

HM/AHC/Guidelines /4

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

ISSUED BY

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1 General

These guidelines stipulate the procedure for Grant, Operation, Renewal, Suspension and Cancellation of Recognition of Assaying and Hallmarking Centres (AHCs) and Offsite Centres (OSCs). 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 with as per the provisions of Act, Rules and Regulations.

2 Grant of Recognition

2.1 Application for the Grant of Recognition

i) For AHC

An AHC shall be established in accordance with the requirements specified in IS 15820, as amended from time to time, for the assaying and hallmarking of gold and/or silver jewellery or artefacts. The application for Grant of Recognition shall be made in the Form-IV as specified in Chapter II of BIS (Hallmarking) Regulations 2018 with self-certified copies of documents listed below from (a) to (g) to the Regional Office of BIS having jurisdiction of the area where the AHC lies (process of submitting application online to the Bureau is available on website).

ii) For OSC

Guidelines for allowing setting up of the Offsite Centre by the recognised AHC is mentioned at Annexure-I Only a recognised AHC can submit application for setting up its OSC in the form annexed as Annexure-II, along with self-certified copies of documents listed below from (a) to (g) to the Regional Office of BIS having jurisdiction of the area where the parent AHC lies.

Copies of documents required

- a)** Proof of establishment of the firm or company (Any one of the documents given below)
 - i) Certificate of registration issued by registrar of companies along with memorandum of articles; or
 - ii) Registered 'Partnership Deed' in case the applicant is a partnership firm; or
 - iii) Certificate from a Chartered Accountant if the applicant is a proprietorship firm; or

- iv) Udyam Registration Certificate (MSME Registration); or
- v) GST Registration Certificate; or
- vi) Shop & Establishment Registration Certificate issued by the competent authority; or
- vii) State Trade Registration Certificate.

b)

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

- i. Registration with State Government Authority/ trade licences; or
- ii. GST registration certificate; or
- iii. Income Tax Assessment Order; or
- iv. Property tax receipt; or
- v. Valid Rent agreement with last rent receipt; or
- vi. Sale/ Lease Deed agreement.

c) Proof of Identity of the signatory

- i. Aadhar based verification/ e- signature;
- ii. Any one of following documents as identity proof of signatory on the Application:
- iii. Aadhar Card
- iv. Driving Licence
- v. PAN Card
- vi. Voter Identity Card
- vii. Passport

d) Map indicating location of premises from nearest land mark

Location map of premises from some nearest prominent landmark for each outlet, as applicable (for illustrative purposes only) along with latitude and longitude coordinates

e) Educational qualification and experience certificate of assay and deputy assay-in-charge

In accordance with clause 6.2 of IS 15820: 2024 the minimum educational qualification for assay in-charge and deputy assay in-charge shall be included in quality manual as given below:

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.

f) Quality Manual of the AHC/OSC

g) Affidavit cum undertaking as specified in regulations

2.1.1 Scrutiny of Application

i) Thorough scrutiny of application and all documents submitted by the applicant to be carried out within 7 working days of receipt of application. In case the application submitted is found to be complete and satisfactory in all aspects, audit to be allotted within 7 working days of receipt of application.

ii) In case of major discrepancy(ies) is observed in the application, rejection notice as per BIS (Hallmarking) Regulations, 2018 may be issued.

2.1.2 Non Acceptance of Application (either for AHC or for OSC) 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 close relatives of the applicant {as per Form V of BIS (Hallmarking) Regulations, 2018} under section 29 of the BIS Act, 2016.
- ii)** Applicant has made the application before the completion of cooling period wherever applicable.
- 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- a) The applicant or firm who are falling under any one of the categories mentioned at i), ii) and iii), above are **NOT** eligible to apply for certificate of recognition until they are free from these charges. 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.

- b) Applicants having outstanding dues from previous applications/recognition shall clear the same before processing of the fresh application.

2.2 Audit at the AHC/OSC

2.2.1 Pre-recognition Audit:

An assessment for the recognition of the AHC/OSC to be carried out (including submission of audit report) within 15 working days of the allotment. Testing of samples from each group as per grouping guidelines (Please See 2.3.1 & 2.3.2) intended to be covered in the scope of the recognition shall be carried out during the audit. The pre-recognition audit shall be of 2 man-days duration for gold or silver only. However, in case extra mandays are required, the same maybe allocated on the discretion of DDGR.

2.2.2 Assessment of Audit Report and Grant of Recognition:

- i) The completeness of all documents and audit report shall be ensured before processing grant of recognition. If there is any query on the audit report, the same to be resolved by the auditor within 3 working days.

Recognition will be granted by the DDGR based on the recommendations outlined in the assessment report, in line with the scope of the application for gold and/or silver hallmarking.

- ii) If any discrepancies are identified during the assessment, the applicant shall submit corrective actions within 7 working days of audit completion. If the discrepancies can be verified through supporting documentation alone, the verification may be conducted as a desktop review. The follow up audit, if required to verify the corrective actions, to be allotted within 3 working days of receipt of corrective actions by the AHC. Follow up audit to be carried out within 7 working days of allotment.
- iii) In case the applicant does not submit corrective actions within 7 working days or the corrective actions taken by the applicant are found to be unsatisfactory in the desktop review or during the follow up audit, rejection notice may be issued to the applicant.
- iv) If the follow up audit is satisfactory, the application should be processed for grant of recognition within 7 working days.
- v) The total time from receipt of the application to the grant of recognition shall not exceed 60 days.

2.3 Grant of Recognition

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

2.3.1 Grouping Guidelines for Gold

For Gold Jewellery / artefacts (as per IS 1417 and IS 1418) 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 jewellery / artefacts having 990 or above fineness;

2.3.2 Grouping Guidelines for Silver

For Silver Jewellery / artefacts (as per IS 2112 and IS 2113) having one or combination of following:

- a) for silver jewellery/artefacts up to and including 990 fineness only
- b) for silver jewellery/artefacts above 990 fineness;

2.4 Number of Lots to be tested during Assessment

Number of lots to be offered by applicant/centre for testing during assessments are as follows:

2.4.1 Pre-recognition assessment/Extension of scope (Inclusion) – 2 lots per group (See 2.3.1 & 2.3.2 above)

2.4.2 Special assessment – 2 lots (preferably the same variety in which earlier failure occurred)

2.4.3 Surveillance assessment – available hallmarked lot, if hallmarked jewellery is not available, the auditor shall verify workability of equipment's by witnessing ongoing testing.

Note: Each lot shall contain minimum 5 /articles of similar design/weight.

2.5 Change in Scope of AHC

Scope of recognition of an AHC may be considered for extension on request from the centre with relevant details of equipment and manpower in the form as per annexure-III.

2.5.1 Scrutiny of Application

- i) Thorough scrutiny of application and all documents submitted by the applicant should be carried out within 3 working days of receipt of

application. In case the application submitted is found to be complete and satisfactory in all aspects, it should be proposed for audit allotment to DDG(R) within 3 working days of receipt of application.

- ii)* In case major discrepancy/issue is observed in the application, rejection notice as per BIS (Hallmarking) Regulations, 2018 shall be issued.

2.5.2 Special Assessment Audit

An assessment for the inclusion in scope of recognition of centre should be carried out (including submission of audit report) within 10 working days of the allotment. Testing of samples from each group (See 2.3.1 & 2.3.2) intended to be covered in the scope of the recognition shall be carried out during the audit. Audit duration may be planned considering 1 man-day per group. However, extra man-days maybe allocated for assessment on the discretion of DDGR.

2.5.3 Assessment of Audit Report for inclusion:

- i)* The completeness of all documents and audit report shall be ensured before processing for inclusion. If there is any query on the audit report, the same should be resolved by the auditor within 3 working days.
- ii)* Inclusion will be granted by the DDGR based on the recommendations outlined in the assessment report, in line with the scope of the application for gold and/or silver hallmarking.
- iii)* If any discrepancies are identified during the assessment, the applicant shall submit corrective actions within 7 working days of audit completion. If the discrepancies can be verified through supporting documentation alone, the verification may be conducted as a desktop review. The follow up audit, if required to verify the corrective actions, shall be carried out within 10 working days of receipt of corrective actions by the centre.
- iv)* In case the applicant does not submit corrective actions within 7 working days or the corrective actions taken by the applicant are found to be unsatisfactory in the desktop review or during the follow up audit, rejection notice shall be issued to the applicant.
- v)* If the follow up audit is satisfactory, the application should be processed for grant of inclusion within 7 working days.
- vi)* An endorsement for change in scope shall be issued.
- vii)* The total time from receipt of the application to extension of scope(inclusion) shall not exceed 45 days.

2.5.4 Scope of recognition of an AHC may be reduced due to following:

- i)** AHC requests for deletion of particular group from their scope of recognition;
- ii)** Non-availability of necessary infrastructure/facilities for the particular group (Due notice of 14 days to be served before reduction of scope);

Changes during operation of the recognition

- 2.6** The following types of changes or in combinations thereof may occur during the operation of the 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;

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

- 2.6.1** 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. Suspension of Hallmarking at the old premises shall be imposed in accordance with Hallmarking Regulations, 2018. Revocation of suspension at new premises shall be permitted after verification at old premises for having removed the equipments from old premises alongwith satisfactory verification of facilities/infrastructure at new premises. An endorsement for change in address shall be issued.
- 2.6.2** In the case of (b), the relevant document(s) as indicated at 2.1 of these guidelines according to the type of change shall be obtained. An endorsement for change in name of the Centre shall be issued.
- 2.6.3** 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 at 2.1 of these guidelines according to the type of change shall be submitted by the new management.

2.7 Rejection of Application

- a)** The application for recognition of AHC 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/technical personnel/infrastructure with the AHC;

- ii) If reply to queries/discrepancies raised are not received and/or found to be incomplete within the stipulated time period;
 - iii) If corrective actions taken on discrepancies raised are found to be unsatisfactory during verification audit;
 - iv) The AHC has not cleared the financial dues;
 - v) The applicant has submitted fake/forged documents or tampered documents;
 - vi) The applicant has indulged in unethical practices in the context of grant of recognition or operation of the AHC;
 - vii) Major deviation is observed from the declared testing facility/address of premises during the audit;
 - viii) Failure of the applicant to demonstrate readiness for audit within 15 days of application submission
 - ix) Failure of AHC in providing all assistance to auditor/s in connection with carrying out the audit;
 - x) If any non-competency/discrepancy is observed during the follow up audit;
- b)** Before rejecting an application, a rejection notice of 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 fact(s) or the explanation furnished by the applicant or its representative is/are not satisfactory, the application shall be rejected.
 - c)** The competent authority shall pass speaking orders for decision taken. The closing of application shall be communicated to the applicant.

3 Hallmarking Fee

- 3.1** Hallmarking fee, as specified by Bureau from time to time, shall be payable by the centre by 10th of the following month, failing which suspension may be imposed immediately (No suspension notice is required to be issued).
- 3.2** For the purpose of hallmarking fee calculation, the term 'consignment' in hallmarking regulation shall correspond to the size of lot assayed by AHC as per IS 15820.

4 Renewal of Recognition

Renewal Application

4.1 On receipt of renewal application from the AHC 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 AHC 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.

Deferment

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 documents within the deferment period.

Reviewing of Renewal Application

4.2 All applications of AHCs for renewal, recognition of which have been auto-renewed, shall be reviewed by the ROs for completeness. Any shortfall in terms of documents and fees should be ascertained and communicated to the Centre. The review shall comprise of following aspects:

- (a) Completeness of hallmarking fees paid (Regulation 10(10)) and completeness of the required documents for renewal of recognition.
- (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)

Any shortfall in terms of documents and fees communicated to the centre shall be completed within 7 days by the centre, failing which suspension may be imposed without suspension notice.

4.3 Any refund related issues such as refund of renewal fees in case of non-renewal/cancellation/surrender etc before validity shall be approved by DDGRs.

5 Action on Failure of Market Surveillance Samples

5.1 All actions with respect to sample failures should be taken within 10 working days of receipt of test report and centres shall reply to the intimation received within 14 days with corrective actions taken, if applicable.

5.2 To implement the provision of Hallmarking Regulations, 2018 for non-conformity of hallmarked precious metal articles established after in-house or independent testing guidelines given below shall be followed:

5.2.1 Shortage in fineness above 40 ppt (parts per thousand)

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. Before cancellation proceedings however, suspension notice of 14 days intimating failure to the AHC shall be issued.

5.2.2 Shortage in fineness above 10 ppt up to and including 40 ppt of the marked fineness

To be processed for suspension for first failure above 10 ppt up to and including 40 ppt as well as in cases where failed sample was hallmarked after last revocation of suspension on account of failure.

Failure Percentage Calculations

5.2.3 Fail percentage shall be calculated for last 2 years from date of last failing test report received in following cases:

i) Shortage in fineness above 10 ppt up to and including 40 ppt of the marked fineness even if the sample was hallmarked before last revocation of suspension on account of failure.

ii) Shortage in fineness above 2 ppt & up to and including 10 ppt and/or presence of prohibited elements (in case of silver, shortage in fineness is up to and including 10 ppt of the marked fineness and/or presence of prohibited elements)

a) If *Fail percentage ≤ 50 , Intimate failure to AHC and advise them to take corrective actions.

b) If *Fail percentage > 50 , Recognition shall be processed for cancellation.

*** Failure percentage = {No. of failures with shortage more than 2ppt in case of gold (0 ppt in case of silver), prohibited elements, where applicable in last 2 years } / (No. of test reports received in last 2 years)**

***Failure percentage shall be calculated subject to condition that atleast 5 test reports have been received in last 2 years.**

Where number of test reports received is less than 5 but it is 3rd or 4th failure within first 4 reports, case shall be processed for cancellation

*** In cases of failure of sample (apart from failure by more than 40 ppt) calls for cancellation but centre has never been put under suspension due to failure during last 2 years, then recognition shall instead be put under suspension instead of cancellation. If any additional failure is reported during the period of suspension, the case shall be processed for cancellation.**

Note: If failures are received but number of test reports are less than 5, Efforts shall be made to draw more samples.

A recommendatory flowchart showing action to be taken in failure cases is attached at annex XVIII for reference purpose.

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| Suspension Notice | 5.2.4 | i) Before initiating suspension/cancellation due to failure in independent testing, suspension notice of 14 days shall be issued to the AHC. If no reply received within 14 days or reply received is not satisfactory or failure has been accepted by the centre, suspension/cancellation shall be initiated. |
| Third Suspension in Last Three Years | 5.3 | In cases where action on failure of sample on a Centre calls for suspension for third time within 3 years from the date of receipt of last failure, the recognition shall be processed for cancellation as per provision of Hallmarking Regulations, 2018. Before cancellation proceedings however, suspension notice of 14 days intimating failure to the AHC shall be issued. |
| Counter Sample not Available | 5.4 | In cases where AHC requests BIS for testing of counter sample and the counter sample is not available or found to be tampered/ melted/ destroyed, following actions shall be taken: |

i) In cases where AHC had been suspended twice before the case under consideration within three years from the date of the failure received and failure of the market sample calls for suspension/cancellation, action shall be taken as per clause 5.3.

ii) In all other cases, a decision may be taken by DDGR based on merits of the case.

5.5 In case special assessment audit is required to be carried out for verification of corrective actions taken by centre, the same shall be allotted within 07 working days of receipt of corrective actions. The special audit shall be carried out within 10 working days of its allotment. In case of unsatisfactory visit, maximum one follow up visit would be allowed within 14 days.

5.6 In case corrective action taken by centre are found to be unsatisfactory during special audit in case of cancellation proceedings, the recognition of centre will be processed for cancellation.

5.7 Issues arising out of AHC/OSC Surveillance Assessments

5.7.1 At least one surveillance audit of each AHC/OSC in a year shall be ensured.

5.7.2 The surveillance audit shall be completed including submission of report within stipulated timeline.

5.7.3 Upon submission of the surveillance audit report, necessary action shall be taken within 10 working days. For cases where the auditor recommends corrective action, the AHC shall take the necessary corrective actions and submit its reply within 07 working days. Action may be taken as and when report is received without waiting for any reply from AHC

5.7.4 The action to be taken in case of non-conformity of hallmarked precious metal articles established after in-house testing during surveillance assessments are same as detailed in clause 5 (for failure in independent testing) except that no suspension notice is required to be issued.

5.7.5 In case special audit is required to be carried out for verification of corrective actions taken by AHC, the same shall be allotted within 07 working days of receipt of corrective actions by AHC.

- 5.7.6 The special audit shall be carried out within 10 working days of its allotment.
- 5.7.7 In case corrective action(s) taken by AHC are found to be unsatisfactory during special audit, maximum one follow up visit would be allowed within 14 days.
- 5.7.8 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 AHC are not genuine / valid; and
 - c) Non-availability of proper record for a particular lot(s) of hallmarked articles;

Non-Cooperation by Centre

- 5.7.9 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 any of the following:
- a) Failure to maintain/provide recording of CCTV footage by AHC personnel present at the time of audit
 - b) Refusal/Delay to permit auditor to enter centre premises/access to AHC manak online portal even after showing official ID card;
 - c) Non-adherence to instructions issued by BIS from time to time;

5.8 Other Obligation of Centre

- 5.8.1 The 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 centre shall not accept such jewellery/artefacts for hallmarking which bears any marking including “KDM” or fineness/caratage. No other mark

shall be applied on Hallmarked jewellery / artefact. The 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.
- 5.8.3** AHC shall not refuse to accept jewellery from any registered jeweller.
- 5.8.4** AHC shall submit an undertaking confirming that hazardous and other wastes generated by them shall be disposed of through an authorized actual user, waste collector or disposal facility operator in accordance with CPCB guidelines or agreement for hazardous waste disposal by the gold AHC with an authorized actual user, waste collector or operator of the disposal facility
- 5.8.5** There shall be effective separation between neighbouring areas viz. Reception, XRF, Sampling, Fire Assay and Laser Printing.
- 5.8.6** AHC shall maintain a display board near the entrance indicating the name, address, recognition number, validity period of recognition, and Hallmarking charges.
- 5.8.7** 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 30 days. 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.
- 5.8.8** The AHC shall ensure that the same Laser Marker is not used for any printing other than hallmarking.
- 5.8.9** 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.

5.8.10 The AHC shall ensure availability of deputies for key support personnel (Quality Manager and Assay master) and to maintain current job descriptions for managerial and technical personnels 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
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5.8.11 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.

5.8.12 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	Compatibility with	Remarks
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5.8.13 AHC shall ensure that the Machinery/equipment specifically XRF machine, weighing balances and Laser Machine have the capability so as to enable direct data transfer to centralized software for operation of AHC.

5.8.14 AHC shall ensure that photographs of the article and of the hallmark on the article including HUID and its weight are captured and uploaded on manak online once the provisions are enabled.

5.8.15 AHC shall have insurance cover over and above 40 lacs for the sum assured determined based on the maximum value of stock including

consumable precious metals likely to be held in premises for in 2 days taking into account peak/expected load.

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

5.8.17 AHC shall undertake responsibility for complying the norms of fire safety norms of the local authority and confirm the same through a declaration.

5.9 i) 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.

ii) In case, the action is initiated as per clause 5.2.1 or 5.2.3.(ii).(b) or 5.3 of guidelines process for cancellation of recognition (both Gold and Silver).

6 *Retention of Cornets*

The check assay gold cornets shall be retained with proper identification and traceability for last 30 assaying. The sample cornet left after assaying along with hallmarked/rejected jewellery/artefacts shall be returned to the jeweller along with jewellery.

7 *Testing of Counter Sample*

On failure of sample in independent laboratory, if registered jeweller and/or recognized centre does not agree with the results obtained and requests for testing of counter sample/remnants within 14 days (from the date of communication of failure) along with justification, the same may be permitted with the approval of DDGR for which double the testing charges shall be paid in advance by the registered jeweller or the centre. Submission of the counter sample shall be ensure by the centre or Jeweller (whosoever has requested testing) within 7 days of convey of decision. BO should dispatch sample to RAL within 5 working days and RAL should ensure testing and issue of test report of counter sample within 21 days of receipt of sample. Testing of counter sample should preferably be done in the same RAL in which sample was tested earlier.

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.

Authenticity of sample is to be confirmed by the branch office before accepting the sample and sending it for further testing.

In any case, if there is no/insufficient counter sample available, a decision may be taken by DDGR based on merits of the case.

- 7.1 Both jeweller and AHC 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 representative(s) of the BO.
- 7.3 For witnessing the test, a separate charge of rupees ten thousand per day, cost of travel, boarding and lodging for the BIS official representing BO which had drawn the sample shall be payable by the centre or jeweller. In addition to the concerned BIS official, lab QA officer shall also personally remain present and witness such testing in RAL.
- 7.4 BO officer should deposit the sample to referral lab. The sealed counter sample shall be opened in the presence of the jeweller and/or the assaying centre and the BO officer. Before undertaking the testing of the counter sample by referral laboratory, the jeweller and/or 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 shall abide by 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.
- 7.7 In cases where repeatability is not achieved during counter sample testing DDGRs may take decision based on the merits of the case.

8 *Formats/
Annexures*

- 8.1 The following formats are enclosed which may be used during the operation of the centre:
 - a) Guidelines on OSCs, Annexure-I

- b) Offsite centre application, Annexure-II;
- c) Inclusion (Extension of scope) application, Annexure-III;
- d) Endorsement for change in scope, Annexure-IV;
- e) Application rejection notice, Annexure-V;
- f) Suspension notice and cancellation notice for shortage in fineness by more than 40 ppt. Annexure-VI & VII respectively;
- g) Suspension notice and suspension letter for shortage in fineness due to more than 10 ppt up to and including 40 ppt or 3rd or 4th failure in 2 years (where no suspension was imposed due to sample failure in last 2 years), Annexure-VIII & IX respectively;
- h) Suspension notice and cancellation notice due to failure % >50 or 3rd or 4th failure and atleast once suspension was imposed due to sample failure in last 2 years, Annexure-X & XI respectively;
- i) Suspension notice and cancellation notice for failure case calling for third suspension in last 3 years, Annexure-XII & XIII respectively;
- j) Failure intimation letter, Annexure- XIV;
- k) Application for change in name/address/management of the centre, Annexure- XV;
- l) Letter for Renewal of recognition, Annexure-XVI;
- m) Letter for deferment, Annexure-XVII;
- n) Flowchart for dealing with MS failure cases, Annexure-XVIII;
- o) Timelines at a glance – Annexure-XIX

9 Provision of Appeal

- 9.1** Any person aggrieved by an order made under Regulation 8 or 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.

- 9.2** Every appeal shall be filed in duplicate and shall be accompanied by a self-attested copy of the order appealed against.
- 9.3** It shall be ensured before acceptance of appeal of an AHC that no dues such as hallmarking fees, other fees etc are pending.
- 9.4** 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.
- 9.5** The Director General may call for relevant documents from the appellant and may, after such inquiry in the matter as he/she considers necessary and after giving an opportunity to the parties to be heard, pass such orders as he/she thinks fit. Provided that the appeal shall be disposed of within a period of ninety days from the date of its filing.
- 9.6** 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/her and may confirm, modify or set aside the orders passed by such officer after the review.
- 9.7** 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.

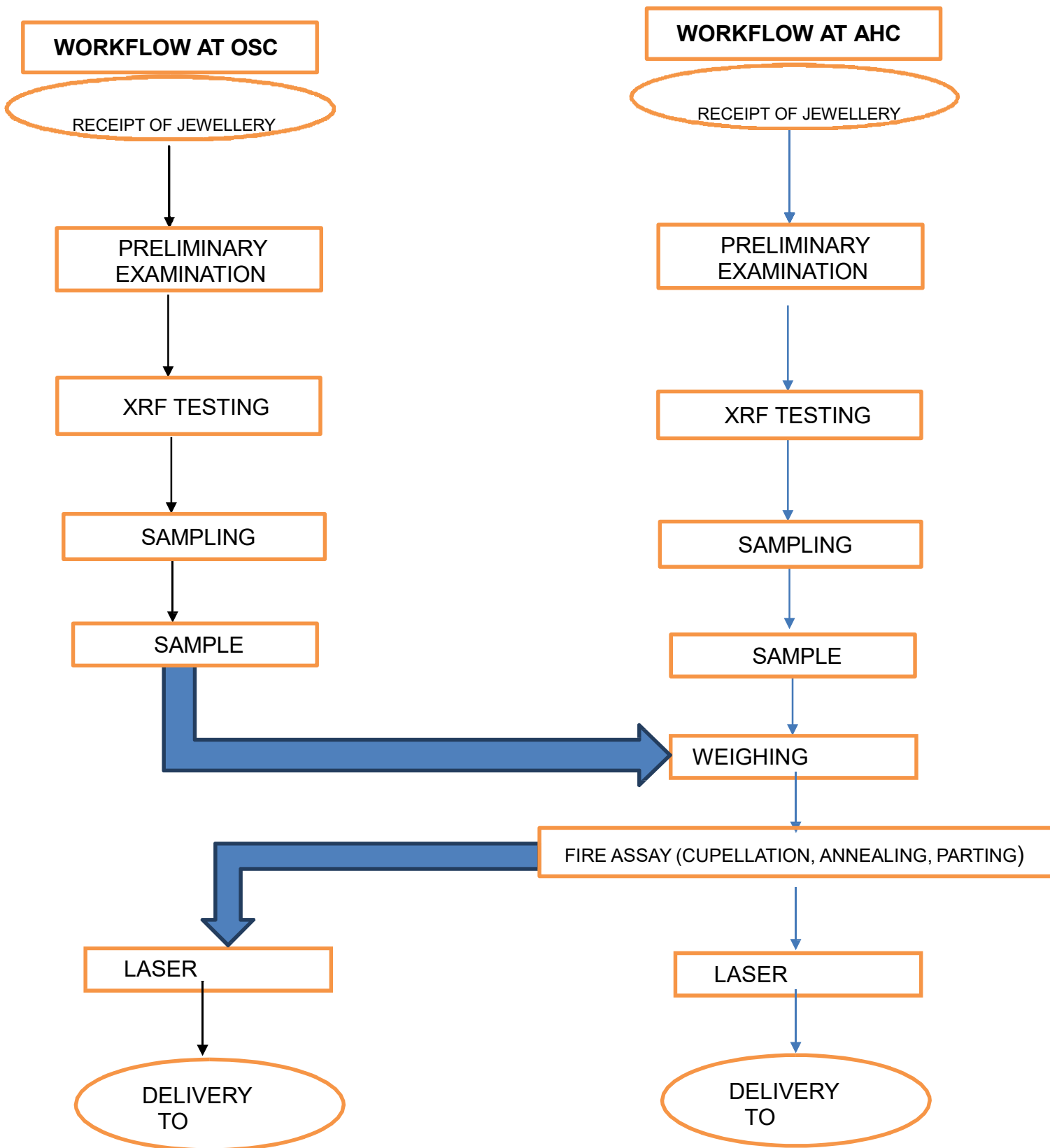
Guidelines on Off-site Centre (OSC) of Assaying and Hallmarking Centre (AHC)

Following guidelines shall be followed for allowing the setting up of the OSCs by the Bureau recognised AHCs:

- 1.1 An OSC can be set up by an AHC in any deficient district in the Country subject to the conditions that one AHC cannot have more than 5 (five) OSCs attached to it and the distance of an OSC cannot be more than 100 kms from the parent AHC.
- 1.2 An offsite centre (OSC) shall have all the facilities as in an AHC except the facilities required for fire assay and will carry out all the functions of an AHC, as laid down by the Bureau for the hallmarking of gold jewellery except fire assay.
- 1.3 It shall be the responsibility of the parent AHC to carry out the fire assay of the jewellery received at an OSC. A chart showing the work flow at and between OSC and parent AHC is placed at Appendix 1.
- 1.4 After making all necessary arrangements, AHC may apply to the Regional Office of Bureau for permission for Off-site operations with complete details as required for an AHC along with the details of the methodology for dispatch of samples from OSC to the parent AHC and the receipt of Assay Test Report and remnants of testing from by the OSC therefrom.
- 1.5 OSC shall have testing personnel including a Quality Manger, as required for AHC, except the personnel required for fire assay process. The Quality Manager of the parent AHC shall however, be overall quality incharge of both AHC and OSCs.
- 1.6 OSC shall have all the testing equipment as required for AHC as specified in IS 15820: 2009 except the testing equipment required for fire assay process.
- 1.7 The AHC shall be required to submit the application in the format and through the portal as instructed by the Bureau.
- 1.8 If an OSC is proposed in a Region other than the one in which the AHC is located, the application should be submitted to the Regional Office of Bureau, which has the territorial jurisdiction over that AHC.
- 1.9 The Regional Office of Bureau shall take following steps after receipt of the application:
 - 1.9.1 Verify the past performance of the AHC and its preparedness in terms of manpower and infrastructure for fire assay.
 - 1.9.2 Organise Audit (of one manday each) at Parent and Off-Site location for verification of arrangements as per the criteria laid down by the Bureau for recognition of AHCs, as far as possible within a week of the receipt of the application.
 - 1.9.3 Dispose of the application within three days of the receipt of audit report subject to the applicant having taken necessary corrective action, as required by the audit report.
- 2 No application or recognition fee will be required to be paid for an OSC. The assessment fee of Rs 5000/- per manday shall, however, be payable to cover the cost of the audit of an OSC.
- 3 There shall be no renewal fee for an OSC, and its recognition shall stand renewed on the renewal of recognition of the parent AHC.

- 4 The parent AHC shall be responsible for punitive action for the violation of the prescribed norms and criteria for the hallmarking of the jewellery at an Off-Site Centre, as if the said violation had occurred at the parent AHC.
- 5 Bureau can suspend and stop the operations of an OSC if it is not found to be functioning in a proper manner. The parent AHC shall, however, be given an opportunity of being heard before the recognition of an OSC is terminated.
- 6 In case of suspension or de-recognition of parent AHC, the permission for all OSC operations shall also stand withdrawn automatically.
- 7 The OSC will have a display board indicating the name of the parent AHC along with its Recognition Number and contact details. The display board shall also contain the information that a complaint can be lodged with the Bureau using BIS CARE App or Consumer Engagement Portal of e-BIS.
- 8 The AHC shall include the OSC-wise details in the report or return to be filed to the Bureau in the format and manner laid down by the Bureau.

APPENDIX 1



Annex-II

Application for Recognition of Off-site Centre(OSC) of Assaying and Hallmarking Centre(AHC) in accordance with IS 15820

1.	Details of Assaying and Hallmarking Centre and Off-site centre	
1.1	Name of the Parent Centre	
	Address of the Parent Centre	
	Recognition No. of the Parent Centre	
	Validity of recognition	
	Complete Address of the Off-site Centre(OSC) (clearly indicate prominent landmark and attach location plan)	
	Distance of OSC from the parent AHC(by road)	
	Telephone / Mobile of offsite centre	
	Email	
	Whether applying for the Recognition of Off-site Centre(OSC) for the first time.	Yes/No
	If No, provide recognition number/s of OSC/s setup earlier	
	Whether OSC being set up in deficient district	
1.2	Complete address of the Registered Office (if different from 1.1 above)	
	Telephone / FAX / Email	
1.3	Type of Ownership	Proprietorship / Partnership / Limited Company / Government. / PSU
1.4	Provide Name of Prop., all partners and Directors with designation	
1.5	Premises of the Offsite Centre and its Legal Identity	
	Document authenticating premises of the centre (enclose self-attested copy of document)	
	Document establishing legal identity of the centre (enclose self-attested copy of document)	
2.	Recognition	
2.1	Scope of Recognition of Parent centre	

2.2	Scope of recognition of offsite centre														
3.	Name and Designation of Owner/Chief Executive of the Applicant														
3.1	Telephone / FAX / Email														
3.2	Name and Designation of the person responsible for the Quality System Management in the offsite Centre														
4.	Employees/Personnel in centre														
4.1	Total number of employees in the offsite centre														
4.2	Section-wise details with name, role, qualification, experience, training details, etc. (attach separate sheet as per the following format)														
	Sl. No.	Section	Name of employee	Role	Qualification	Experience	Training Received	Employed since							
5.	Test Equipment/ Instruments and Test facilities														
5.1	List of test equipment/facilities including consumables, water & electricity supply with back up as per the following format in offsite centre (<i>please attach separate sheet</i>)														
	Sl. 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	Remarks, If any
6.	Offsite Centre Premises/Layout														
6.1	Total space available (in Sq feet)														
6.2	Layout plan of the centre indicating testing area, office etc. (attach Layout Plan)														
7.	Centre's Quality Management System														

7.1	Details of Quality Manual implemented in the Assaying & Hallmarking Centre and offsite centre (Document No, Issue No and date) (copy of Quality manual to be enclosed)	
8	Methodology of transfer of sample	
8.1	Methodology for transfer of sample from offsite centre to parent centre and transfer of report, cornet , remanants from parent centre to offsite centre and controls there off	
9.	Insurance	
9.1	Has professional Indemnity Insurance been taken for offsite centre?? If yes, please provide policy no., validity date and amount of insurance taken	Yes / No
9.2	Has Insurance for artefacts under process/stock and high cost equipments been taken for offsite centre ?? If yes, please provide policy no., validity date and amount of insurance taken	Yes / No
10	Preparedness for Assessment	
10.1	By which date will the centre be ready for assessment?	
11.	Details of Previous Cancellation/Convictions, if any	
12.	Details of Payment (refer to the fee applicable for AHCs)	
12.1	Amount	
12.2	Name of the Bank	
12.3	DD No./UTR No./Bank Challan No.	
12.4	Date	
13	Any other information which the centre may like to provide	

Declaration

This is to declare that

- i. I have read and understood provisions of Bureau of Indian Standards Act, 2016, Bureau of Indian Standards Rules, 2018 and Bureau of Indian Standards (Hallmarking) Regulations, 2018. Guidelines for Assaying & Hallmarking (A and H) Centre and Guidelines on Off-site Centre (OSC) of Assaying and Hallmarking Centre(AHC) and undertake to abide by them.
- ii. there is no change in ownership of AHC and OSC and the manpower and test equipment's present in OSC are different from that present in AHC.
- iii. the parent AHC has sufficient capacity to handle the work of both AHC and the offsite centre/s

Signature
Designation (Proprietor/Partner/Director)

Date
Seal
Place:

**Application for extension of Scope of Recognition of Assaying and Hallmarking Centre (AHC)
in accordance with IS 15820**

Particulars		Details												
1. Details of AHC														
Name of the Assaying and Hallmarking Centre														
Address of the Centre														
Recognition No. of the Centre														
Validity of Recognition														
Telephone / Mobile														
Email														
Details of Existing Scope of Recognition														
2. Details of Scope intended for Inclusion														
2.1 Details of Scope Proposed for Inclusion (Multiple scope may be proposed for Inclusion)		<input type="checkbox"/> Yellow gold jewellery / artefacts below 990 fineness; <input type="checkbox"/> White gold jewellery / artefacts (Nickel based) <input type="checkbox"/> White gold jewellery / artefacts (Palladium based) <input type="checkbox"/> Gold jewellery / artefacts having 990 or above fineness <input type="checkbox"/> Silver jewellery/artefacts up to and including 990 fineness <input type="checkbox"/> Silver jewellery/artefacts above 990 fineness												
2.2 Test Equipment/ Instruments and Test facilities		Attach additional equipment's list												
List of test equipment/facilities including consumables as per following format (please attach separate sheet)														
Sl. 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	Remarks, If any
3 Quality Manual implemented							Yes/No, Enclose copy of relevant pages of Quality Manual							
3. Payment Details														
3.1 Amount														
3.2 Name of the Bank														
3.3 DD No. / UTR No. / Bank Challan No.														
3.4 Date														
4. Any other information														

Declaration

- I have read and understood the provisions of Bureau of Indian Standards Act, 2016, Bureau of Indian Standards Rules, 2018 and Bureau of Indian Standards (Hallmarking) Regulations, 2018 and undertake to abide by them.
- The information furnished in this application is true and correct to the best of my knowledge

and belief.

3. The centre has adequate manpower, infrastructure, equipment and facilities for the scope proposed for inclusion.
4. The centre shall comply with all applicable BIS requirements related to the proposed scope.

Signature

Name

Designation (Proprietor/Partner/Director)

Date

Place & Seal

ENDORSEMENT TO RECOGNITION NO. _____

Recognition No.	Name of the Hallmarking Centre with address	Scope of recognition	IS No. & Title
		<Mention existing scope>	15820:2024 Establishment and Operation of Assaying and Hallmarking Centres - General Requirements (First Revision)

ENDORSEMENT NO. __

Dated: _____

Consequent upon application processed for inclusion, scope of recognition stands revised as below with effect from _____

Other terms and conditions of the recognition remains same.

Recognition No.	Name of the Hallmarking Centre with address	Scope of recognition	IS No. & Title
		< Mention revised scope>	15820:2024 Establishment and Operation of Assaying and Hallmarking Centres - General Requirements (First Revision)

Yours faithfully,

<Sign>

<Name and Designation>

Speed Post

हमारा संदर्भ/ Our Ref:

दिनांक:Date _____

<Name and address of centre>

Subject: Application Rejection Notice

Kind Attn.: <Applicant Name>

Dear Sir,

This is with reference to your application number A-_____ submitted by you for grant of recognition for Assaying and Hallmarking of Gold and/or Silver Jewellery / Artefacts as per IS 15820: 2024 received on _____.

2. Following major discrepancies have been observed with regard to processing of your application :

<Mention Reason(s)>

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 along with suitable justification/evidences. 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. This is being intimated without any prejudice to the rights of Bureau to take any further action as stipulated under the BIS Act, 2016, the BIS Rules 2018 and the BIS (Hallmarking) Regulations, 2018.
5. In case no reply is received from your end within the stipulated period, application will be processed for rejection in accordance with sub-regulation (7) of regulation 8 of BIS (Hallmarking) Regulations, 2018 without any further reference to you.

Kindly acknowledge receipt.

Thanking you,

Yours faithfully,

<Signature>

<Name and Designation>

Speed Post

हमारा संदर्भ/ Our Ref:

दिनांक:Date _____

<Name and Address of AHC>

Dear Sir/Madam,

Subject: Notice to impose Suspension cum cancellation of recognition due to Failure of the Sample (shortage in fineness by more than 40 ppt).

This has reference to the recognition granted to your Centre for Assaying and Hallmarking of Gold and/or silver Jewellery /artefacts.

2. i) Please find enclosed test report pertaining to a sample of Jewellery hallmarked at your centre and tested in our Assay Lab. The details of samples and failures are given below:

Test Report No. & Date	HUID	Date of Drawl of sample	Failing in the requirements	Declared Fineness	Result

ii) As per the regulation 12 (3) (i) of BIS Hallmarking regulations, 2018, non-conformity of the hallmarked precious metal articles established after in house or independent testing calls for Suspension of the recognition.

iii) As per the regulation 13 (1) (e) of BIS Hallmarking regulations, 2018, if the hallmarked precious metal articles is/are found to have shortage of purity of more than forty parts per thousand, it calls for cancellation of the recognition.

3. In view of the above-mentioned failure in shortage of fineness of more than 40 ppt as detailed in the above table, you are advised to explain why the recognition granted to you should not be processed for cancelation (along with suspension). The justification/clarification for the above failure along with supporting evidences shall be sent to BIS within 14 days from the date of issue of this letter.
4. In case if the said reply is not received in stipulated time or the reply submitted for the failure is found to be unsatisfactory, it will be presumed that you are no longer interested to keep your recognition in operation and cancellation proceedings will be initiated alongwith Suspension of recognition for Gold and/or silver jewellery/ artefacts in accordance with regulation 13 (1) (e) and 12(3)(i) of BIS (Hallmarking) Regulations, 2018.

This is being intimated without any prejudice to the rights of Bureau to take any action as stipulated under BIS Act, 2016, BIS Rules, 2018 and BIS Regulations, 2018.

Kindly acknowledge the receipt.

Thanking you,

Yours faithfully,

<Sign>

<Name and Designation>

Encl: Test Report

Speed Post

हमारा संदर्भ/ Our Ref:

दिनांक:Date _____

<Name and Address of AHC>

Dear Sir/Madam,

Subject: Notice for cancellation of recognition due to Failure of the Sample. (shortage in fineness by more than 40 ppt)

This has reference to the recognition granted to your Centre for Assaying and Hallmarking of Gold and/or silver Jewellery /artefacts.

2. i) Further, reference is invited to our letter dated _____ intimating <gold/silver> jewellery/artefacts hallmarked by your centre was found to have shortage of more than 40 ppt and you were advised to explain why the recognition granted to you should not be processed for cancellation (along with suspension) within 14 days. However, In this regard, <no reply was received within the stipulated time> or <as per your reply you have accepted the failure> or <the reply received is found to be unsatisfactory>

ii) In view of this, it is proposed to cancel your recognition in accordance with Regulations 13(1)(e) of BIS (Hallmarking) Regulations, 2018. Also, your recognition is put under suspension in accordance with regulations 12.(3).(i) and 13.(3) of BIS (Hallmarking) Regulations, 2018. You are hereby instructed to stop applying hallmark on <gold and/or silver> jewellery/artefacts with immediate effect.

3. In case you have anything to say in this matter, you may submit your explanation to the undersigned within 14 days from the date of issue of this notice, failing which, it will be presumed that you are no longer interested in continuing the said recognition and as such the recognition will be processed for cancellation without any further reference to you.

4. If you desire to be heard 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.

This is being intimated without any prejudice to the rights of Bureau to take any action as stipulated under BIS Act, 2016, BIS Rules, 2018 and BIS Regulations, 2018.

Kindly acknowledge the receipt and ensure compliance.

Thanking you,

Yours faithfully,

<Sign>

<Name and Designation>

Speed Post

हमारा संदर्भ/ Our Ref:

दिनांक:Date _____

<Name and Address of AHC>

Dear Sir/Madam,

Subject: Notice to impose Suspension of Hallmarking due to Failure of the Sample (<shortage in fineness by above 10 ppt up to and including 40 ppt> <third/fourth failure in last 2 years).

This has reference to the recognition granted to your Centre for Assaying and Hallmarking of Gold Jewellery /artefacts.

2. i) Please find enclosed test report pertaining to a sample of Jewellery hallmarked at your centre and tested in our Assay Lab. The details of samples and failures are given below:

Test Report No. & Date	HUID	Date of Drawl of sample	Failing in the requirements	Declared Fineness	Result

ii) As per the regulation 12 (3) (i) of BIS Hallmarking regulations, 2018, non-conformity of the hallmarked precious metal articles established after in house or independent testing calls for Suspension of the Hallmarking.

3. <In view of the above-mentioned failure in shortage of fineness in 10 to 40 ppt> <In view of the above, this is third/fourth failure in last 2 years> as detailed in the above table, you are advised to explain why the recognition granted to you shall not be put under suspension. The justification/clarification for the above failure along with supporting evidence shall be sent to undersigned within 14 days from the date of issue of this letter.
4. In case if the said reply is not received in stipulated time or the reply submitted for the failure found to be unsatisfactory, it will be presumed that you are no longer interested to keep your recognition in operation and Suspension of hallmarking for Gold jewellery/ artefacts will be considered as per section 12(3)(i) of BIS (Hallmarking) Regulations, 2018.

This is being intimated without any prejudice to the rights of Bureau to take any action as stipulated under BIS Act, 2016, BIS Rules, 2018 and BIS Regulations, 2018.

Kindly acknowledge the receipt.

Thanking you,

Yours faithfully,

<Sign>

<Name and Designation>

Encl: Test Report

हमारा संदर्भ/ Our Ref:

दिनांक:Date _____

<Name and Address of AHC>

Dear Sir/Madam,

Subject: Suspension of Hallmarking due to Failure of the Sample (<shortage in fineness by above 10 ppt up to and including 40 ppt> <third/fourth failure in last 2 years>).

This has reference to the recognition granted to your Centre for Assaying and Hallmarking of Gold Jewellery /artefacts.

2. i) Reference is invited to our letter dated _____ intimating <gold/silver> jewellery/artefacts hallmarked by your centre <was found to have shortage in range by more than 10 ppt up to and including 40 ppt> < had failed for third/fourth time in last 2 years> and you were advised to explain, why the recognition granted to you should not be processed for suspension, within 14 days. However, In this regard, <no reply was received within the stipulated time> or <as per your reply you have accepted the failure> or <the reply received is found to be unsatisfactory>

ii) In view of above, it has been decided by competent authority to put your recognition under suspension in accordance with regulations 12.(3).(i) of BIS (Hallmarking) Regulations, 2018. You are hereby instructed to stop applying hallmark on <gold and/or silver> jewellery/artefacts with immediate effect.

3. You are required to investigate the reasons for non-conformity by reviewing your quality assurance system and to take appropriate corrective actions. You may undertake testing after the corrective actions have been taken to ensure that the actions taken are appropriate to prevent recurrence of non-conformities observed.

4. You are further required to intimate BIS the details of corrective actions taken along sufficient evidence to establish competence of the centre as per the relevant standard for assaying and hallmarking of precious metal articles.

5. Your case will be considered for resumption of hallmarking only after the necessary corrective actions are taken by you and verification of the same by BIS. It may also be noted that assessment charges @ Rs.5000/- per man day + Goods & Service Tax @ 18% shall be charged for the verification visit apart from the travel and stay arrangements of auditor.

Kindly acknowledge the receipt and ensure compliance.

Yours faithfully,

<Sign>

<Name and Designation>

Speed Post

हमारा संदर्भ/ Our Ref:

दिनांक:Date _____

<Name and Address of AHC>

Dear Sir/Madam,

Subject: Notice to impose Suspension cum cancellation of recognition due to Failure of the Sample

This has reference to the recognition granted to your Centre for Assaying and Hallmarking of Gold and/or silver Jewellery /artefacts.

2. i) Please find enclosed test report pertaining to a sample of Jewellery hallmarked at your centre and tested in our Assay Lab. The details of samples and failures are given below:

Test Report No. & Date	HUID	Date of Drawl of sample	Failing in the requirements	Declared Fineness	Result

ii) Further references are invited to earlier failures of <gold/silver> jewellery/artefacts hallmarked by your centre as detailed below:

<Mention all failure cases received in last 2 years from date of recent failure received>

Test Report No. & Date	HUID	Date of Drawl of sample	Failing in the requirements	Declared Fineness	Result

iii) Repeated instances of lots hallmarked by you failing in independent testing indicates serious deficiencies in the testing process and reliability of results issued by the centre, and accordingly it calls for cancellation of recognition in accordance with regulation 13 (1) (c) of BIS Hallmarking Regulations, 2018.

iv) Also, as per the regulation 12 (3) (i) of BIS Hallmarking Regulations, 2018, non-conformity of the hallmarked precious metal articles established after in house or independent testing calls for Suspension of the recognition.

3) In view of the (2) above, you are advised to explain why the recognition granted to you should not be processed for cancelation (along with suspension). The justification/clarification for the above failure along with supporting evidence shall be sent to BIS within 14 days from the date of issue of this letter.

4) In case if the said reply is not received in stipulated time or the reply submitted for the failure found to be unsatisfactory, it will be presumed that you are no longer interested to keep your recognition in operation and cancellation proceedings will be initiated alongwith Suspension of recognition for Gold and/or silver jewellery/ artefacts in accordance with regulation 13 (1) (c) and 12(3)(i) of BIS (Hallmarking) Regulations, 2018.

This is being intimated without any prejudice to the rights of Bureau to take any action as stipulated under BIS Act, 2016, BIS Rules, 2018 and BIS Regulations, 2018.

Kindly acknowledge the receipt.

Thanking you,

Yours faithfully,

<Sign>

<Name and Designation>

Encl: Test Report

Speed Post

हमारा संदर्भ/ Our Ref:

दिनांक:Date _____

<Name and Address of AHC>

Dear Sir/Madam,

Subject: Notice for cancellation of recognition due to Failure of the Sample.

This has reference to the recognition granted to your Centre for Assaying and Hallmarking of Gold and/or silver Jewellery /artefacts.

2. Reference is invited to our letter dated _____ intimating failure of <gold/silver> jewellery/artefacts hallmarked by your centre. However, in this regard, <no reply was received within the stipulated time> or <as per your reply you have accepted the failure> or <the reply received is found to be unsatisfactory>

iii) In view of this, it is proposed to cancel your recognition in accordance with Regulations 13(1)(c) of BIS (Hallmarking) Regulations, 2018. Also, your recognition is put under suspension in accordance with regulations 12.(3).(i) of BIS (Hallmarking) Regulations, 2018. You are hereby instructed to stop applying hallmark on <gold and/or silver> jewellery/artefacts with immediate effect.

iv) In case you have anything to say in this matter, you may submit your explanation to the undersigned within 14 days from the date of issue of this notice, failing which, it will be presumed that you are no longer interested in continuing the said recognition and as such the recognition will be processed for cancellation without any further reference to you.

v) This is being intimated without any prejudice to the rights of Bureau to take any action as stipulated under BIS Act, 2016, BIS Rules, 2018 and BIS Regulations, 2018.

vi) If you desire to be heard 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.

Kindly acknowledge the receipt and ensure compliance.

Yours faithfully,

<Sign>

<Name and Designation>

Speed Post

हमारा संदर्भ/ Our Ref:

दिनांक:Date _____

<Name and Address of AHC>

Dear Sir/Madam,

Subject: Notice to impose Suspension cum cancellation of recognition due to Failure of the Sample (Sample failure calls for third suspension during last 3 years)

This has reference to the recognition granted to your Centre for Assaying and Hallmarking of Gold and/or silver Jewellery /artefacts.

2. i) Please find enclosed test report pertaining to a sample of Jewellery hallmarked at your centre and tested in our Assay Lab. The details of samples and failures are given below:

Test Report No. & Date	HUID	Date of Drawl of sample	Failing in the requirements	Declared Fineness	Result

ii) Further references are invited to earlier failures where suspension was imposed and you were given opportunity for corrective actions for <gold/silver> jewellery/artefacts hallmarked by your centre as detailed below :

<Mention all failure cases due to which suspension was imposed in last 3 years from date of recent failure received>

Test Report No. & Date	HUID	Date of Drawl of sample	Failing in the requirements	Declared Fineness	Result

iii) As per the regulation 13 (1) (c) of BIS Hallmarking regulations, 2018, if the articles marked with hallmark do not comply with the relevant Indian Standard, it calls for cancellation of recognition.

iv) As per the regulation 13 (1) (h) of BIS Hallmarking regulations, 2018, if the centre has not taken required corrective actions within stipulated time or in spite of taking corrective actions there is recurrence of similar discrepancies, it calls for cancellation of the recognition.

v) Also, as per the regulation 12 (3) (i) of BIS Hallmarking regulations, 2018, non-conformity of the hallmarked precious metal articles established after in house or independent testing calls for Suspension of the recognition.

3) In view of the (2) above, you are advised to explain why the recognition granted to you should not be processed for cancelation (along with suspension). The justification/clarification for the above failure along with supporting evidence shall be sent to BIS within 14 days from the date of issue of this letter.

4) In case reply is not received in stipulated time or the reply submitted is found to be unsatisfactory, it will be presumed that you are no longer interested to keep your recognition in operation and cancellation proceedings will be initiated along with Suspension of recognition for Gold and/or silver jewellery/ artefacts in accordance with regulation 13 (1) (c), 13(1)(h) and 12(3)(i) of BIS (Hallmarking) Regulations, 2018.

This is being intimated without any prejudice to the rights of Bureau to take any action as stipulated under BIS Act, 2016, BIS Rules, 2018 and BIS Regulations, 2018.

Kindly acknowledge the receipt.

Thanking you,

Yours faithfully,

<Sign>

<Name and Designation>

Encl: Test Report

Speed Post

हमारा संदर्भ/ Our Ref:

दिनांक:Date _____

<Name and Address of AHC>

Dear Sir/Madam,

Subject: Notice for cancellation of recognition due to Failure of the Sample. (Sample failure calls for third suspension during last 3 years)

This has reference to the recognition granted to your Centre for Assaying and Hallmarking of Gold and/or silver Jewellery /artefacts.

2. i) Reference is invited to our letter dated _____. In this regard, <no reply was received within the stipulated time> or <as per your reply you have accepted the failure> or <the reply received is found to be unsatisfactory >

ii) In view of this, it is proposed to cancel your recognition in accordance with Regulations 13(1)(c) & 13(1)(h) of BIS (Hallmarking) Regulations, 2018. Also, your recognition is put under suspension in accordance with regulations 12.(3).(i) of BIS (Hallmarking) Regulations, 2018. You are hereby instructed to stop applying hallmark on <gold and/or silver> jewellery/artefacts with immediate effect.

3. In case you have anything to say in this matter, you may submit your explanation to the undersigned within 14 days from the date of issue of this notice, failing which, it will be presumed that you are no longer interested in continuing the said recognition and as such the recognition will be processed for cancellation without any further reference to you.

4. This is being intimated without any prejudice to the rights of Bureau to take any action as stipulated under BIS Act, 2016, BIS Rules, 2018 and BIS Regulations, 2018.

5. If you desire to be heard 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.

Kindly acknowledge the receipt and ensure compliance.

Thanking you,

Yours faithfully,

<Sign>

<Name and Designation>

Speed Post

हमारा संदर्भ/ Our Ref:

दिनांक: Date _____

<Name of AHC>

<Address of AHC>

Sub: Failure Intimation Letter**Dear Sir/Madam,**

This is with reference to the BIS recognition No. _____ granted to you for Assaying and Hallmarking of Gold Jewellery as per IS 15820:2024.

2. Please find enclosed test report pertaining to a sample of Jewellery hallmarked at your centre and tested in our Assay Lab. The details of sample and failure are given below:

Test Report No. & Date	HUID	Date of Drawl of sample	Failing in the requirements	Declared Fineness	Result

3. You are required to investigate the reasons for non-conformity by reviewing your quality assurance system and to take appropriate corrective actions. You may undertake testing after the corrective actions have been taken to ensure that the actions taken are appropriate to prevent recurrence of non-conformities observed.

5. This is being intimated without any prejudice to the rights of Bureau to take any action as stipulated under BIS Act, 2016, BIS Rules, 2018 and BIS Regulations, 2018.

Kindly acknowledge the receipt.

Thanking you,

Yours faithfully,

<Sign>

<Name and Designation>

Encl: Test Report

Application for Change in Address of Premises / Name of Centre / Management of Assaying and Hallmarking Centre (AHC) in accordance with IS 15820

Particulars	Details
1. Name of the Assaying and Hallmarking Centre	
2. Recognition Number	
3. Validity of Recognition	
4. Address of the Centre	
5 Type of Change Applied For	<input type="checkbox"/> Change in Address <input type="checkbox"/> Change in Name <input type="checkbox"/> Change in Management
5.(i) Proposed/New Address of the Centre (if applicable)	
5.(ii) Proposed/New Name of the Centre (if applicable)	
5.(iii) Proposed/New Management Details (Proprietor/Partners/Directors) (if applicable)	
6. Date from which change is effective/proposed	
7. Document(s) enclosed	
8. Any other Information	

Declaration

1. I/We hereby declare that the information furnished above is true and correct to the best of my/our knowledge and belief.
2. I/We undertake to comply with the provisions of BIS Act, Rules, Regulations, Guidelines and other applicable requirements.
3. All supporting documents enclosed with this application are genuine and valid.

Signature
Name
Designation
Date
Place & Seal

Speed Post

हमारा संदर्भ/ Our Ref:

दिनांक:Date _____

<Name of AHC>

<Address of AHC>

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'.

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,

Yours faithfully,

<Sign>

<Name and Designation>

Speed Post

हमारा संदर्भ/ Our Ref:

दिनांक:Date _____

<Name of AHC>

<Address of AHC>

Subject: Deferment of renewal of Recognition

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.

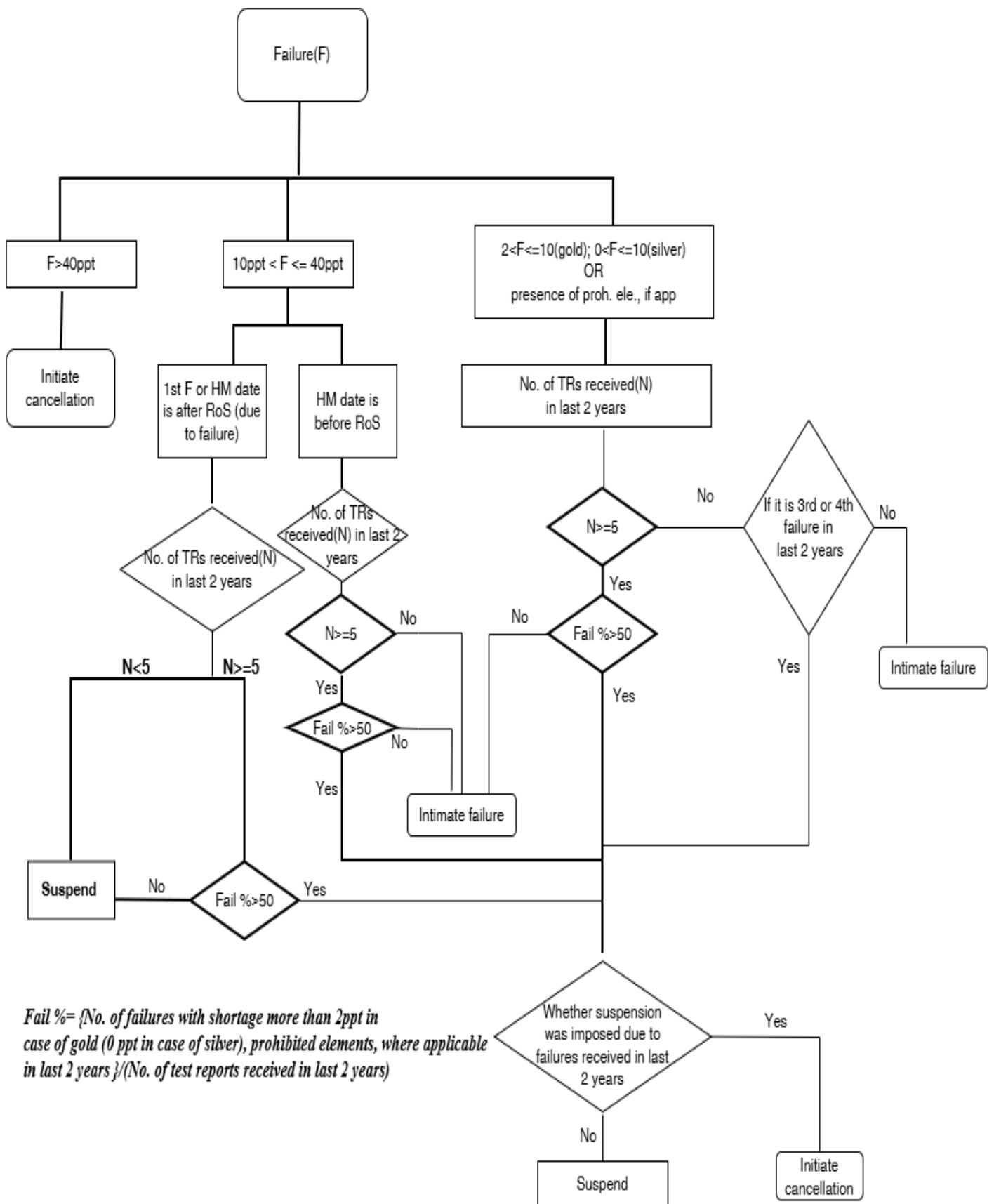
6. Kindly acknowledge the receipt and ensure compliance.

Thanking you,

Yours faithfully,

<Sign>

<Name and Designation>



Annexure-XIX

Timelines

Activity	No. of days	Clause of guideline
Scrutiny of application for GoR	7 WD	2.1.1
Pre-recognition audit	15 WD	2.2.1
Resolution of query raised on audit report	3 WD	2.2.2.(i), 2.5.3
Submission of corrective actions (CAs) by Centre	7 WD	2.2.2.(ii), 2.5.3.(iii), 4.2
Special assessment visit allotment after submission of corrective actions by applicant	3 WD	2.2.2.(ii)
Special assessment audit to be carried out: Application Stage (Follow up visit) For inclusion For Revocation of suspension (due to shifting, MS failure etc.)	7 WD 10 WD 10 WD	2.2.2.(ii) 2.5.2, 2.5.3.(iii) 2.6.1, 5.7.6
Scrutiny of application for inclusion	3 WD	2.5.1
Process for Grant of: Recognition Inclusion	7WD 7WD	2.2.2.(iv) 2.5.3.(v)
Action w.r.t sample failures/surveillance by HMO	10 WD	5.1, 5.7.3
Auditor appointment for verification of CAs after submission of CAs by the centre	7 WD	5.5, 5.7.5
Submission of CS by AHC/Jeweller	7 WD	7
BO to dispatch CS to RAL, where applicable	5 WD	7
CS Test and issue test report by RAL	21 Days	7

*WD=Working Days

The above-mentioned timelines are recommendatory in nature and shall be monitored by the respective DDGR/DDG-HM. However, the timelines for Grant of Recognition (60 days) and Inclusion of Scope (45 days) shall be mandatorily adhered to.