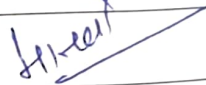


**BUREAU OF INDIAN STANDARDS
(Kolkata Branch Office-II)**

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

1. General	
i)	Name & address of the Complaint Shri Krishna Samui Jilipibagan , sripalli burdwan WEST BENGAL
ii)	Name and address of the recipient of material if different from the complainant Same as above.
iii)	Nature of complaint (highlight the specific shortcomings) whether purity related or misuse of hallmarking Violation of Quality Control Order (Hallmarking of Gold Jewellery and Gold Artifacts Order, 2020)
iv)	In case, the complaint is against the centre, Name and address of the centre/ No
v)	In case, the complaint is against the Jeweller, Name and address of the Jeweller M/s RAMCHANDRA DAS AND SON JEWELLERS PVT LTD B.C. ROAD, BARABAZAR, BURDWAN. WEST BENGAL BARDHAMAN
vi)	Recognition number of AHC, in case the Centre is BIS recognised NA
vii)	Registration number of Jeweller, in case the Jeweller is BIS registered 5202744
viii)	Details of the complaint & complaint No. and date Complaint No H-19329 Date 25.08.2024. The complaint is about the violation of QCO of Hallmarking of Gold Jewellery and Gold Artifacts Order, 2020. The complainant has stated that jeweller has sold the gold article (baby bangles) to him without BIS hallmarking.
ix)	Details of previous complaint(s) if any No
2. DETAILS OF INVESTIGATION	
i)	Place and Date of investigation Over complainant Mobile No- 8250708038 on dated 19.11.2024
ii)	Persons contacted Shri Krishna Samui & Jeweller
iii)	Quantity/Material under complaint, if applicable Baby Bangle (2 Pcs)
iv)	Date of product, purchase, if applicable 21.08.2024
v)	Date of purchase 21.08.2024
vi)	Total quantity purchased 02 Pcs.
vii)	Source of purchase and details of bill/ cash memo Yes. Bill No RCDHO/1195/24-25 Dated 10.05.2024 (Bill attached). The complainant has informed that weight mentioned in the bill 3.69 gm. It is the total weight of 1 pair i. e 2 bangles.
viii)	Whether AHC/ Jeweller is aware of the complaint, if yes, action taken for the same Yes. The complainant has visited the jeweller and jeweller has informed him that bangles are not hallmarked as weight of each bangle is less than 2gm.
ix)	Is the material hallmarked No
x)	Whether the hallmark is genuine or spurious NA
xi)	Details of markings on the product Only jeweller logo RCD

xii)	Observation of the Auditor	<p>The complainant was contacted on 19.11.2024 over his the mobile number M-8250708038. Complainant has informed that he visited the jewellery shop of M/s Ramchandra Das and Son Jewellers Pvt Ltd on 19.11.2024 with the article under complaint to confirm once again whether the item purchased was BIS hallmarked or not. The jeweler has informed him that Article under complaint (baby bangles) is sold to him without BIS Hallmark as the weight of each bangle is less than 2 grams. The Jeweller has also informed to complainant that articles having weight less than 2 gm are not mandatory for BIS Hallmarking.</p> <p>The undersigned had a discussion with the Jeweller also via complainant mobile on 19.11.2024.</p> <p>The Jeweller confirmed to the undersigned over phone that they sold two Pcs (1 Pair) baby bangles to the complainant and they are not hallmarked as weight of each bangle is less than 2gm An email was sent to complainant in this regard for his confirmation and he confirmed the same through revert email dated 19.11.2024 that article purchased by him is less than 2 gm. (Email copy attached).</p>
xiii)	Details of sample drawn, if any, test request reference and date, lab sent, if applicable	NA.
xiv)	Date on which dispatched to lab by self/complainant	NA
xv)	Any other observations relevant to the complaint	
4.	CONCLUSION (clearly mentioning whether complaint has been established or not):	Complaint not established.
5.	RECOMMENDATIONS:	<p>The weight of gold article under complaint is less than 2gm and as per Hallmarking of Gold Jewellery and Gold Artifacts Order, 2020 dated 15 Jan 2020 article with weight less than two grams is exempted from Compulsory selling of precious metals articles of gold marked with Hallmark through certified sales Outlets. Hence complaint is not established.</p> <p>As the complaint is not established therefore it is recommended that as per clause 9.2 of guidelines for dealing with complaints related (CMED/GEN/8 Dated 05 June 2023 above complaint may be closed.</p>

Signature	
Name	Manvendra Singh Sc-D KKBO-II





RAMCHANDRA DAS & SON
Jewellers Private Limited

Tax Invoice

PAN: AADCR6694K GSTIN: 19AADCR6694K1ZM
IN CORPORATE ID No.: U27205WB2007PTC117107
Barabazar, Burdwan-713104
Mob: 9153008511 / 9434648135
Phone: 0342 2567 353 / 2566 151
Email: ramchandradasjewellersbdn@gmail.com

INVOICE NO: RCDHO/1195/24-25
INVOICE DATE: 21-8-2024
ORDER NO: ♦ End of List
ORDER DATE:
ITEM TYPE: Hallmark Gold Ornaments
GOLD RATE: 6875
HSN Code: 7113

BUYER'S DETAILS

NAME : Krishna Samui (ORIGINAL FOR RECIPIENT)
ADDRESS: Jilipi Bagan, Sripally, Burdwan
West Bengal-19
PHONE NO.: 9749728346
STATE : West Bengal CODE : 19
ID PROOF: PAN No. : GST IN :

DESCRIPTION OF GOLD ORNAMENTS	HUID	PURITY	Pcs.	NET WT. (GMS)	Gold Value	Making Chg.	PRICE
1 BLB-Baby Bangal		22k	1	3.69	25,276.50	2,976.00	28,252.50
			1	3.69			28,252.50

MODE OF PAYMENT

CASH : 0.00
CHEQUE: 0.00 No.: Adv Rf - ♦ End of List
CARD : 29,100.00 No.: Old Rf -

Hallmarking Charges of Rs.45/- Per Piece Is Included in the Prices of Jewellery.
P.NAN

PAID & DELIVERED

OTHER CHARGES	0.00
DISCOUNT	0.00
AFTER DISCOUNT :	28,252.50
(+)CGST @ 1.5% :	423.79
(+)SGST @ 1.5% :	423.79
(+)IGST @ 3% :	0.00
GROSS TOTAL :	29,100.08
ROUNDED OFF :	(-)0.08
LESS: Advance	0.00
LESS: Old gold	
NET TOTAL :	29,100.00

IN WORDS: Twenty Nine Thousand One Hundred only.

Buyers Signatory

* পরিবর্তন ক্রয়ের ৭ দিনের মধ্যে কাগজ সহ
১২টা থেকে ৩টে সোম, শনিবার বাদে আসিবেন।
* বিক্রয় ও মেরামতির সময় ১২টা থেকে ৩টা
মঙ্গল থেকে শুক্রবার পর্যন্ত কাগজ সহ আসিবেন।

Authorised Signatory

Bussiness Hrs: Monday to Friday 10.30 am to 6.30 pm. & Saturday 10.30 am. to 2.30 pm. / Sunday Closed
(Any Dispute is Subject to Burdwan Jurisdiction Only)