

Appendix 4

BUREAU OF INDIAN STANDARDS

(BO/Marks Deptt. of RO/SP & CAD)

REPORT OF INVESTIGATION OF COMPLAINT AT LICENSEE END

Our Ref: Date: 24/07/2024

Subject: Complaint against M/s P. S. Jewellers

0. GENERAL

0.1 Complaint No- O-17822 & Date- 28-04-2024

0.2 Name and address of the Complainant- Raj Shekhar Yadav, Prayagraj

0.2.1 Name and address of the recipient of material

0.3 Product and IS No: Gold Jewelry (Naath)

0.4 Specific nature of complaint:

0.5 Licence No. & valid upto

0.6 Is complainant end report available at the time of licensee end investigation?

1. DETAILS OF INVESTIGATION

1.1 Date of Investigation: 24/07/2024

1.2 Persons contacted: Vivek Agarwal (Mob no: 9936663868)

1.3 Quantity under complaint: 4.360 gms of Gold jewelery (Naath)

1.4 Whether licensee is aware of the complaint: It was informed by me on the date of Investigation

1.4.1 If yes, actions taken for the same

1.4.2 Licensee's opinion on the complaint: The jewelery firm was not able to trace back the item sold even after providing the Tax Invoice (Bill)

1.4.3 Whether material was sold directly or through dealer, retailer etc.,: Sold directly

1.4.4 Is product under warranty/ guarantee/service contract?: Gold Jewelry

1.5 Licensee's record of the material under complaint: No records were provided during visit

1.6 Manner of marking adopted by licensee for the product: Hall marking of Gold under complaint

1.7 Has the material been taken back by licensee?: No

1.7.1 If yes, observations on the same vis-a-vis specific nature of complaint

1.8 Is the batch/lot/control unit under complaint held in stock by the licensee?: NA

1.8.1 If yes, give factory testing details (if carried out on the same)

1.9 Any other observations

2. CONSLUSION

The Jewellery firm was not able to provide any HUID. Addition to that a random verification of items was conducted and the below details were recorded.

	Ornament Type	Weight (gms)	HUID
1	Chain	25.6 gms	YMV6ZT
2	Ring	2.050 gms	IH9MBF
3	Naath	3.550 gms	GV22DP
4	Naath (with chain)	8.340 gms	DHCA1I
5	Earrings (one piece)	3.280 gms	HNKSSS
6	Naath	0.850 gms	No HUID as wt is less than 2 gms

3. RECOMMENDATIONS

In the view of the above, the complaint may be transferred to LKBO for complaint end investigation.