

GOVERNMENT OF MEGHALAYA



CITIZEN'S CHARTER 2012

DIRECTORATE

OF

LEGAL METROLOGY,

DEPARTMENT OF LEGAL METROLOGY

GOVERNMENT OF MEGHALAYA

MEGHALAYA, SHILLONG

CITIZEN'S CHARTER 2012**PUBLISHED BY****BY****THE DIRECTORATE****OF****LEGAL METROLOGY,
MEGHALAYA, SHILLONG****INTRODUCTION**

The Department of Legal Metrology:- The Nomenclature of “ The Department of Weights and Measures” has been changed as “The Department of Legal Metrology” as notified by the Government. The word ‘Legal Metrology’ means that part of metrology which treats units of weightment and measurement, methods of weightment& measurement and weighing &measuring instruments, in relation to the mandatory technical and legal requirements which have the object of ensuring public guarantee from the point of view of security and accuracy of the weightments and measurements.

1. ORGANISATIONAL SET UP OF THE DEPARTMENT OF LEGAL METROLOGY

- (i) Minister In-Charge of the Department at the State Level:
Minister of Legal Metrology, Government of Meghalaya, Main Secretariat Building, Meghalaya, Shillong.
- (ii) Administrative Control at the State Level:
Commissioner & Secretary to the Government of Meghalaya, Legal Metrology Department, Additional Secretariat Building, Meghalaya, Shillong.
- (iii) Head of Department:
 - (a) The Controller of Legal Metrology, (from Civil Service), is the Head of the Office who has the overall control over the whole State of Meghalaya and overall control over the functions of the Joint Controller, Deputy Controller, Assistant Controller, Inspector of Legal Metrology etc. who carry out the duties as per the statutes.
 - (b) The Controller of Legal Metrology is assisted by the Joint Controller and the Deputy Controller at the Directorate Level.
 - (c) The Official address of the Controller of Legal Metrology with Telephone No. is as given below:
*“ The Controller of Legal Metrology,
Temple Road, Lower Lachumiere,
Behind All Saint’s School
Meghalaya, Shillong
Pin Code: 793001
Telephone No. 0364-2222576*

- (iv) There are two Zonal Offices headed by the Assistant Controller of Legal Metrology with their respective Offices allotted to them as notified by the Government viz:-

<u>Address</u>	<u>Jurisdiction under Control</u>
1. Office of the Assistant Controller of Legal Metrology, (Eastern Zone), Shillong, Temple Road, Lower Lachumiere, Shillong, Meghalaya Pin Code: 793001 Telephone No.0364-2221464.	Having the Jurisdiction over the East Khasi Hills, West Khasi Hills, West Jaintia Hills, Ri-Bhoi District, South West Khasi Hills District, East Jaintia Hills District and their Sub-Divisions.
2. Office of the Assistant Controller of Legal Metrology, (Western Zone), Dakopgre, Tura, West Garo Hills District, Meghalaya. Pin Code: 794101 Telephone No.03651-233022	Having the Jurisdiction over East Garo Hills, West Garo Hills, South Garo Hills Districts, North Garo Hills Districts, South West Garo Hills Districts and their Sub-Divisions

- (v) There are 12(Twelve) Offices of Inspector of Legal Metrology spread over in the Districts and Sub-Divisions as notified by the Government which carry out their duties as per statutes in force in their allotted jurisdiction under the supervision of the respective Assistant Controller of Legal Metrology.

- (vi) The Headquarters of the Inspectors of Legal Metrology are as follows:

<u>Address</u>	<u>Jurisdiction under Control</u>
1. Office of the Inspector of Legal Metrology, Shillong Temple Road, Lower Lachumiere, Shillong, East Khasi Hills District, Meghalaya Pin Code: 793001 Phone No.2504084	Having jurisdiction over East Khasi Hills District.
2. Office of the Inspector of Legal Metrology, Sohra, Sohra Civil Sub-Division, Meghalaya Pin Code: 793111	Having jurisdiction over Sohra Civil Sub-Division.
3. Office of the Inspector of Legal Metrology, Nongpoh, Ri-Bhoi District, Meghalaya Pin Code: 793 Phone No.03638-291030	Having jurisdiction over Ri-Bhoi District.
4. Office of the Inspector of Legal Metrology, Nongstoin, West Khasi Hills District, Meghalaya PinCode: 793119	Having jurisdiction over West Khasi Hills District.
5. Office of the Inspector of Legal Metrology, Jowai, Jaintia Hills District, Meghalaya Pin Code: 793150	Having jurisdiction over Jaintia Hills District.
6. Office of the Inspector of Legal Metrology, Dakopgre, Tura, West Garo Hills District, Meghalaya. Pin Code: 794101 Phone No. 03651-232180	Having jurisdiction over West Garo Hills District.
7. Office of the Inspector of Legal Metrology, Williamnagar, East Garo Hills District, Meghalaya Pin Code: 794101	Having jurisdiction over East Garo Hills District.
8. Office of the Inspector of Legal Metrology, Baghmara, South Garo Hills District, Meghalaya Pin Code: 794002	Having jurisdiction over South Garo Hills District.

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| 9. Office of the Inspector of Legal Metrology, Mawkyrwat, South West Khasi Hills District. | Having jurisdiction over South West Khasi Hills District |
| 10. Office of the Inspector of Legal Metrology, Khliehriat, East Jaintia Hills District. | Having jurisdiction over East Jaintia Hills District |
| 11. Office of the Inspector of Legal Metrology, Resubelpara, North Garo Hills District | Having jurisdiction over North Garo Hills District. |
| 12. Office of the Inspector of Legal Metrology South West Garo Hill District | Having jurisdiction over South West Garo Hills District. |

2. AIMS AND OBJECTIVES OF THE DEPARTMENT:

- i. Maintenance of accuracy in all weights, measures, weighing & measuring instruments used in the Government and Semi Government organisation, factories, industries, shops, trading premises etc., used or intending to be use in transaction or for protection.
- ii. Regulation of the commodities sold in packaged form.
- iii. Protection of Consumers' interest.
- iv. To ensure correct quantity for the price paid.
- v. To ensure correct weighment of farm produce in transaction.

In order to achieve the above goals, the Department is enforcing and implementing the following Act and Rules:

- (i) The Legal Metrology Act, 2009 (No. 1 of 2010).
- (ii) The Legal Metrology (Packaged Commodities) Rules, 2011.
- (iii) The Meghalaya Legal Metrology (Enforcement) Rules, 2011.
- (iv) The Legal Metrology (General) Rules, 2011.
- (v) The Legal Metrology (Approval of Models) Rules, 2011.
- (vi) The Legal Metrology (Numeration) Rules, 2011.
- (vii) The Legal Metrology (National Standards) Rules, 2011.

3. ACTIVITIES OF THE DEPARTMENT:

- (i) Maintenance of the Secondary Standard Laboratories.
- (ii) Maintenance of the Working Standard Laboratories.
- (iii) Conducting of initial verification and stamping of weights and measures, weighing and measuring instruments to ensure accuracy and conformity to the specification as laid down in the Act and Rules.
- (iv) Periodical re-verification & stamping of weights, measures, weighing and measuring instruments used by any person or firm etc., in any transaction or for protection.
- (v) Ensure accuracy in weights, measures, weighing and measuring instruments used in transaction or for protection.
- (vi) Regulation of the Commodities sold in Packaged form to see that such commodity is packed at the correct quantity and sold at the price not beyond the Retail Sale Price (MRP inclusive of all taxes) printed on the package.
- (vii) To conduct awareness campaign in order to create awareness amongst the public in general and the consumers in particular so that they will not be cheated by the unscrupulous traders.
- (viii) Imparting various trainings to the Enforcement Officers of the Department at the Indian Institute of Legal Metrology (IILM), Kanke Ranchi, Jharkhand and other recognised Institutes established by the Government of India.

- (ix) Making wide publicity on the salient features on the provisions of the Legal Metrology Act and Rules.
- (x) Conducting of Inspections/Surprise Inspections/Joint raids on the trading premises according to the provisions of the Legal Metrology Act and Rules and to take legal action on the defaulters.
- (xi) Examination and determination of net quantity and error in packages at the premises of the manufacturer/packer of packaged commodities.
- (xii) To register the manufacturer/packer/importer under the provision of the Legal Metrology (Packaged Commodities) Rules, 2011 who pre-packs or imports any commodity in packaged form for sale, distribution or delivery.
- (xiii) The Department is also issuing Licences to any person who wants to be a Manufacturer, Dealer or Repairer of weights, measures, weighing and measuring instruments on payment of prescribed fees.
- (xiv) The Department renews periodically the Licence issued to Manufacturer, Dealer and Repairer of weights, measures, weighing and measuring instruments on payment of prescribed fees.
N.B: Non tribal applicants who want to manufacture, deal and repair any weight, measure, weighing and measuring instrument in the State of Meghalaya should obtain a trading licence from the Autonomous District Councils.
- (xv) Conducting Workshops, Seminars and the like Programmes to educate the Departmental Officers, Traders and especially the Consumers to enable them to know their rights and duties.
- (xvi) The disposal of prosecution cases by way of compounding of the offence for violation of the Act and Rules by the defaulters.
- (xvii) Filing of the non-compoundable prosecution cases in the Court of Law for disposal thereof.

4. OFFENCES

These are various violations under the Legal Metrology Act, 2009 and the Rules made thereunder which affect the consumer's interest:

- (i) Use of weights, measures, weighing and measuring instruments other than the standards as prescribed under the Act and Rules.
- (ii) Use of quotations etc., otherwise than in terms of standard units of weights or measures.
- (iii) Manufacture, Repair or sale of weights, measures, weighing and measuring instruments without valid licence.
- (iv) Manufacture and sales of weights, measures, weighing and measuring instruments other than standards as prescribed under the Act and Rules.
- (v) Sale of un-stamped weights, measures, weighing and measuring instruments.
- (vi) Use of un-verified weights, measures, weighing and measuring instruments.
- (vii) Non-display of 'Verification Certificate' issued by the Department in a conspicuous place of the trading premises.
- (viii) Selling any article or thing by weight, measure or number delivers or causes to be delivered to the purchaser any quantity or number of that article or thing less than the quantity or number contracted for and paid for.
- (ix) Buying any article or thing by weight, measure or number fraudulently receives or causes to be received any quantity or number of any article or thing in excess of the quantity or number contracted for or paid for.
- (x) Obtaining any service by weight, measure or number in excess of the service contracted for and paid for.
- (xi) Rendering any service by weight, measure or number less than the service contracted for and paid for.

- (xii) Sale or delivery of commodities by non-standard weights or measures.
- (xiii) Purchase of commodities by non-standard weight or measure.
- (xiv) Keeping non-standard weights, measures, weighing and measuring instruments for use in transaction and for protection.
- (xv) Counterfeiting, tempering, removal of seals and increasing, diminishing or altering any weight, measure, weighing and measuring instruments with a view to deceive the consumer.
- (xvi) Entering into a contract or other agreement in terms of any standard other than the standard units of weights and measures.
- (xvii) Alteration and tampering with any licence issued under the Act and Rules.
- (xviii) Selling and using of rejected weights, measures, weighing and measuring instruments.
- (xix) Impersonation, in any way, the Controller, Joint Controller, Deputy Controller, Assistant Controller, Inspector of Legal Metrology or any other Officer of the Department.
- (xx) Giving false information to the Department which may be required or asked for.
- (xxi) Submission false report, returns or maintain a false record or register.
- (xxii) Pre-packing of any packaged commodity without registration in accordance with the Legal Metrology (Packaged Commodity) Rules, 2011.
- (xxiii) Sale and offering for sale the commodity in packaged form at the price exceeding the retail sale price (MRP) printed on the package or on the label affixed thereto.
- (xxiv) Obliteration, smudge or alter the retail sale price (MRP) indicated on the package or on the label affixed thereto.
- (xxv) Sale, delivery or display for sale of any commodity in packaged form without mandatory declarations required under the Legal Metrology (Packaged Commodity) Rules, 2011.

5. TIPS FOR CONSUMERS

- (i) When buying any commodity, the consumer should see that the balance is in order. Don't be in hurry, otherwise you will be cheated.
- (ii) All weights, measures, weighing & measuring instruments used by the Traders in transaction and for protection are required to be verified periodically and stamped by the Inspector of Legal Metrology as prescribed under the Legal Metrology Act & Rules.
- (iii) The Traders should use a Beam Scale suspended from a hook or a stand in order to avoid hand manipulation.
- (iv) The Consumer should better buy their requirements in round metric units like 10 grams, 100 grams, 500 grams etc., in order to make the calculation easier.
- (v) All liquid commodities should be purchased in terms of litre.
- (vi) All solid commodities should be purchased in terms of kilogram.
- (vii) All commodities whose transaction is in terms of length should be purchased by metre.
- (viii) The Consumers should not buy any commodity in terms of old units like Seer, Tola, Foot, Acre or Gallon. This is illegal and there is every chance of being cheated.
- (ix) Petrol Pumps are periodically checked by this Department to ensure accuracy in the delivery. In case of suspect short delivery, the consumer has the right to ask for a 5 (five) litre standard capacity measure from the owner for counter-checking the delivery. Any irregularity detected, the matter may be reported to the local Inspector of Legal Metrology for further necessary action.
- (x) Measuring of land should be in terms of metric unit like square metre or hectare. Inches, feet, yard and acres are old system and are no longer recognised under the law.
- (xi) While buying any commodity in packaged form, the consumer should ensure that the net weight or measure is clearly and eligibly indicated on the package.

- (xii) While buying any commodity in packaged form, the consumer should check that the original retail sale price (MRP) written on the package is not smudged off, re-written or affixed with a sticker at a higher price.
- (xiii) Any doubt on the accuracy of the cooking gas (LPG) contain in the cylinder, the consumer should ask the agencies to re-weigh the cylinder with the weighing machine which is in their possession. The total weight of the cylinder alongwith the gas in it is marked on the body of the cylinder.
- (xiv) The price of a commodity is judged not only by its quality but also by its quantity. The Consumer should therefore be cautious that they get the right quantity worth for their money.

Please remember that:

***“CORRECTWEIGHMENTBRINGSDEVELOPMENT, HEALTHANDPROSPERITY TO THE
SOCIETY AND THE COUNTRY AS A WHOLE”***

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