

BUREAU OF INDIAN STANDARDS

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

Our Ref: JKBO/P-11320

Date:27-04-2022

REPORT OF INVESTIGATION OF COMPLAINT AT COMPLAINANT END

Subject: Complaint against M/s S Chouhan Jewellers

0	GENERAL	
0.1	Complaint No. & Date	H-19124 dated 13 08 2024
0.2	Name & Address of Complainant:	Shubham Bhandari, Jalandhar
0.2.1	Name & Address of recipient of material (if different from 0.2)	---do---
0.3	Product and IS No.	Gold Ornament, IS 1417
0.4	Nature of Complaint (highlight specific shortcomings)	Consumer says that he had purchased 22 carat gold from Chauhan Jewellers. But the shopkeeper gave him 19 karat gold and he does not provide HUID number
0.5	Licence No.	NA
1.	DETAILS OF INVESTIGATION	
1.1	Place & Date of Investigation	Jalandhar, 30102024
1.2	Persons contacted	Shubham Bhandari-Complainant
1.3	Details of product	Gold Jewellery
1.3.1	Date of purchase	Invoice number 88 dated 10/07/2024
1.3.2	Total quantity purchased	One set 9.690 gms
1.3.3	Quantity under complaint	Total Quantity

1.3.4	Source of purchase and details Bill/ Cash Memo	S Chouhan jewellers, Shop no 62, Guru nanak Pura, Railway Crossing, Jalandhar Cash Memo attached
1.3.5	Material under complaint Inspected/Repaired/Handled by any other agency e.g. DGS&D, Local Dealer/Mechanics	Only Visually inspected at the time of receiving.
1.3.6	Is product under Warranty/ : Any service contract?	No
1.3.7	Action taken by the licensee for redressal of the complaint any, till date)	Jeweler is not registered with BIS
1.4	Inspection of Material under complaint	
1.4.1	Is material ISI Marked or not?	Pls see attached image
1.4.2	Whether ISI Mark Genuine or spurious	--do--
1.4.3	Details of Markings on the product	--do--
1.4.4	Condition of packing/storage	NA
1.4.5	Visual Examination	NA
1.4.6	Observations in respect of 0.3	HUID not marked on jewellery
1.4.7	Result of testing at complainant end, if done (attach sheet if necessary)	No testing carried out
1.5	Testing	
1.5.1	Details of sample drawn for independent testing, if any	NA
1.5.2	Test request ref. & date	NA
1.5.3	Laboratory to which sent	NA

1.5.4	Date on which dispatched to Lab by self/complainant/	NA
1.6	Any other information relevant to the complaint	1)HUID not marked on jewellery 2)Jeweller not registered with BIS
2.	CONCLUSIONS	HUID not marked on jewellery and Jeweller not registered with BIS AND 22K916SCJ and a triangle logo marked on item. Pic attached.
3.	RECOMMENDATIONS	Action may be taken as per BIS Act 2016.

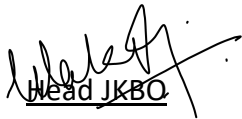


Signature

Name of IO: Pankaj Atri

Designations: Sc D, JKBO

In view of above complaint may be closed,
HMO to take suitable actions in consultation of
HMD



Head JKBO





RETAIL INVOICE 03AQNP2061N1ZP

S.CHOUHAN JEWELLERS

SHOP NO. 62, GURU NANAK PURA, RAILWAY CROSSING, JALANDHAR 144001

Invoice No. : 88

8360503945

Dated : 10/07/2024

MRs. shubham bhandari
DIIPB1209P

PH-9041325962

S. No.	Description of Goods	GOLD RATE	LABUER	GST 3%	Amount
1.	one pic set 9.690 polish <u>1.990</u> <u>11.680</u>	6600/-	6412/-	2505/-	77088/- 6412/-

Grand Total BALANCE

=

83500/-

gst

2505/-

Grand Total BALANCE (include all Services Taxes)

=

86005/-

Amount (In Words)

Rs. eighty six thousand five only

Terms & Conditions :

1. LABUER AND POLISH WUD NOT BE REFUND AFTER BILLING .

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S. CHOUHAN JEWELLERS
For S. Chouhan

Prop.