

**GUIDELINES FOR RECOGNITION & OPERATION OF
ASSAYING & HALLMARKING CENTRES**

ISSUED BY

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GUIDELINES FOR RECOGNITION & OPERATION OF ASSAYING AND HALLMARKING CENTRES

1 GENERAL

These guidelines stipulate the procedure for Grant, Operation, Renewal, Suspension and Cancellation of Recognition of Assaying and Hallmarking (A&H) Centres. These are to be read in conjunction with BIS Act 2016, BIS Rules 2018 and BIS (Hallmarking) Regulations 2018 as amended from time to time. In particular, the Grant, Operation, Renewal, and Cancellation of Certificate of Recognition are addressed in Chapter II of BIS (Hallmarking) Regulations, 2018. Any situation, in general, not covered in these guidelines is to be dealt as per the provisions of Act, Rules and Regulations by the Regional Offices and Branch Offices.

2 GRANT OF RECOGNITION

2.1 Any assaying centre set up in accordance with requirements specified in IS 15820 as amended from time to time for assaying and hallmarking of gold and /or silver jewellery / artefacts, shall apply online with self-certified copies of documents listed below from (a) to (f) to the Regional office of BIS having jurisdiction of the area where the A&H centre, with the application.

a) Proof of establishment of the firm or company (Any one of the document given below)

- i) Certificate of Registration issued by Registrar of companies along with memorandum of articles
- ii) Registered Partnership Deed in case applicant is a Partnership Firm.
- iii) Certificate from a Chartered Accountant if applicant is a Proprietorship Firm.

b) Proof of address of firm's premises (Any one of the document given below)

- i) Registration with State Government Authority/ Trade Licences
- ii) GST registration certificate.
- iii) Income Tax Assessment Order
- iv) Property tax receipt
- v) Rent agreement with last rent receipt
- vi) Sale/ Lease Deed agreement.

c) Proof of Identity of the signatory

- i) Aadhar based verification/ e- signature
- ii) Self-certified copy of any one of following documents as identity proof of signatory on the Application:
 - Aadhar Card

- Driving Licence
- PAN card
- Voter Identity card
- Passport
- Identity Certificate with photo issued by Gazetted Officer on official letterhead.

d) Map indicating location of premises from nearest land mark

Location map of premises from some nearest prominent landmark for each outlet, as applicable (illustrative only).

e) Quality manual of the A&H Centre

In line with clause 6.2 of IS 15820 : 2024 the minimum education qualification for assay in-charge and deputy assay in-charge shall be included in quality manual which shall be as follows:

Assay In-charge: The assay in-charge shall be graduate in science or diploma/graduate in metallurgy with chemistry as one of the subjects and shall have undergone training in lab management, sampling, assaying and hallmarking

Deputy Assay In-charge: 'The deputy of assay in-charge shall be graduate in science/diploma in metallurgy with knowledge of assaying or 12th Standard pass with 2 years of experience in assaying centres to carry out assaying activity' shall also be covered in the quality manual.

f) Affidavit cum undertaking as specified in regulations

2.1.1 Non Acceptance of Application due to Antecedents

Under the following situations, the application made by the Applicant for obtaining recognition may be rejected:

- i) Prosecution case is pending or in the process of initiating prosecution case in the trial court against the applicant or person under section 29 of the BIS Act, 2016.
- ii) Applicant has made the application immediately after the case of misuse of Hallmark or any violation under Section 14 or Section 15 of BIS Act, 2016 detected on the part of applicant.
- iii) Misuse of Hallmark or any violation under Section 14 or Section 15 of BIS Act, 2016 detected on the part of applicant after the application was made to BIS.

Note-The applicant or firm who are falling under any one of the category mentioned at i),ii) and iii) above are **NOT** eligible to apply for certificate of recognition until they are free from these charges. In case of conviction under Section 29 of the BIS Act, such applicant or firm shall not be eligible to apply for grant of recognition for a period of one year from the date of such conviction.

2.1.2 Applicant whose earlier recognition was cancelled or not renewed and submitting application before completion of cooling period specified.

2.1.3 Where a person(s) or firm who has been convicted under Section 29 of the BIS Act, 2016 makes an application for certificate of recognition, such person(s) or firm shall not be eligible to apply for grant of recognition for a period of one year from the date of such conviction.

2.2 After recording the application, a Recognition Assessment of the A&H Centre (of 4 man-days duration i.e. by a team of two officers for two days either for gold or gold & silver) to determine whether the A&H Centre has created the necessary infrastructure for assaying and hallmarking according to IS 15820 as amended from time to time shall be carried out.

2.3 If the assessment report is found in order, HMO shall prepare the proposal for grant of recognition and put up to the DDGR as per Hallmarking Regulations 2018. Recognition will be granted by the DDGR in respect of gold and/or silver hallmarking.

2.3.1. In case the discrepancies are observed during the assessment a follow-up assessment may be made to verify the corrective actions made. In case the discrepancies can be ensured through documents only than the same may be made on desktop basis.

2.4 The following timelines may be adhered to for grant of recognition except in the cases where SPCB consent is pending:

- i) Scrutiny of application and allotment of pre-recognition inspection to auditor: within 07 working days from the date of receipt of complete application;
- ii) Pre-recognition inspection of the Centre: within 15 working days from the date of allotment of audit;
- iii) Submission of inspection report by the auditor: within one working day after completion of the inspection;
- iv) Grant of recognition: within 07 working days after satisfactory verification of infrastructure and competence capabilities and receipt of applicable fee.

2.5 Recognition shall be granted as per IS 15820-as amended from time to time with scope defined as:

2.5.1 For Gold Jewellery / artefacts (as per IS 1417) having one or combination of following:

- a) for yellow gold jewellery / artefacts below 990 fineness only;
- b) for white gold jewellery / artefacts only (Nickel based);
- c) for white gold jewellery / artefacts only (Palladium based); and
- d) for gold alloys having 990 or above fineness;

2.5.2 For Silver Jewellery / artefacts (as per IS 2112)

2.5.3 Fineness in ppt

2.6 Scope of recognition of an A&H centre may be considered for extension on request from the centre with relevant details of equipment and manpower. Scope may be extended through assessment of two man-days (one auditor for two days). If requested by an A&H centre, such assessment may also be combined with renewal assessment. An endorsement for extension of scope shall be given in the Certificate of Recognition.

2.7 For grant of recognition /change in scope of A&H centre, following grouping guidelines shall be followed on the basis of fineness as under:

Group	Fineness	Sampling
1	Yellow gold below 990	Sample of any fineness below 990 shall be tested during audit
2	White Gold (Nickel/Palladium)	Sample of any fineness shall be tested during audit
3	990 and above	Sample of any fineness 990 or above shall be tested during audit

Centre shall declare the fineness they intend to cover in the Scope of the A&H centre. The Scope of Center shall be restricted based on the testing capabilities of the A&H centre. During the operation of the AHC, it may be ensured that all the fineness covered in the Scope are tested in rotation to the extent possible.

2.8 The following types of changes or in combinations thereof may occur during the operation of the Certificate of recognition:

- a) Change in address of the premises;
- b) Change in the name of the Centre;
- c) Change in the Management of the Centre, with or without change in the name; and
- d) Change in the Logo of the Centre (only in case of silver)

For the above situations, the following type of actions shall be taken:

2.8.1 In the case of (a), the Centre shall inform the complete address of the new premises to which they intend to shift their centre and also intimate suspension of Hallmarking at the old premises to the Bureau. If they have not done so, suspension of Hallmarking at the old premises shall be imposed in accordance Hallmarking Regulations, 2018. Revocation of suspension shall be carried out in accordance Hallmarking Regulations, 2018. An endorsement for change in address shall be given in the Certificate of Recognition.

2.8.2 In the case of (b), the relevant document(s) as indicated at 2.1 of this guidelines according to the type of change shall be obtained. An endorsement for change in name of the Centre shall be given in the Certificate of Recognition.

2.8.3 In the case of (c), suitable documents establishing the name/ownership of the Centre premises by the new management are to be obtained and other required documents as indicated in at 2.1 of this guidelines according to the type of change shall be submitted by the new management. An endorsement for change in name of the Centre shall be given in the Certificate of Recognition.

2.8.4 In the case of (d), an undertaking signed by the Proprietor/Partner/Director in their letter head along with the copy of revised quality manual incorporating the new logo shall be obtained. After the approval from DDGR for the change of logo, a communication shall be sent to the centre to this effect.

2.9 (a) The application for recognition of A&H centre may be processed for rejection as per the sub-regulation (7) of regulation 8 of BIS (Hallmarking) Regulations, 2018. It may include one or more of the situations mentioned below:

- i) Lack of testing facilities with the A&H centre
- ii) Lack of technical personnel with the A&H centre
- iii) If corrective actions are not taken within the time period stipulated in discrepancy-cum-advisory report
- iv) The A&H centre has not cleared the financial dues to the Bureau
- v) The A&H centre has tampered with documents in connection with the grant of the recognition.
- vi) The A&H centre has indulged in unethical practices in the context of grant of recognition or operation of the A&H centre.
- vii) Major deviation is observed from the declared testing facility/address of premises during the audit.

- viii) Failure of A&H centre in providing all assistance to auditor/s in connection with carrying out the audit
- ix) If non-competency during audit is found to be repeated during the second audit.

(b) Before rejecting an application, a rejection notice of not less than 14 days shall be given to the applicant. The applicant shall be given a reasonable opportunity of being heard either in person or through its representative. In case the facts or the explanation furnished by the applicant or its representative is not satisfactory, the application shall be rejected. The closing of application shall be communicated to the applicant.

(c) The competent authority shall pass speaking orders for decision taken

3 HALLMARKING FEE

3.1 Hallmarking fee to the BIS as specified Hallmarking Regulations, 2018 shall be payable by the centre by 10th of the following month, failing which necessary action shall be initiated as per Hallmarking Regulations, 2018.

3.2 For the purpose of hallmarking fee calculation, the term 'consignment' in hallmarking regulation shall correspond to the lot size assayed by AHC as per IS 15820.

4 RENEWAL OF RECOGNITION

4.1 On receipt of renewal application from the A&H centre with fees and all enclosures, the recognition of the centre shall be automatically renewed through online portal on the last date of validity of recognition of A&H centre except in the following cases (or any combination thereof):

- (a) Recognition is under suspension.
- (b) Recognition is currently under deferment and prior to that was under suspension.
- (c) Cancellation process has started.
- (d) Self-suspension or shifting of premises has started.

4.1.1 In case the centre does not apply for renewal before the expiry of validity along with requisite fee, it shall cease to have right to use hallmark after the validity of recognition is over and, in such case, the renewal of recognition may be automatically deferred for a period of ninety days from the date of validity by the Bureau.

4.1.2 For such cases where the recognition is under deferment only due to non-submission of renewal application within the validity period, recognition of such centres shall stand automatically renewed on receipt of renewal application with fees (including late fee of rupees five thousand) and all enclosures within the deferment period.

4.2 After automatic renewal, ROs shall plan a surveillance assessment of the centre within 60 days.

4.3 Relaxation from clause 4.2 may be given to those centres whose surveillance assessment has been carried out within 90 days before the date of validity of recognition of the centre.

4.4 All the cases where recognition is automatically renewed shall be reviewed by the ROs for completeness. Any shortfall in terms of documents and fees should be ascertained and

communicated to Centre within thirty days of automatic renewal. The review shall comprise following aspects:

- (a) Completeness of hallmarking fees paid (Regulation 10(10))
- (b) Any other fees or dues to be paid by the Centre (Regulations 11(1))
- (c) Implementation of amendment or revision in Standard, if applicable (Regulation 10(5))
- (d) Any other pending actions (applicable provision)

4.4.1 As regards clause (a) to (d) above, the Centre shall be advised to comply with the directions issued by the Bureau in this regard and submit shortfall documents/fees, if any, within seven days.

4.5 Any non-compliance on part of Centre in submission of requisite documents/fees shall be treated as violation of the BIS Hallmarking Regulations, 2018 and case shall be processed for suspension/cancellation.

4.6 After the renewal, necessary actions on pending matters arising from the review process shall be taken up by the ROs with the Centre. However, for the cases, where renewal is not automatically processed, actions on following matters shall be completed prior to renewal:

- (a) Completeness of Hallmarking fees paid
- (b) Any other fees or dues to be paid by the Center
- (c) Revocation of suspension of centre
- (d) Completion of cancellation proceedings, if results in nullification.

4.6.1 HMO shall prepare the proposal for renewal of recognition subject to fulfillment of requirements specified under clause 4.6 (a) to (d) and put up to the DDGR. Renewal will be done by the DDGR as per the scope of the centre's application.

5 ACTION ON FAILURE OF MARKET SURVEILLANCE SAMPLES

5.1 Suspension of Recognition granted by the BIS shall be done in accordance with provisions of Hallmarking Regulations, 2018 in situations given below:

“non-conformity of hallmarked precious metal articles established after in-house or independent testing”

5.2 Cancellation or non-renewal of recognition of an assaying and hallmarking centre may be done in accordance with Hallmarking Regulations, 2018 in situations given below:

“articles marked with hallmark do not comply with the relevant Indian Standard;”

5.3 To implement the provision of Hallmarking Regulations, 2018 specified at 5.1 and 5.2 above, guidelines given below shall be followed:

5.3.1 Shortage in fineness above 40 ppt

If the failure of hallmarked article is observed with shortage in fineness of more than 40 ppt, the recognition shall be processed for cancellation with applicable cooling period as per Hallmarking Regulations, 2018.

5.3.2 Shortage in fineness above 5 ppt up to and including 40 ppt of the marked fineness

If the failure of hallmarked article is observed with shortage in fineness above 5 ppt up to & including 40 ppt of the marked fineness irrespective of presence of prohibited elements or not, the recognition shall be put under suspension as per provision of the Hallmarking Regulations, 2018 on the first instance itself.

5.3.3 Shortage in fineness above 2 ppt & up to and including 5 ppt and/or presence of prohibited elements (in case of silver, shortage in fineness is up to and including 5 ppt of the marked fineness and/or presence of prohibited elements)

5.3.3.1 If it is the first failure, failure to be communicated to A&H Centre advising them to take corrective actions under intimation to BIS. In case more than one failure received and the samples are drawn on the same date, then these failures shall be considered as first failure.

5.3.3.2 If it is the second failure, check number of pass samples & total samples drawn during last one year (one year previous to last sample drawl date) and calculate the pass percentage.

(a) If pass percentage is 60 % or above, failure to be communicated to A&H Centre advising them to take corrective actions under intimation to BIS.

(b) If pass percentage is less than 60 %, recognition shall be put under suspension as per provision of the Hallmarking) Regulations, 2018.

5.3.3.3 If it is the third failure, check number of pass samples & total samples drawn during last one year (one year previous to last sample drawl date) and calculate the pass percentage.

(a) If pass percentage is 60 % or above, failure to be communicated to A&H Centre advising them to take corrective actions under intimation to BIS.

(b) If pass percentage is less than 60 %, recognition shall be put under suspension as per provision of the Hallmarking Regulations, 2018.

5.3.3.4 If it is the fourth failure in shortage in fineness above 2 ppt & up to and including 5 ppt from the marked purity and/or presence of prohibited elements during last one year (one year previous to last sample drawl date) recognition shall be put under suspension as per provision of Hallmarking Regulations irrespective of number of pass samples.

5.4 In cases, where non-conforming test report pertains to the sample hallmarked on a date prior to Revocation of suspension i.e. sample is hallmarked prior to verification of corrective actions, it shall not be considered for the purpose of review, unless hallmarked precious metal article is found to have shortage of purity of more than forty parts per thousand; for which action as per Hallmarking Regulations may be taken. However, all the non-conformities observed irrespective of the shortage in fineness shall be communicated to the AHC

5.5 In cases where action on failure of sample on a Centre calls for suspension for third time in an operative period of three years of recognition, the recognition shall instead be processed for cancellation as per provision of Hallmarking Regulations, 2018.

5.6 In cases where AHC requests BIS for testing of counter sample and the counter sample is found to be tempered/ melted/ destroyed following actions shall be taken:

- i) In cases where AHC had been suspended twice before the case under consideration within an operative period of three years of recognition and failure of the market sample calls for suspension/cancellation, action shall be taken as per clause 5.5.
- ii) In all other cases, benefit of doubt may be given to the AHC and suspension/cancellation may be revoked. However, after revocation of suspension/cancellation, a surveillance audit as well as a market sample drawl of the AHC shall be carried out within 30 days.

5.7 Issues arising out of AHC Surveillance Assessments

5.7.1 HMOs shall ensure that at least one surveillance audit of each AHC is carried out in a year.

5.7.2 The auditor shall complete the surveillance audit and submit the report to the concerned HMO within 30 days of allotment.

5.7.3 Upon submission of the surveillance audit report by the auditors to the concerned HMO, the HMOs shall take immediate action on cases recommended by the auditors for suspension or cancellation. For cases where the auditor recommends corrective action, the AHC shall take the necessary corrective actions and submit its reply within 7 working days to the concerned HMO. The HMO shall then take appropriate action upon receiving the corrective actions.

5.7.4 The recognition shall be put under suspension for the situations stipulated in clause 12 of the Hallmarking Regulations, 2018.

5.7.5 The action to be taken in case of non-conformity of hallmarked precious metal articles established after independent testing has been stipulated in clause 5 above (ACTION ON FAILURE OF MARKET SURVEILLANCE SAMPLE), while the action to be taken in case of non-conformity of hallmarked precious metal articles established after in-house testing during surveillance assessments is as follows:

(a) If the failure of hallmarked article is observed with shortage in fineness of more than 40 ppt, the recognition shall be recommended for cancellation with applicable cooling period as per Hallmarking Regulations, 2018.

(b) If the failure of hallmarked article is observed with shortage in fineness above 5 ppt up to and including 40 ppt of the marked fineness the recognition shall be recommended for suspension as per provision of the Hallmarking Regulations, 2018.

(c) Any other failure observed with shortage in purity shall be reported in the discrepancy report for inviting corrective actions by AHC.

5.7.6 Hallmarking Regulation, 2018 stipulates non-implementation of the provision of relevant standard which may lead to suspension of hallmarking. The non-implementation of the provision of relevant standard is not limited to, but may include one or more of the following:

a) Non-functioning of test equipment, namely XRF machine, weighing balances, furnaces (cupellation, annealing) etc.

b) Prima-facie evidence suggests that test results reported by A&H Centre are not genuine / valid; and

c) Non-availability of proper record for a particular lot(s) of hallmarked articles;

5.7.7 Hallmarking Regulation, 2018 stipulates failure to co-operate with the authorised representative of the Bureau during his visit for assessment or for investigating a complaint which may lead to cancellation or

non-renewal of recognition. Failure to co-operate with the authorised representative of the Bureau is not limited to, but may include one or more of the following:

- a) Failure to provide access to CCTV footage by AHC personnel present at the time of audit
- b) Refusal/Delay to permit auditor to enter centre premises even after showing official ID card.

5.8 OTHER OBLIGATION OF A & H CENTRE

5.8.1 The A&H Centre shall also accept hallmarked jewellery from a consumer for verification of purity and issue report of assaying giving proper identification as marked on the article.

5.8.2 The Assaying and Hallmarking Centre shall not accept such jewellery/artefact for hallmarking which bears any marking including "KDM" or fineness/caratage. No other mark shall be applied on Hallmarked jewellery / artefact. The A&H Centre shall not use hallmark on articles which resemble with currency of any country.

5.8.3 Jewellery / artefacts, which on analysis by XRF machine found to have a negative variance of more than 5 ppt from the declared value of fineness, shall not be accepted for further assaying. Such item(s) shall be returned to the jeweller without assaying and hallmarking.

5.9 Since a single recognition is operated for gold and silver hallmarking, case warranting suspension of hallmarking due to only gold or silver, the same will be treated separately, for instance, in case of failures in silver only, suspension of marking shall be imposed only on silver hallmarking. Similarly, in case of failure of only gold, suspension of marking shall be imposed only on gold hallmarking. In case, the action is initiated as per clause 5.3.1 of this guidelines then the deletion of the particular variety from the scope of recognition may be considered based on the merit of the case.

6 RETENTION OF CORNETS / CLOSED CIRCUIT TV (CCTV) BACKUP

The check assay gold cornets shall be retained with proper identification and traceability for last 30 assaying. The cornet left after assaying along with hallmarked/rejected jewellery/artefacts shall be returned to the jeweller. The Centre shall ensure that the CCTV with back up facility for minimum 30 days is available.

7 TESTING OF COUNTER SAMPLE

On failure of sample in independent laboratory, if registered jeweller and/or recognized A&H centre does not agree with the results obtained and provide proper justification, testing of counter sample may be permitted with the approval of DDGR for which double the testing charges shall be paid in advance by the registered jeweller and/or the A&H centre. The test results of the counter sample shall be acceptable to the firm and no further testing will be allowed. This shall be made clear to the jeweller and AHC firm before undertaking the testing of the counter sample. However, Head BOs may allow testing of counter samples when the original sample is damaged or lost in transit due to bonafide reasons.

7.1 Both jeweller and A&H centre may be allowed to witness the testing if requested by them.

7.2 As the counter sample is available with the jeweller the same shall be deposited by jeweller in the original sealed conditions to the concerned Branch Office. The packing of the sample shall be verified by the jeweller and the BIS representative who had drawn the sample.

7.3 For witnessing the test, a separate charge of rupees ten thousand per day, cost of travel, boarding and lodging for the BIS officer representing BO which had drawn the sample shall be payable by the AHC and/or jeweller. In addition to the concerned BIS representative, lab QA officer shall also personally remain present and witness such testing either in BIS laboratory or in OSL.

7.4 BIS officer should deposit the sample to referral lab. The sealed counter sample shall be opened in the presence of the jeweller, the assaying centre and the BIS officer representing BO. Before undertaking the testing of the counter sample by referral laboratory, the jeweller and A&H centre will authenticate the counter sample and submit undertaking that the test results of the counter sample will be acceptable to them and no further testing will be allowed.

7.5 In case either the assaying centre or the jeweller is not available at the time of opening the counter sample an undertaking may be obtained from him that they abide to the observations made by the party present during the opening of counter sample.

7.6 The test results of the counter sample shall be taken as final and further action as stipulated in guidelines shall be taken on the basis of test results obtained of the counter sample.

8 FORMATS OF VARIOUS ASSESSMENT REPORTS, TEST REPORTS, DISCREPANCY REPORTS AND LETTERS

8.1 The following formats are enclosed which may be used during the operation of the A&H centre:

- a) Report on Recognition / Renewal Assessment of A & H Centre, Doc. HM/AHC/F 2.1 November 2023-**ANNEX A**;
- b) Report on Surveillance Assessment, Doc.HM/AHC/F 2.2 November 2023-**ANNEX B**;
- c) Report on Special Assessment, Doc. HM/AHC/F 2.3 November 2023-**ANNEX C**;
- d) Discrepancy/Variation Report Issued During Assessment of A&H Centre, Doc. HM/AHC/F 2.4 November 2023-**ANNEX D**;
- e) Test Report as per IS 1418:2016 / IS 2113:2014, Doc. HM/AHC/F 2.5 November 2023– **ANNEX E**;
- f) Rejection Notice Letter Template-**ANNEX F**;
- g) Closing of Application Letter Template-**ANNEX G**;
- h) Deferment Letter Template-**ANNEX H**; and,
- i) Renewal of Recognition Endorsement Letter Template-**ANNEX I**.

9 Standard Operating Procedure for Assaying and Hallmarking Centres (AHCs)

In addition to the guidelines, the SOPs to be followed for the smooth functioning of Assaying and Hallmarking Centres are attached as **ANNEX-J**.

10 PROVISION OF APPEAL

10.1 Any person aggrieved by an order made under section 13 of the Hallmarking regulations, 2018 may prefer an appeal to the Director General within ninety days from the date of the order:

Provided that if the appellant satisfies the Director General that he had sufficient cause for not preferring the appeal within the period so specified, the appeal may be admitted after the expiration of the said period of ninety days.

10.2 Every appeal shall be filed in duplicate and shall be accompanied by a self-attested copy of the order appealed against.

10.3 Every appeal shall be accompanied by a fee of two thousand rupees plus applicable taxes in the form of a demand draft or pay order or E transfer, drawn in favour of the Bureau.

10.4 The Director General may call for relevant documents from the appellant and may after such inquiry in the matter as he considers necessary and after giving an opportunity to the parties to be heard, pass such orders as he thinks fit, provided that the appeal shall be disposed of within a period of ninety days from the date of its filing.

10.5 The Director General may, suo-moto, or on an application made in the form as specified by the Bureau from time to time, review and reconsider any order passed by an officer to whom the powers have been delegated by him and may confirm, modify or set aside the orders passed by such officer after the review.

10.6 Any person aggrieved by an order passed by the Director General may prefer an appeal to the Central Government in the Ministry having administrative control of the Bureau within a period of sixty days from the date of such order.

BUREAU OF INDIAN STANDARDS**REPORT ON RECOGNITION / RENEWAL ASSESSMENT OF ASSAYING AND HALLMARKING CENTRE**

1 GENERAL INFORMATION																										
	Particulars	Observations during assessment																								
i)	Name & address of the Assaying and Hallmarking Centre with PIN code & complete address including phone and e-mail																									
ii)	Application No.																									
iii)	Date(s) of Assessment																									
iv)	Persons present during assessment																									
2 IMPLEMENTATION OF IS 15820:2024 (REFER CLAUSES OF THE STANDARD AS MENTIONED BELOW FOR AUDITING)																										
i)	Verification of Centre's Layout: (5.3) (to be verified with documents submitted by the applicant along with the application)																									
ii)	Details of Internal Quality Audit / Management Review meeting (4.1.4 / 4.1.5)																									
iii)	<p>Verification of availability of trained & competent manpower resources: (4.1.7, 4.1.8, 4.1.9, 4.1.10, 4.1.11, 4.1.12, 4.1.13, 5.2.2, 5.2.3, 5.2.4 & 5.2.5) (competency shall be assessed through observations of practical work, namely sample collection, weighing, XRF machine operation, fire assay)</p> <p><u>Append details as Annex A in the following format:</u></p> <table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Name & Designation</th> <th>Qualification, Academic & Professional</th> <th>Experience & Training</th> <th>Competent Yes /No</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Sl. No.	Name & Designation	Qualification, Academic & Professional	Experience & Training	Competent Yes /No	Remarks																			
Sl. No.	Name & Designation	Qualification, Academic & Professional	Experience & Training	Competent Yes /No	Remarks																					
iv)	Availability of latest versions* of IS 15820, 1417, 1418, 2112, 2113 (*strike off which are not applicable)																									

v)	<p>Equipment/ Instrument & Infrastructure (for sampling; assaying; Hallmarking; power, safety & security):(4.1.6, 5.3.2, 5.4.2, 5.4.3, 5.4.4, 5.6)</p> <p><u>Append details as Annex B in the following format:</u></p> <table border="1" data-bbox="204 349 1398 591"> <thead> <tr> <th data-bbox="204 349 284 488">Sl. No.</th> <th data-bbox="284 349 421 488">Clause Ref. of IS 1418 / 2113</th> <th data-bbox="421 349 612 488">Details of equipment / Instrument</th> <th data-bbox="612 349 730 488">Make & Sl. No</th> <th data-bbox="730 349 900 488">Quantity in Numbers</th> <th data-bbox="900 349 1059 488">Range & accuracy (least count)</th> <th data-bbox="1059 349 1238 488">Calibration status</th> <th data-bbox="1238 349 1398 488">Remarks</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Sl. No.	Clause Ref. of IS 1418 / 2113	Details of equipment / Instrument	Make & Sl. No	Quantity in Numbers	Range & accuracy (least count)	Calibration status	Remarks																								
Sl. No.	Clause Ref. of IS 1418 / 2113	Details of equipment / Instrument	Make & Sl. No	Quantity in Numbers	Range & accuracy (least count)	Calibration status	Remarks																										
vi)	Arrangements for sampling, assaying, storage of articles during assaying (5.4)																																
vii)	<p>Capability of XRF tester to detect Cd, Ir & Ru in Gold or Cd & Pb in Silver articles (5.4.2 & 5.4.3) : Verify manufacturer / supplier certificate & report on availability of SRMs / software for Cd, Ir, Pb & Ru</p> <p><u>Append copy as Annex C.</u></p>																																
viii)	Arrangements for rejection and return of rejects (5.4.5)																																
ix)	<p>Hallmarking (5.4.6)</p> <p>Whether access to Laser Marking machine is controlled</p> <p>Whether laser marking on articles marked legible</p>																																
x)	Availability of water & other chemicals (5.5.1)																																
xi)	<p>Availability of certified reference material (CRM) (5.6):</p> <p><u>Append copy as Annex D</u></p>																																
xii)	Arrangements for sampling (5.7)																																
xiii)	Arrangements for receiving of articles, their handling, storage & coding for testing (5.8)																																

xiv)	Whether the applicant has participated in Inter Laboratory Comparison or Proficiency Testing Programmes (5.9.1) :													
	<u>Append details as Annex E in the following format:</u>													
	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Name of Centre & Place</th> <th>Date of Test</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Sl. No.	Name of Centre & Place	Date of Test	Result									
Sl. No.	Name of Centre & Place	Date of Test	Result											
xv)	Whether Test Report proforma developed & it covers all requirements of IS 1418 / 2113 (5.10.1)													
xvi)	Arrangement for ensuring impartiality, integrity, confidentiality, independence of judgement in relation to XRF testing, assaying and Hallmarking activities													
3	TESTING AND ASSAYING DURING ASSESSMENT													
i)	<p>Draw samples randomly from stock of articles available with the applicant and get them tested.</p> <p>a) XRF testing (assess capability of XRF machine for purity, detection of Cd, Ir, Ru and Pb). Check Min. 5 samples each, from two different lots;</p> <p>b) Fire assay : minimum 2 samples(one each from two different lots) in duplicate)</p> <p><u>Append Test Report as Annex F</u> (DOC. : HM / AHC / F 2.5 Nov. 2023)</p>													
4	PAST PERFORMANCE (APPLICABLE ONLY IN CASE OF RENEWAL ASSESSMENT)													
i)	Whether Performance observed at last surveillance audit was satisfactory?													
ii)	Whether any discrepancy was reported? If yes, report corrective action taken. Whether the action taken has corrected the discrepancy?													
iii)	Has overall performance in the entire operative period been satisfactory?													
iv)	Is any complaint pending? Report action taken on complaint.													

5	SCOPE OF RECOGNITION <u><i>Append as Annex G</i></u>			
6	DISCREPANCIES, IF ANY, SHALL BE COMMUNICATED THROUGH DISCREPANCY/VARIATION REPORT (DOC.:HM/AHC/F 2.4 Sep 2018) <u><i>Append as Annex H</i></u>			
7	CONCLUSION & RECOMMENDATIONS			
8	ANNEXES (<i>Indicate page nos.</i>)			
	A	Details of Managerial & Technical Personnel	E	Details of Inter Laboratory Proficiency Testing
	B	List of Equipment/instrument/infrastructure	F	Test Report
	C	Manufacturer's certificate on XRF machine	G	Scope of Recognition
	D	<i>Certificate on CRMs</i>	H	Discrepancy/Variation Report
Signature of Auditor(s) with Date: Name & Designation:				

Instruction: i) *Please do not attach any document/record/sheet other than Annexure A – H*
ii) All the Annexes shall be signed by the Auditor(s)

Remarks of the Reviewing Officer:

BUREAU OF INDIAN STANDARDS**REPORT ON SURVEILLANCE ASSESSMENT OF ASSAYING AND HALLMARKING CENTRE**

1	GENERAL	
i)	Name & address of the Assaying and Hallmarking Centre	
ii)	BIS Recognition No. & Validity Date	
iii)	Date of Assessment	
iv)	Persons contacted	
v)	<p>Last Assessment</p> <p>Whether corrective action has been taken on all observed discrepancies.</p> <p>Verification of corrective actions taken on recorded discrepancies at last audit.</p> <p>Discrepancy(s) is/are persisting.</p>	<p>Date:</p> <p>Yes/No</p> <p>Satisfactory/not satisfactory</p> <p>If yes, give details in the Discrepancy/Variation Report (DOC.: HM/AHC/F 2.4, Sep 2021)</p>
vi)	Scope of Recognition – Is working within approved scope?	Yes/No. If no, give details on Discrepancy/Variation Report.
2	INFRASTRUCTURE	
i)	Space available (Sq feet)	
ii)	Premises Owned or rented and rent/month	
iii)	Category of locality (as per zoning regulation) (residential/commercial/industrial)	
iv)	If a display board maintained indicating the name, address, recognition number, validity	

	period of recognition, and Hallmarking charge																																					
v)	If separate chambers provided for Reception, XRF, Sampling, Fire Assay and Laser Printing																																					
vi)	If Fire safety clearance obtained																																					
vii)	a) Is SPCB consent obtained? b) If yes, validity of consent received c) Date of application made to SPCB(if consent not received) d) If application not made, reason for the same.																																					
viii)	Number of CCTV cameras installed and locations																																					
ix)	If AHC uses the center for any other printing activity.																																					
x)	If the same Laser Marker is used for any printing other than hallmarking																																					
xi)	If any security guard deployed																																					
3	MANPOWER																																					
i)	availability of trained & competent manpower resources <i>Append details as Annex A in the following format:</i>																																					
	<table border="1"> <thead> <tr> <th>S.No.</th> <th>Section</th> <th>Name of Employee</th> <th>Role</th> <th>Qualification</th> <th>Experience</th> <th>Training Received</th> <th>Employed since</th> <th>Monthly remuneration</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S.No.	Section	Name of Employee	Role	Qualification	Experience	Training Received	Employed since	Monthly remuneration																												
S.No.	Section	Name of Employee	Role	Qualification	Experience	Training Received	Employed since	Monthly remuneration																														
ii)	Whether there has been any change in technical manpower or Centre's Management since previous assessment. Verify competency of manpower by actual work performance and report.																																					
iii)	If the AHC runs in multiple shifts, indicate the number of shifts, duration of each shift and manpower deployed per shift.	<table border="1"> <thead> <tr> <th>S.No.</th> <th>Shift-1</th> <th>Shift-2</th> <th>Shift-3</th> </tr> </thead> <tbody> <tr> <td>Duration</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Manpower Deployed</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	S.No.	Shift-1	Shift-2	Shift-3	Duration				Manpower Deployed																											
S.No.	Shift-1	Shift-2	Shift-3																																			
Duration																																						
Manpower Deployed																																						

4	Equipment	
i)	Equipment/ Instrument <i>Append details as Annex B in the following format:</i>	
ii)	<p>Whether all test and marking equipment are in working condition., especially with respect to:</p> <p>a) Availability of valid power supply;</p> <p>b) Maintenance and calibration of test equipment, namely XRF machine, weighing balances, furnaces (cupellation, annealing).</p>	
iii)	If calibration has been done by non-NABL accredited laboratory, whether the calibration certificate is traceable to national standards.	
iv)	Whether XRF testing, fire assay and laser marking are being done by competent personnel regularly. Check records.	
v)	<p>a) Whether security system, like CCTV are in operation.</p> <p>b) Whether footage of CCTV for last one month available</p> <p>c) if not reasons for that</p> <p>d) if record available when CCTV did not work</p>	
vi)	Monthly Electricity Bill during last 3 months	
5	Process/ System	
i)	If the software feature for automatic tag generation being used	
ii)	If the XRF is integrated with the system.	

iii)	If the microbalance is integrated with the system.	
iv)	If the feature for editing the weight after fire Assaying being used.	
v)	If the feature for transfer of HUID to the Laser Marker functional.	
vi)	If the software in the Laser Marker has the feature to block the selection of a HUID after it has been selected once.	
vii)	If the numbers of jewellery items received, hallmarked, cuttings and cornets match.	
viii)	Number of mixed lots upto 10 articles received.	
ix)	Number of mixed lots upto 10 articles received from the same jeweller.	
x)	Whether record maintained of 20, 23 and 24 carat of jewellery received and hallmarked.	
xi)	Whether record maintained of white gold articles received and hallmarked	
xii)	If there is any instance of violation of FIFO principle.	
xiii)	Any instance for non-acceptance of jewellery from registered jeweler.	
xiv)	Whether identification and traceability of jewellery maintained at all stages from receipt to delivery.	
xv)	Whether distilled water and other consumables available. Check halides in distilled water.	
xvi)	Whether the Professional Indemnity Insurance and insurance of high value items are under valid status along with the amount for which insurances have been done.	
xvii)	Whether the centre has participated in inter laboratory comparison/proficiency testing programme.	

xviii)	Whether the centre has carried out the Internal Quality Audit/ Management Review meeting	
xix)	Whether jewellery with prohibited markings is accepted for hallmarking	
xx)	Whether any of the terms and conditions violated.	
xxi)	<p>Whether following records are maintained on regular basis?</p> <ul style="list-style-type: none"> ➤ Stock Register of CRMs <ul style="list-style-type: none"> • Check Gold • Silver • Copper • Lead ➤ Jeweller's Feedback 	
xxii)	Whether XRF machine is checked with certified reference standards of gold/silver.	
xxiii)	Whether sampling plan given in IS 15820 is followed (specially of mix lot) and relevant records are available.	
xxiv)	<p>Assaying</p> <p>a) Whether certified reference materials (CRMs) with purity certificate from Indian Govt. Mint or NABL accredited lab available.</p> <p>b) Whether CRMs are used in assaying and corresponding receipt, consumption records of CRMs are available.</p> <p>c) Whether specified test methods are being followed.</p> <p>d) Whether proof assay cornets are available. Do they tally with lotwise assay record?</p>	
xxv)	<p>Hallmarking</p> <p>a) Whether the markings are Legible.</p> <p>b) Is marking done on all removable / detachable parts.</p> <p>c) Whether the sequence of marking is followed.</p>	
xxvi)	Delivery	

	<p>a) Whether articles ready for delivery are all Hallmarked including all removable/detachable parts.</p> <p>b) Whether cornets of samples assayed lot are available and kept ready for delivery.</p>	
6	TESTING DURING ASSESSMENT	
i)	<p>Whether random samples drawn from the stock of articles available with Hallmark during the visit and testing done. Give details of samples.</p> <p>(The test report shall be in the format given at DOC.: HM/AHC/F 2.5, Sep 2021).</p> <p>Test Result: Pass/Fail</p>	
ii)	<p>Check corresponding test records of XRF and Fire assay and report vis-à-vis tested results</p>	<p><u>Record Tested Result</u></p> <p><u>XRF</u></p> <p>i. Fineness ii. Detection of Cd, Ir, Ru, & Os</p> <p><u>Fire Assay</u> (ppt)</p>
iii)	<p>Whether significant variation is observed between obtained result and available record.</p>	
7	COMPLAINT(S)	
i)	<p>Whether the complaints received, if any, have been resolved.</p>	
8	Deficiencies, if any, shall be communicated through Discrepancy/Variation Report (DOC.:HM/AHC/F 2.4 Sep 2021)	
9	CONCLUSION & RECOMMENDATIONS	

Signature of the Auditor (s) with Date	
---	--

Name & Designation	
-------------------------------	--

Remarks of the Reviewing Officer:

BUREAU OF INDIAN STANDARDS**Report on Special Assessment of Assaying & Hallmarking Centre**

1	General	
i)	Name & address of the Assaying and Hallmarking Centre	
ii)	BIS Application/Recognition No.	
iii)	Validity of Recognition	
iv)	Scope of Recognition	
v)	Date of Assessment	
2.	Previous Assessment	
i)	Date(s) of Visit	
ii)	Conclusion & Recommendation	
3.	Purpose of Assessment Visit	
4.	Findings of Assessment	
i)		
ii)		
iii)		
iv)		
4.	TESTING DURING ASSESSMENT	
i)	Give details of samples drawn during the visit and testing done. Test Result: Pass/Fail	
10	Discrepancies, if any, shall be communicated through Discrepancy/Variation report	
11.	CONCLUSION & RECOMMENDATIONS	

Encl:	Signature Name: Designation: Date:
--------------	---

BUREAU OF INDIAN STANDARDS

**DISCREPANCY/VARIATION REPORT ISSUED DURING
ASSESSMENT OF ASSAYING & HALLMARKING CENTRE (DVR)**

1.	Name and Address of Assaying & Hallmarking Centre	
2.	Application/Recognition No.	
3.	Date(s) of Assessment:	

4.	Clause. of IS 15820/ Terms & Conditions Violated	Details of Discrepancy/variation observed (Applicable objective evidence shall be enclosed. Additional sheet(s) of this format, numbering each page shall be used. Each page shall be signed by Auditor(s) & Centre's representative). Plain paper shall not be used.
(i)		
(ii)		
(iii)		
5.	Remarks/Comments by Assaying & Hallmarking Centre:	

Signature of Centre's Representative:		Signature of Auditor	
Name & Designation		Name & Designation	
Date		Date:	

BUREAU OF INDIAN STANDARDS**TEST REPORT AS PER IS 1418:2016/IS 2113:2014 (IS shall be read with latest amendment)**

1	Date(s) of test							
2	Name of A&H Centre & Recognition No / Application No.							
3	Source of sample(Give details of lot from which sample has been drawn)							
4	Description of sample with quantity and weight							
5	Tested/declared fineness							
6	XRF Tests done(2 lots of different articles with each lot having 05 articles minimum)							
	Sl.No .	Particulars of the sample	Result					
			Fineness	Cd	Ir	Ru	Os	Pb
Results enclosed in a separate sheet								
7	Assay(1 sample each from two different lots specified at Sl. No 6 above, in duplicate)							
	Sl.No .	Particulars of the sample	Fineness(ppt)					
			No.1		No.2		Average	
	1							
2								
8	Remarks							
9	Tested by		Witnessed by BIS Auditor					
	Signature		Signature					
	Name & Designation		Name & Designation					

Note:

1. During the initial/renewal assessment, two lots as above shall have to be assessed being the informed visit. However, during renewal, hallmarked jewellery of two lots as above (hallmarked by that centre) shall be assayed being the informed visit.

2. During the surveillance assessment, the available hallmarked lot may be subjected for assaying.

XRF RESULTS

LOT 1

Sl.No.	Particulars of the sample	Result					
		Fineness in ppt	Cd	Ir	Ru	Os	Pb
1)							
2)							
3)							
4)							
5)							

LOT 2

Sl.No.	Particulars of the sample	Result					
		Fineness in ppt	Cd	Ir	Ru	Os	Pb
1)							
2)							
3)							
4)							
5)							

Tested by	Witnessed by
Signature	Signature
Name & Designation	Name & Designation

Our Ref.:

Date:

Subject: Notice for Rejection of Application.

M/s

Dear Sir/Madam,

This is with reference to your application No. -..... for grant of recognition to your Assaying and Hallmarking Centre as per IS 15820:.....

2. We regret to inform you that it has not been found possible to further process your application because of the following:

(RO to mention the reasons)

3. In view of the above, it is proposed to reject your application. In case, you have anything to say in the matter, you may send your reply within 14 days of issue of this letter. If you desire to be heard by the undersigned in person or through a representative authorised by you on your behalf, you may seek an appointment for such a hearing with the undersigned, after submitting your written explanation.

4. In case no reply is received from your end within the stipulated period, we will process your application for rejection as per the sub-regulation (7) of regulation 8 of BIS (Hallmarking) Regulations, 2018 without any further notice to you.

Thanking you,

Signature of DDGR

(Name of DDGR)

ANNEX G

Our Ref:

Date:

Subject: Rejection of Application

Application No. RO/A –

M/s

Dear Sir/Madam,

This is with reference to your Application No. A-..... for grant of recognition to your Assaying and Hallmarking Centre as per IS 15820:.....

2. Kindly refer to our letter of even number dated In this letter we had informed you of our intention to reject your application for the following reasons:

(RO to mention the reasons for rejection of application, reference to reply from A&H Centre, its examination and consideration and also if any personal hearing is held, reference to the same needs to be indicated)

3. It has, therefore, been decided that the case relating to your above mentioned application be rejected. You may please apply afresh with applicable fee as and when you feel interested in future to get recognition of your Assaying and Hallmarking Centre as per IS 15820:.....

4. If you are aggrieved by the above order, you may prefer an appeal to the Director General, Bureau of Indian Standards within ninety days from the date of the order with a fee of two thousand rupees as per provisions of section 34 of the BIS Act, 2016 read along with Rule 37 of the BIS Rules, 2018.

Thanking You,

Signature of DDGR
(Name of DDGR)

Our Ref: RO/HM/R.....

(Date: dd/mm/yyyy)

Subject: Deferment of Recognition.

M/s

.....

.....

Kindly Attention:

Dear Sir,

This has reference to the BIS Recognition No. RO/HM/R-..... granted to your Centre for Assaying and Hallmarking of Yellow Gold Jewellery/Artefacts as per IS 15820:... which was valid upto

2. In accordance with the provisions of sub-regulation **(4)** of Regulation **11** of BIS (Hallmarking) Regulations, 2018, it has been decided to put recognition of your Centre under deferment/suspension with immediate effect due to the following reason(s):

“Non-receipt of Renewal Application and fees”.

3. In view of above, you are, henceforth, not permitted to use and apply BIS Hallmark and dispatch (including stock in hand) any precious metal articles with Hallmark.

4. You are advised to confirm, by speed post/return e-mail that you have stopped using and applying BIS Hallmark with immediate effect. You are also advised to submit us the following details as on the date of receipt of speed post/email:

- i) Quantity of precious metal articles with Hallmark held in stock.
- ii) Details of pending orders for Hallmark, if any with jewellers' name(s) & address(es).

5. You are required to take necessary corrective action in the context of the reasons for suspension as stated in paragraph 2 above and submit complete details of compliance with all supporting evidence, as applicable, for examination and verification by us.

6. Kindly acknowledge the receipt and ensure compliance.

Thanking you

Yours faithfully,

Encl. As stated above

(Name)
(Designation)



भारतीय मानक ब्यूरो
BUREAU OF INDIAN STANDARDS

Address: Plot No. 4-A,
Sector 27-B,
Chandigarh - 160
019

(Northern Regional Office)

Phones 0172-
: 2650290,2659064
E-Mail: rhmcon@bis.org.in
web : <http://www.bis.org.in>

Our Ref: RO/RAHC/R-----

(Date:dd/mm/yyyy)

M/s (Name of the centre).....

.....(Address of the centre).....

.....

Subject: Renewal of Recognition of Assaying & Hallmarking Centre.

Dear Sir,

This has reference to your application regarding renewal of recognition of your Assaying & Hallmarking Centre, Recognition No. (NRO/RAHC/R-----).

We are pleased to inform you that recognition to your Assaying & Hallmarking Centre has been renewed for a period of three years from ----- to ----- for Assaying and Hallmarking of (Scope: yellow Gold Jewellery / Artefacts only) as per IS 15820 : 'General Requirements for establishment and operation of Assaying and Hallmarking Centres'.

The recognition shall stand automatically withdrawn unless renewed further, subject to satisfactory performance of your centre based on periodic review / surveillance by BIS. The recognition shall also stand withdrawn if further renewal is not sought by your centre in advance before expiry date along with the prescribed fees.

This recognition shall operate in accordance with the provisions laid down in Bureau of Indian Standards Act 2016, Bureau of Indian Standards Rules, 2018, Bureau of Indian Standards(Hallmarking) Regulations, 2018 and Guidelines for Hallmarking Scheme issued thereunder.

Please acknowledge the receipt.

Thanking you,

(Name of DDGR)

(Designation)

(_____Regional Office)

ANNEX J

HM/A&HC/SOP

Nov. 2023

Standard Operating Procedure for Assaying and Hallmarking Centres (AHCs)

1. SCOPE

These SOPs stipulate the procedure for the operation of Assaying and Hallmarking Centres. These are to be read in conjunction with BIS Act 2016, BIS Rules 2018, BIS (Hallmarking) Regulations 2018 and relevant Indian Standards as amended from time to time.

2. MANAGEMENT REQUIREMENTS

2.1 Management of the AHC shall ensure to carry out assaying and hallmarking activities within the scope of the recognition in such a way as to meet the requirements of, these SOPs, of BIS Act, 2016, BIS Rules, 2018, BIS(Hallmarking) Regulations, 2018, relevant Indian Standards, guidelines issued by BIS and to satisfy the needs of the customer and the regulatory authorities.

2.2 AHC must have insurance cover for the sum assessed on the basis of the value of jewellery received for hallmarking in a month.

2.3 Management of the AHC shall define and document the organization policy, objectives and roles and responsibilities of key personnel.

2.4 Management of the AHC shall conduct a review of the centre's assaying and hallmarking activities to ensure their continuing suitability and effectiveness as per planned schedule and procedure, and to introduce necessary changes or improvements

2.5 AHC shall not refuse to accept jewellery from any registered jeweller.

2.6 AHC shall follow FIFO (First in First out) principle on the basis of actual jewellery received, in testing of jewellery received from registered jeweller.

2.7 AHC shall give first priority to the lots of 10 numbers of jewellery articles of same purity received from Jewelers.

3. INFRASTRUCTURE REQUIREMENTS

3.1 AHC should be established as per the siting policies/guidelines of local administration.

3.2 AHC shall take the necessary clearance from local administration including Fire safety clearance.

3.2.1 AHCs located in structures not falling under the category where taking Fire Safety Clearance is mandatory from State Fire Deptt. as per relevant Fire Acts/Rules etc, the Fire Safety clearance may be considered deemed obtained based on the affidavit submitted by the applicant.

3.2.2 Requirement of Fire Safety is relaxed for AHCs wherein fire safety clearance has already been obtained for the building/complex with proper documentary proof in such cases.

3.3 AHC shall obtain the necessary consent from State Pollution Control Board in accordance with the Guidelines issued by CPCB.

3.4 AHC shall have adequate space for efficient functioning and for providing a safe and healthy working environment.

3.5 There shall be effective separation between neighboring areas viz. Reception, XRF, Sampling, Fire Assay and Laser Printing.

3.6 AHC shall maintain a display board near the entrance indicating the name, address, recognition number, validity period of recognition, and Hallmarking charges.

3.7 AHC shall have security system with closed circuit TV/motion picture detection system or any other suitable mechanism for the security of jewellery articles/artefacts received during day time or held overnight. The CCTV cameras shall be functional on 24x7 basis and the complete records of the footage be kept intact for at least one month. All the activities carried out in AHC shall be clearly recorded by the CCTV cameras. Record of the periods during which the CCTV camera at a location did not work and the reason thereof shall be maintained along with the record of footage.

3.8 The AHC shall ensure that the same Laser Marker is not used for any printing other than hallmarking.

3.9 Security of all the jewellery articles/artefacts shall be ensured during working hours and articles held overnight. Availability of safe to be ensured for secured storage of articles.

3.10 AHC shall provide necessary arrangements/systems for security for safety of jewellery brought by jeweller representative, this includes Security Guard near the entrance of the AHC or for the complex/building in which AHC has been situated.

4. MANPOWER REQUIREMENTS

4.1 AHC shall ensure that all staff are adequately qualified and experienced to perform the duties assigned to them with respect to their position.

4.2 AHC should endeavour to ensure that the person employed as the Fire Assay Master has completed the Certificate Course on Hallmarking run by NITS, Noida. It shall be mandatory, however, for the AHCs running more than one shift to have one of their Fire Assay Master having undergone this Certificate Course.

4.3 The AHC shall maintain current job descriptions for managerial, technical and key support personnel involved in assaying and hallmarking. A list of manpower preferably in the following format should be maintained:

S.No.	Section	Name of Employee	Role	Qualification	Experience	Training Received	Employed since	Monthly remuneration
-------	---------	------------------	------	---------------	------------	-------------------	----------------	----------------------

AHC shall employ the personnel after thoroughly checking the back ground of each of them and get their police verification done

4.4 AHC shall ensure that the personnel of the centre observe professional secrecy.

4.5 If the AHC runs in multiple shifts, the record shall be maintained regarding the number of shifts, duration of each shift and manpower deployed per shift.

4.6 AHC shall document and inform BIS whenever there has been any change in technical manpower or Centre's Management since previous assessment. BIS auditor shall verify competency of changed manpower by actual work performance and report.

5. TECHNICAL REQUIREMENTS

5.1 The AHC shall have all the equipment of required accuracy/least count as per relevant Indian Standard to perform assaying and hallmarking. A list of equipment for assaying and hallmarking preferably in the following format should be maintained by the AHC.

S.No	Name of Equipment	Manufacturer name	Brand name	Model /Type/Make	Serial Number of equipment	Quantity	Range	Least count	Calibration done on	Calibration valid upto	Traceability	Date of purchase	Compatibility with AHC software	Remarks if any
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5.2 All equipment and reference material required for correct performance of tests shall be maintained, verified and calibrated.

5.3 The calibration of equipment should be through NABL accredited laboratory, however, if calibration has been done by non-NABL accredited laboratory, the certificate of the calibration issued must be traceable to national standards.

5.4 AHC shall ensure that certified reference materials (CRMs) with purity certificate from Indian Govt. Mint or NABL accredited lab are used for checking XRF machine

5.5 AHC shall have the equipment suitable for the smooth operation of all the functionalities of the AHC software.

5.6 a) AHC shall ensure that the Machinery/equipment specifically XRF machine, weighing balances and Laser Machine shall have the capability so as to enable direct data transfer to centralized software for operation of Assaying & Hallmarking Centre.

b) Each of the XRF machines and Laser Marking Machines used for hallmarking must have the in-built software for integration with the AHC software.

c) The in-built software of the Laser marking Machine must have the feature to block the selection of a HUID after it has been selected once for printing, and an undertaking to this effect shall be furnished to the DDGR concerned.

5.6 All the major equipment should be operated by the personnel authorized for the purpose.

6. PROCESS/ SYSTEM REQUIREMENTS

6.1 AHC must use the software provided by BIS for Assaying and Hallmarking, as improved from time to time and ensure that the manpower engaged by the AHC is proficient enough to use software.

6.2 AHC shall ensure that identification and traceability of jewellery is maintained at all stages from receipt to delivery. The software feature for automatic tag generation may be used for the purpose.

- 6.3 AHC shall ensure that jewellery with prohibited markings is not accepted for hallmarking.
- 6.4 AHC shall maintain the records of receipt, consumption and testing of reference materials ensuring identification and traceability.
- 6.5 AHC shall ensure that the jewellery/artefacts are hallmarked and kept ready for delivery to the client within 48 hrs.
- 6.6 AHC shall take insurance for the jewellery/artefacts under process/stock and high cost equipment for minimum amount of Rs 10 lakhs. The insurance amount shall be increased in proportion to the amount of jewellery received by AHC.
- 6.7 AHC shall ensure the protection of its customer's confidential information and proprietary rights.
- 6.8 AHC shall have procedure to maintain confidentiality of the design of the jewellery received for hallmarking or any other information pertaining to jeweler.
- 6.9 AHC shall have quality control procedures for monitoring the validity of tests undertaken.
- 6.10 AHC shall maintain the integrity of the assaying and hallmarking process as laid down in IS 15820 as amended from time to time.
- 6.11 AHC shall return cornets of the tested articles to the jeweller at the time of returning the hallmarked items.
- 6.12 AHC shall retain the proof assay gold cornets with proper identification and traceability for last 30 assaying.
- 6.13 AHC shall ensure that sampling of gold jewellery articles is done as per the sampling plan of IS 15820 as amended from time to time with minimum possible damage to the jewellery.
- 6.14 AHC shall follow the sampling plan given in IS 15820 (specially of mix lot) and relevant records shall be maintained.
- 6.15 AHC shall ensure that markings on the article are legible and done on all removable / detachable parts in the defined sequence.
- 6.16 AHC shall ensure any gold/silver article/ornament which is not solid or which is made with hollow centre and then filled with cement, lac or other foreign substance which is non-metallic will be additionally marked with the weight of gold or silver (as applicable) as declared by the registered jeweller.
- 6.17 AHC shall participate in inter laboratory comparison or proficiency testing programmes. Quality control data shall be analyzed and where they are found to be outside pre-defined criteria, planned action shall be taken to correct the problem and to prevent incorrect results from being reported.
- 6.18 AHC shall ensure that it is working within the approved scope for recognition obtained from BIS.

6.19 AHC shall handover the cornets of samples assayed lot at the time for delivery of hallmarked articles to jeweller.