

Proforma IV
BUREAU OF INDIAN STANDARDS
 (NOIDA Branch/Regional Office)

REPORT OF INVESTIGATION OF COMPLAINT AGAINST RECOGNISED A&H CENTRE

1.	General	
i)	Name & address of the Assaying and Hallmarking Centre	A ONE TONCH & HALLMARKING CENTRE Address- 290, NEEM KI CHARAIBAREILY, UTTAR PRADESH, BAREILLY, BAREILLY, UTTAR PRADESH ,243003
ii)	BIS Recognition No., Validity Date & Scope of recognition	NRO/RAHC/R-160105, Validity:15/05/2025, Recognized for Yellow Gold Hallmarking
iii)	Date of investigation	05/09/2024
iv)	Persons contacted	Mr. Ajay Kadam (Mob- 6397022984)
v)	Details of the complaint	Complaint is regarding malpracrices by BIS recognized A&HC- M/s A ONE TONCH & HALLMARKING CENTRE.
vi)	Details of previous complaint(s) if any	
2.	DETAILS OF INVESTIGATION	
i)	Whether there is any change in management, premises, technical manpower or infrastructure without informing BIS	NO
ii)	Whether all test and marking equipment are in working condition and under valid calibration	YES
iii)	Whether security system, like CCTV are in operation. Check records of CCTV and verify receiving, delivery and assaying activities.	CCTV is not operational and there is no recordings saved and the CCTV system was damaged. The A&H Centre was not able to show recording of CCTV camera for a minimum of last 30 days
iv)	Whether the articles accepted for assaying and hallmarking are only from BIS registered jewellers in the prescribed format.	YES
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)	Available. Records couldn't be checked as CCTV footage was not available. So time between receiving, assaying, hallmarking and delivery couldn't be established.

vi)	Whether XRF testing, fire assay and laser marking are being done by competent personnel regularly. Check records.	YES
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 • Check Gold, Silver, Copper & Lead ➤ Assaying Report ➤ Assaying Sheet ➤ Test Certificate	No internal records maintained. XRF details and assaying report available in portal.
	➤ Marking Record Sheet (marked after July 2021 shall have HUID) ➤ Invoice cum Delivery Challan (hard copy of the records as per applicability based on four marking /HUID on the article to be verified)	Records maintained for Invoice cum Delivery Challan
viii)	Whether records indicate traceability Of individual lot with time of its receipt and delivery with Hallmark.	Couldn't trace time as CCTV footage was not available
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.	NO
x)	Whether Hallmarking done for non-registered jeweller	NO
xi)	Whether sampling plan given in IS 15820 is followed and relevant records are available.	NO
xii)	Whether CRMs are used in assaying and corresponding receipt, consumption records of CRMs are available.	YES
xiii)	Whether proof assay cornets are available. Do they tally with lot wise assay record	YES
xiv)	Is marking done on all removable / detachable parts and the design & sequence of marking is followed.	Couldn't be assessed as there was no item with marking available
xv)	a) Verify HUID details marked on the article with that from Portal b) If article has four marks check the logo of A & H centre used in article are same as declared to BIS	Couldn't be assessed as there was no item with marking available
xvi)	Whether each activity completed and records available before proceeding to next activity.	No internal records maintained.

xvii)	Whether arrangement for uninterrupted power supply is available	Available
xviii)	Results of Testing witnessed if required	N/A
xix)	Any other information specifically related to the complaint	-
xx)	Whether any of the terms and conditions are found violated.	Clause 6, CLOSED CIRCUIT TV (CCTV) BACKUP of HM/A&HC/Guidelines /3 January 2022 have been violated
xxi)	Deficiencies, if any, shall be communicated through Discrepancy/Variation Report- DV has been given to A&H Center (Copy attached)	
3	Whether jeweller end investigation required, if yes, the action taken for the same	NO
4.	CONCLUSION (clearly mentioning whether complaint has been established or not): With respect to Complaint O-18607, an investigation on A&H center was conducted on 05/09/2024, and the findings were: 1) the A&H Centre was not able to show recording of CCTV camera for a minimum of last 30 days, 2) No internal records were maintained. In view of the above, the complaint for malpractices by BIS recognized A&HC- M/s A ONE TONCH & HALLMARKING CENTRE has been established.	
5.	RECOMMENDATIONS: In view of the above, the firm has violated Clause 6, CLOSED CIRCUIT TV (CCTV) BACKUP of HM/A&HC/Guidelines /3 January 2022 and is fit for cancellation. Therefore as per para 10.5 of Guidelines for Dealing with Complaints related to Quality of BIS Certified Products ref: CMED/GEN/8 dated 05 June, 2023, we may proceed for cancellation.	

Signature	
Name	Rasujit Chongder
Designation	Scientist-B