

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. Jewelers

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: Avanish Kumar, House no: 225/3D/177, Pritam Nagar, Near Aurobindo School, Prayagraj- 211011

0.3 Product and IS No: Gold Jewelry (Naath) & IS 1417: 2016

0.4 Specific nature of complaint: Violation of Quality Control Order

0.5 Licence No. & valid upto: 9390222218

0.6 Is complainant end report available at the time of licensee end investigation? - No

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 jewelry (Naath)

1.4 Whether licensee is aware of the complaint: No the licensee was not aware of the complaint. The firm was informed on the date of investigation.

1.4.1 If yes, actions taken for the same- N/A

1.4.2 Licensee's opinion on the complaint: The licensee is agreeing for redressal of the complaint by mode of replacement.

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?: NA

1.5 Licensee's record of the material under complaint: Yes

1.6 Manner of marking adopted by licensee for the product: Hall marking of Gold with HUID

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: N/A

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

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

1.9 Any other observations:

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

2. CONCLUSION

Jeweller end investigation was carried out on 28/04/2024, the jeweler was unaware of the complaint, it was informed to him during the investigation. The jeweler has acknowledged that the purchased item as per invoice was sold from his premises. The jeweler firm was willing to resolve the issue, if the material purchased is produced for inspection. During the visit, random surveillance was conducted on different items in the shop, and it was concluded that there was no misuse of Hallmark in the products.

3. RECOMMENDATIONS

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