM**Subject:** Complaint about Jewellery purchased

Dear Sir/Madam,

Good Evening. This is Logeshwari and Am working as a Teacher in pvt Institution. This is to inform you that, I had purchased a gold chain for my husband for our anniversary. My mother and sister went to the shop and purchased by exchanging my old broken jewels. They have taken my old broken jewels 4.7g around the cost of Rs.22000 and I had paid with that Rs. 29000 to purchase 1 savran (7.970g) chain.

Now, the problem is, in chain anywhere it was not mentioned BIS Hallmark symbol and 916. That seller told that chain was 916, but he will put 916 symbol after two days of purchasing. Sellar was asking us to bring chain after two days of purchasing to put 916 hallmark symbol in that. One more thing, in the bill it was mentioned at the top it was rough estimation. Since, my mother is not well educated as she doesn't know about this things. So, I am requesting you to kindly take action on this matter.

Hereby I have attached the receipt what we purchased and the shop details.
Thankyou,

Regards,
Logeshwari



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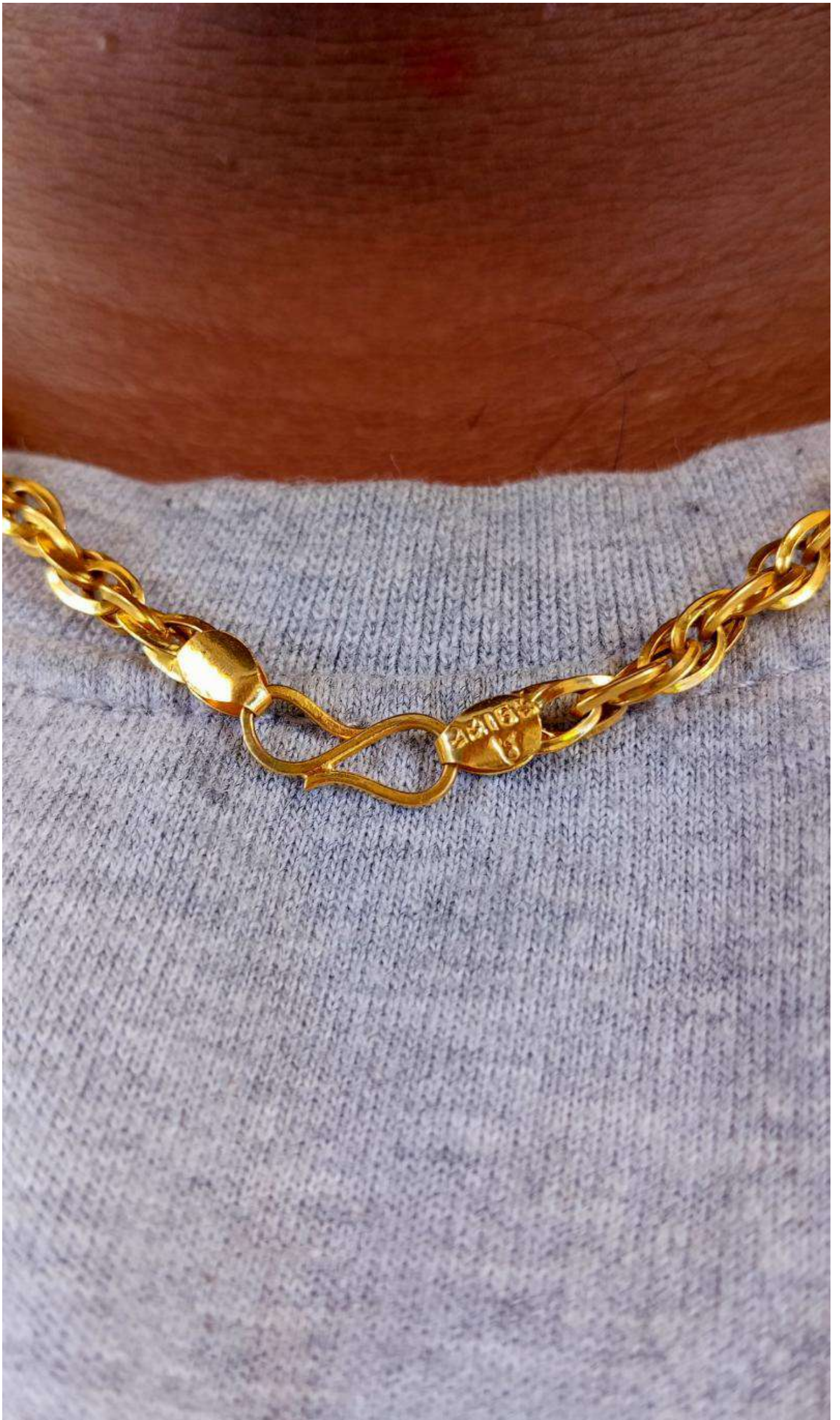
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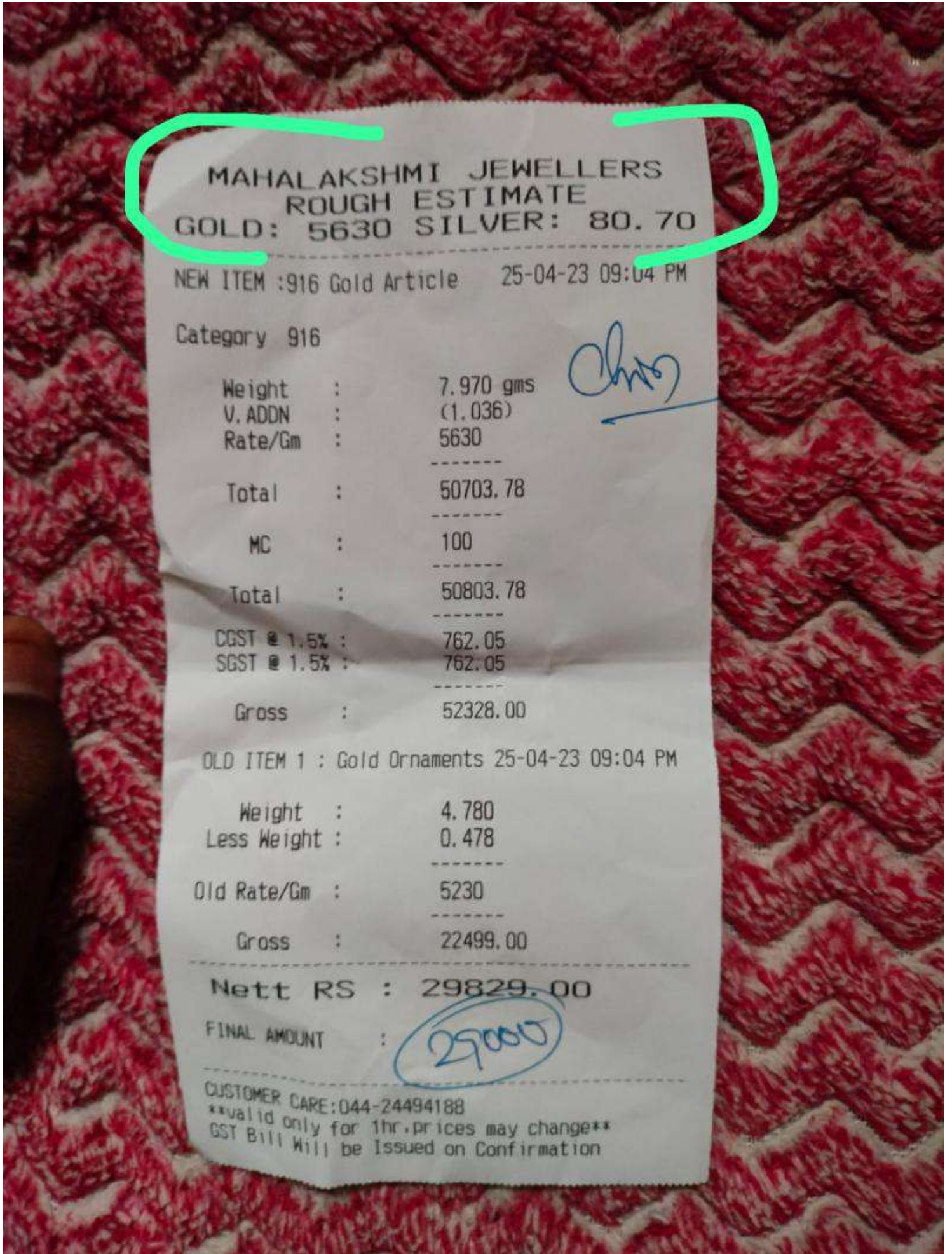
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MAHALAKSHMI JEWELLERS
ROUGH ESTIMATE
GOLD: 5630 SILVER: 80.70

NEW ITEM :916 Gold Article 25-04-23 09:04 PM

Category 916

Weight : 7.970 gms
V. ADDN : (1.036)
Rate/Gm : 5630

Chms

Total : 50703.78

MC : 100

Total : 50803.78

CGST @ 1.5% : 762.05
SGST @ 1.5% : 762.05

Gross : 52328.00

OLD ITEM 1 : Gold Ornaments 25-04-23 09:04 PM

Weight : 4.780
Less Weight : 0.478

Old Rate/Gm : 5230

Gross : 22499.00

Nett RS : ~~29829.00~~

FINAL AMOUNT : *29000*

CUSTOMER CARE:044-24494188
valid only for 1hr,prices may change
GST Bill Will be Issued on Confirmation

