

BUREAU OF INDIAN STANDARDS

Southern Regional Office

CNBO-1

REPORT OF INVESTIGATION OF COMPLAINT AT COMPLAINANT END

Our Ref: CNBO-1/H-10175

Date:

23/04/2021

Subject: Complaint against M/s Steel Authority of India, Salem Steel Plant , Salem Tamilnadu.

0. GENERAL	
0.1 Complaint No.& Date	H-10175 & 05.02.2021
0.2 Name and address of the Complainant	Smt Chamundeswari, No.264, 17 th East Street, Kamaraj Nagar, Chennai – 600041.
0.2.1 Name and address of the recipient of material (if different from 0.2)	-
0.3 Product and IS No.	IS 1417
0.4 Nature of complaint (nature of short comings)	Fineness Gold Purity
0.5 Licence No. & valid upto	S.J. JEWELLERS, Dhadda Market, 326, Johari Bazar, Jaipur, Rajasthan & 01-05-2024
1. DETAILS OF INVESTIGATION	
1.1 Place &Date of Investigation	Chennai & 30-03-2021
1.2 Persons contacted	Smt Chamundeswari,
1.3 Details of product	Gold Ring with Diamond with BIS logo 22K 916 SJ mark
1.3.1 Date of Purchase	18-02-2018
1.3.2 Total Quantity purchased	One Ring
1.3.3 Quantity under complaint	One Ring
1.3.4 Source of Purchase and details of Bill/Cash Memo	Invoice No.15 and 18/02/2018

1.3.5 Material under complaint Inspected/ Repaired/ Handled by any other agency e.g. DGS&D, Local Dealer/ Mechanics	As per the information provided by the complaint, the material under complaint was not handled/inspected/repaired by anyone.
1.3.6 Is product under Warranty/ Any service contract?	No such information such as warranty card/service contract are available with the complainant during the investigation.
1.3.7 Action taken by the licensee for redressal of the complaint (if any, till date)	Not Applicable
1.4 Inspection of material under complaint	BIS logo present, 22K 916 & SJ – Mark BIS A&H logo absent. The marking seems to be misused.
1.4.1 Is material ISI Marked or not?	NA
1.4.2 Is ISI Mark Genuine or spurious?	-
1.4.3 Details of Markings on the product	BIS logo present, 22K 916 & SJ – Mark BIS A&H logo absent. The marking seems to be misused.
1.4.4 Condition of packing / storage	-
1.4.5 Visual Examination	Tested the mark as shown in the complaint ANNEX- A
1.4.6 Observations in respect of 0.3	-
1.4.7 Result of testing at complainant end, if done (attach sheet if necessary)	The complainant submitted a photocopy of test reports.
1.5 Testing	
1.5.1 Details of sample drawn for independent testing, if any	NIL
1.5.2 Test request ref. & Date	Not Applicable
1.5.3 Laboratory to which sent	Not Applicable
1.5.4 Date on which despatched to Lab by self/ complainant	Not Applicable
1.6 Any other information relevant to the complaint	NIL
2. CONCLUSION a) It is recommended that necessary actions may be taken up with JBO so as to take further action for redress of the complainant's by the complaint. b) Further verify the product in S.J. Jewellers with respect to misuse of standards mark.	
3. RECOMMENDATIONS Complaint to be forwarded to JBO for necessary action.	

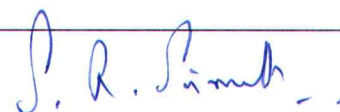
Station **Chennai**

Date **23/04/2021**

Enclosures: **ANNEX - A**

Sc. E & Head (CNBO-I)

Signature



Name **Smt S. R. Srimathi**

Designation **SO**

Department **CNBO-I**

GSTIN : 08ACYPD2289C1ZD
PAN : ACYPD2289C

TAX INVOICE

Off : +91-141-2575473
Mob : +91-98290-55559
Email : info@sjjewellers.com

S. J. Jewellers

DEALERS OF DIAMOND, PRECIOUS STONES, KUNDAN AND ENAMEL WORK JEWELLERY
Dhadda Market, 326, Johari Bazar, JAIPUR-302003, INDIA

Invoice No: **15**

Date: **18/2/18**

Name: **Ms. Chamundeswari**

Address: **Chennai**

State Code: **08**

No.	PARTICULARS	HSN CODE	QTY	RATE	AMOUNT
1.	10C Ring				25,000
				TOTAL	25,000
				Less : Discount	
				Taxable Value	
				CGST 1.50%	
				SGST 1.50%	
				IGST 3.00%	750
				TOTAL AMOUNT	25,750/-

Bank Name :
PUNJAB NATIONAL BANK
A/c No. : 3553002100022872
IFS Code : PUNB0355300

Delivery :

Remark :

Advance : Balance

All Subject to Jaipur Jurisdiction
E. & O.E.


For S. J. JEWELLERS
Devi Prasad
Authorized Sign



RF

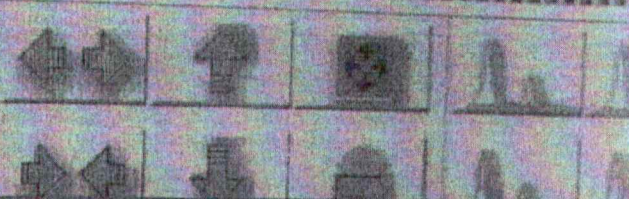
View Curve Spectrum Report Help

PresetTime 20 s



Start

Continue



Result

Sample Name St.Johns % %o Weight g

Element	content
Gold	88.620
Silver	1.313
Copper	7.338
Cadmium	2.730
Ruthenium	0.000

Print sample graphic
 Print spectrum graphic
 Save report to file

Save Report
Print Report
 OK
 Cancel

Karat:21.270K number of decimal

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