

GOVERNMENT OF GOA

CITIZENS' CHARTER

BY

THE OFFICE OF THE CONTROLLER

LEGAL METROLOGY,

DEPARTMENT OF LEGAL METROLOGY,

GOVERNMENT OF GOA,

PANAJI – GOA.

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INTRODUCTION

The Department of Legal Metrology: The nomenclature of “the Department of Weights and Measures” is changed as “the Department of Legal Metrology”, as notified by the Government on issuing the Notification. As the name suggests, the Department of Legal Metrology, relates to the units of weights and measures, methods of measurements and measuring instruments and the regulatory safeguards to the public. It is the result of the well foresight of our National Leaders that led to the adoption of the most progressive and uniformed Metric System throughout our Country, in order to align with the recommendation of International Organisation of Legal Metrology, for which India is also a Member Country.

The Department of Legal Metrology is one of the important organs of Consumers' Protection. It has an important role to play in providing the Citizen with friendly Administration of Services. It is concerned with technical and statutory requirements to safeguard the Public Interest from the point of view of security and accuracy of weights, measures, etc.

Acts, Rules, Aims, Objectives, Activities and Functions of the Department of Legal Metrology :

The Department is a Statutory Organisation, functioning under the respective Act and Rules, which are as follows:

1. The Standards of Weights & Measures Act, 1976.
2. The Standards of Weights & Measures (Packaged Commodities) Rules, 1977.
3. The Standards of Weights & Measures (General) Rules, 1987.
4. The Standards of Weights & Measures (Enforcement) Act, 1985.
5. The Goa Standards of Weights & Measures (Enforcement) Rules, 1987.

The above Acts and Rules, have laid down guidelines for the Department and the general Public (Consumers) at large to follow a standard pattern. The Department is concerned with the implementation of the provisions of the Central Act, and the various Rules framed thereunder. The Central Act is the Parent Act. It establishes the standards, regulates the Inter-State trade and commerce in weights and measures and other goods which are sold or distributed by way of weights, measures, or number and regulates the commodities sold in packaged form. Internationally recognized Units of Measurement, known as International System of Unit (SI) have been adopted under the Act. The Department monitors the implementation of these Act and Rules and enforces them to safeguard public interest. Implementation of the above Central Act and other Acts and Rules are being done under the Standards of Weights & Measures (Enforcement) Act 1985, at State level. In this context, the Department carries out the following statutory functions:

- i) Registration of traders' Units, under the Standards of Weights & Measures (Enforcement) Act 1985.
- ii) Initial and periodical verifications of weights, measures, weighing and measuring instruments.
- iii) Inspections and surprise visits to the traders' premises, inspections under the Weights & Measures (Enforcement) Act 1985 of all the general traders, (of shops, establishments, groceries, consumers' societies, etc.,) Factories, Mining Industries, Petroleum retail outlets such as Dispensing Pumps (petrol pumps) petroleum vehicle tanks, petroleum storage tanks, for the check of weights, measures, weighing scales both mechanical as well as Electronic, Measuring Instruments such as Dispensing Pumps, Flow meters, Taxi and Auto rickshaw (Fare) meters, all types of packaged commodities.
- iv) Joint raids and weekly market inspections, and launching of prosecutions against the offenders.
- v) Verification of the weights, measures, weighing instruments and the measuring instruments (once in a year).
- vi) Maintenance of the Secondary Standards, Working Standards and their periodical verifications.
- vii) Metrological control on Packaged Commodities, including inspections and surprise visits for the same.
- viii) Launching prosecutions against offenders, compounding the offences and filing cases in the Court of Law.

- ix) Metrological control on Manufacturers/packers of the packaged commodities, including the inspections and surprise visits to check the net content at manufacturing premises.
- x) Control on Manufacture/Dealer/Repair/Sale, of weights, measures, weighing and measuring instruments, by issue of licences.

The pre-packed commodities are not packed in the presence of the consumers. Therefore, according to the Standards of Weights and Measures (Packaged Commodities) Rules, 1977, there is a need that the consumers should be made aware that on every packaged commodity should bear the following, printed on it:

- a. The name and address of the manufacturer/packer.
- b. Generic or common name of the commodity contained in the package.
- c. Net quantity of the content in terms of weight, measure, or number as the case may be.
- d. Month and year of packing or manufacturing.
- e. Maximum Retail Sale Price including all taxes.
- f. Any other additional information.

Organisational Structure:

The Department functions with the help of its subordinate Offices, spread over the State of Goa. These Offices function under their respective jurisdiction, as notified by the Government, on issuing the **NOTIFICATION**.

The Minister in Charge of the Department is Minister for Legal Metrology, Government of Goa, Secretariat, Porvorim.

The Secretary (I.A.S.) Legal Metrology, Government of Goa, Secretariat, Porvorim, is the Head of the Department.

The Controller of Legal Metrology (Gazetted Group A), is the Head of Office, who has the overall control over the whole State of Goa, and overall control over the working of all the Assistant Controllers, Inspectors, etc., who carries out their duties as per the Statutes and submits their reports, through their respective Assistant Controllers. The Official address of the Controller Legal Metrology with telephone number and e-mail address is as given below:

“The Controller Legal Metrology,
Office of the Controller, Legal Metrology,
Near Municipal Garden, Diogo do Couto Road,
Panaji, Goa. Pin Code 403 001. Tel.No.2426432.
E-mail Address: conlemet@goa.nic.in ”

There are Four Zonal Offices of Assistant Controllers Legal Metrology (Gazetted Group B) with their respective Offices, allotted to them, on issuance of NOTIFICATION by the Government, at -

<u>Addresses:</u>	<u>Jurisdiction under Control</u>
1. The Asstt. Controller, Legal Metrology, North Zone, 2 nd Floor, Tourist Shopping Complex, Pin.Code 403 507 Ph.No.2256311.	With Hqs. as Mapusa (North Zone) having the jurisdiction over the Talukas of Bardez, Pernem, Bicholim and Satari.
2. The Asstt. Controller Legal Metrology, H.O. Central Lab/ Packaged Commodities Office of the Controller, Legal Metrology, Near Municipal Garden, Diogo do Couto Road, Panaji - Goa. Pin Code 403 001. Tel.No.2421037.	With Hqs. as Panaji (Central Laboratory/Packaged Commodities) having the jurisdiction over the whole State of Goa.
3. The Asstt. Controller, Legal Metrology, Central Zone, Neugui Building, Mala, Panaji – Goa. Pin.Code 421 037.	With Hqs. as Panaji (Central Zone) having the jurisdiction over the Talukas of Tiswadi and Ponda.
4. The Asstt. Controller Legal Metrology, South Zone Char Rasta, Opp. Konkan Railway Station, Margao-Quepem Road Navelim, Margao - Goa. Pin Code No. 403 601 Ph.No.2703859.	With Hqs. as Margao (South Zone) having the jurisdiction over the Talukas of Salcete, Quepem Sanguem, Canacona, and Mormugao.

There are Nine Offices of the Inspectors of Legal Metrology (Non-Gazetted posts), spread over in the Talukas allotted to them on issuance of NOTIFICATION by the Government, and the Inspectors in their respective Offices, carryout their duties as per the Statutes in force, in their allotted jurisdiction under the supervision of the Assistant Controller who is having control over the respective jurisdiction. The headquarters of the Inspectors and the Talukas under their control are as shown below –

1. With Hqs. as Mapusa having jurisdiction over the Taluka of Bardez.
2. With Hqs. as Pernem having jurisdiction over the Taluka of Pernem
3. With Hqs. as Bicholim having jurisdiction over the Talukas of Bicholim and Satari.

4. With Hqs. as Panaji, having jurisdiction over the Taluka of Tiswadi.
5. With Hqs. as Ponda having jurisdiction over the Taluka of Ponda.
6. With Hqs. as Margao having jurisdiction over the Taluka of Salcete.
7. With Hqs. as Vasco having jurisdiction over the Taluka of Mormugao.
8. With Hqs. as Curchorem, having jurisdiction over the Taluka of Quepem & Canacona.
9. With Hqs. as Sanguem having jurisdiction over the Taluka of Sanguem.

The Inspector Legal Metrology in their respective Offices are assisted by Office staff with designation as - Laboratory Assistant (Group 'C') and Manual Assistant (Group 'D').

This Office has control over the following:

1. **Weights, Measures, etc.:** Weights, measures, etc., means every type of (metric) weights, measures, weighing and measuring instruments inclusive of taxi/auto rickshaw meters, weigh bridges, dispensing pumps (petrol pumps), storage tanks, vehicle tanks, etc.
2. **Trader:** A trader is the user of weights and measures, weighing and measuring instruments, who has registered or is interested in registering himself, with the Department.
3. **Offender:** An offender is a person who contravenes the Provisions of the above-mentioned Acts and Rules.
4. **Manufacturer:** A Manufacturer is a person/owner of a Manufacturing Unit who has to apply to the Department in the prescribed form and is/are issued with a licence to manufacture the weights, measures, weighing and measuring instruments.
5. **Dealer:** A Dealer is a person who deals with weights, measures, weighing and measuring instruments who has to apply to the Department in the prescribed form to the Department and is issued with a licence by the Department to deal with the weights, measures, weighing and measuring instruments.
6. **Repairer:** A Repairer is a person who repairs the weights, measures, weighing and measuring instruments who has to apply to the Department in the prescribed form and is issued with a licence by the Department to carry out the repair work of weights, measures, weighing and measuring instruments.

FOR CONSUMERS TO KNOW:

1. All weights, measures, weighing and measuring instruments used by the Trader in their trade, commerce and industry are required to be verified periodically and stamped by the Inspector Legal Metrology, under the Law. Look for the stamp of verification on the weights and measures, etc.
2. The trader in their trade, commerce and industry, is required to use the beam scale suspended from hook or stand, to avoid manipulation by hand, to his own advantage.

3. The Consumers should buy their requirements in round metric units like 10 grams, 100 grams, 500 grams, 1 kilogram, etc. This way calculation becomes easier.
4. The Consumers should avoid the use of 'pao kilo' or 'quarter kilo' and ask for 200 grams or 200 ml or for similar easily calculable quantity in terms of decimal units.
5. The Consumers should buy milk in terms of litre or milli litre and not in kilograms or grams.
6. The Consumers should learn to read the scale indications and observe the weighing of your purchases.
7. The Consumers should better buy the definite quantities and not by moneys' worth.
8. The Consumers should refuse to buy any commodity in terms of old units i.e. seer, foot, etc., this is illegal and there is every chance that trader may cheat.
9. The Consumers while buying milk should see that they get the right quantity they have paid for. Short delivery of milk due to foam, etc., is in violation of the Law.
10. The Consumers while buying sweets, confectionery, etc., should insist on the full (net) weight of the sweets being delivered to them. It should be seen that the weight of the box is not to be included in the weight of the sweets.
11. Petrol pumps are periodically checked by this Department for accurate delivery of petrol. In case of suspected short delivery, the Consumers should report the matter to the enforcement staff of Legal Metrology.
12. When buying ready-made clothes, the Consumers should buy only by metric measurements i.e. in meters and centimeters and not by sizes. Different manufacturers may use different sizes where one will find himself/herself in garments, which do not fit him/her. Shirts are sold by collar sizes, which vary by steps of 1 cm. e.g. 35cms, 36 cms, 37cms, etc. Banians are sold by chest measurements which vary in steps of 5 cms, e.g. 85 cms., 90 cms, 95cms, etc.
13. When buying land or a plot for house building the Consumers always should buy in terms of hectares or square meters. Acres, yards, feet and inches are no longer recognized under the Law in force.
14. While buying the packaged commodities the Consumers should ensure that the net weight or measure is clearly and legibly indicated on the

packages. Mere package size may be deceptive. Marking of net content on sealed packages is obligatory under the Law in force.

15. The Consumers should read and compare the labeled quantities in relation to prices. This way the Consumers may strike a better bargain.
16. The Consumers when buying the packaged commodities should check that on the concerned package, the original marked price is not smudged off, or re-written or affixed with a sticker with fresh increased price.
17. While buying cooking gas (LPG) the Consumers should see that the net content of gas and tare weight of cylinder are marked on the gas cylinder and the seal is intact. In case of doubt of less content of gas the Consumers may insist for re-weighment in their presence.
18. The Consumers when buying packaged commodities, for example cement – he/she may ask for its weighment again in his/her presence in case of doubt.
19. The price of a commodity is judged not only by its quality but also by its quantity. The Consumers should be cautious that they get the full quantity worth their money.

PUBLIC GRIEVANCES AND THEIR REDRESSAL METHOD AND TIME LIMITS FOR DIFFERENT WORKS RELATING TO TRADERS / CONSUMERS:

Sl.No.	Item of Work	Time Limit	Whom to contact
1.	Verification/re-verification and stamping of weights, measures, etc.	Next day of production of weights or measures. For weighing and measuring instruments, 3 days of its production.	Jurisdictional Assistant Controller/ Inspector of Legal Metrology.
2.	Issue of Registration / renewal of users of weights, measures, etc., Certificate.	Within seven days of submitting application or on the due date which ever is later.	Jurisdictional Assistant Controller/Inspector Legal Metrology.
3.	Issue of registration Certificate of manufacturer / packer of pre-packed commodities	Within 30 days of application.	Asstt. Controller, Central Laboratory/Packaged Commodities of Legal Metrology.
4.	Issue of fresh licences for repairers, Dealers and manufacturers.	Within 30 days of submission of application.	Controller of Legal Metrology.
5.	Renewal of licences of repairers, dealers and manufacturers.	Within 30 days of submission of application.	Controller of Legal Metrology.

6.	Changes to be incorporated in registration of manufacturer/packer of pre-packed commodity.	Within 15 days of submission of application.	Controller of Legal Metrology.
7.	Alteration / changes to be made in the licences of repairers, dealers and manufacturers of weights and measures.	Within 15 days of submission of application.	Controller of Legal Metrology.
8.	Issue of duplicate licence copy to repairers, dealers and manufacturers of weights and measures.	Within 15 days of application.	Controller of Legal Metrology.
9.	Action on complaint for violation of provisions of Weights And Measures Laws.	Within 20 days of filing the complaint.	Controller Legal Metrology through respective Jurisdictional Asstt. Controller/Inspector.
10.	Registration of shorter address of manufacturer or packer of commodity in packaged form.	Within 30 days of application.	Controller Legal Metrology.
11.	Fresh tests of net contents checking at manufacturers or packers premises in case of errors beyond maximum permissible error.	Immediately after completion of the first test if prescribed fee is paid.	Jurisdictional Assistant Controller/Inspector Legal Metrology.

VARIOUS VIOLATIONS, WHICH AFFECT THE CONSUMERS' INTEREST UNDER THE DEPARTMENT'S LAWS IN FORCE:

1. Use of weights, measures, weighing and measuring instruments other than those prescribed under the Rules.
2. Use of quotations, etc., otherwise than in terms of Standard Units like weights, measures, weighing and measuring instruments.
3. Manufacture, repair or sale of weights, measures, weighing and measuring instruments, without valid licence.
4. Manufacture, sale of weights, measures, weighing and measuring instruments, other than standard ones prescribed under the Act in force.
5. Sale of unstamped weights, measures, weighing and measuring instruments.
6. Use of weights, measures, weighing and measuring instruments not re-verified and stamped on or after the due date/s.
7. Non-display of the CERTIFICATES issued by the Department of Legal Metrology.
8. Pre-packed commodity, whether it is manufactured in-State, inter-State and imported shall not be sold, distributed, delivered, displayed or stored for sale unless the package complied with the provisions of the Act and the Rules.
9. Counterfeiting, tampering, removal of seals and increasing, diminishing or altering any weight or measure with a view to deceive any person in transaction.
10. Sale or delivery of commodities by non-standard weight or measure or weighing or measuring instruments.
11. Keeping of non-standard weights or measures or weighing or measuring instruments for use in transactions.
12. Selling of any article less than the quantity contracted for or rendering any service less than the service contracted for or buying any article in excess of the commodity contracted for or obtaining any service in excess of the service contracted for.
13. Entering in to a Contract or other Agreement in terms of any Standard weights or measures other than the approved standard weights or measures, etc.

14. Alteration and tampering with any licence issued by the Department of Legal Metrology under the Act / Rules.
15. Selling or delivering rejected weights, measures, weighing and measuring instruments.
16. No person shall impersonate in any way the Controller, Assistant Controllers, Inspectors or any other official of the Department of Legal Metrology.
17. No person shall give false information to the Department of Legal Metrology which may be required or asked for and no person shall submit either a false returns or maintains a false records or registers.
18. No employer shall avoid the vicarious responsibility for the offences committed by his employee.
19. No person shall pre-pack any commodity unless he / she registers himself in accordance with the Standards of Weights and Measures (Packaged Commodities) Rules 1977.
20. No retail dealer or other person including the manufacturer, packer and wholesale dealer shall make sale of any commodity in packed form at a price exceeding the retail sale price (MRP) printed on the package or on the label affixed thereto.
21. No retail dealer, manufacturer, packer or other person shall obliterate, smudge or alter the retail sale price (MRP) indicated on the package or on the label affixed thereto.
22. No package shall be sold, delivered or displayed for sale unless it contains the declared quantity on it or on the label affixed thereto.
23. No LPG should be sold by breaking the seal or without mentioning the net content of the same.

EXTRA HINTS TO CONSUMERS TO KNOW:

1. Do you have any doubt about the correctness of weights and measures, etc., used by any trader or industrial establishments ?

If yes, then on the weights and measures, etc., look for the seal of verification stamp of this Department and demand for the Certificate of verification issued by this Department. If you are still not satisfied then contact the Enforcement Officials of your area (jurisdiction).

2. Do you feel cheated by a trader by way of weights, measures, weighing and measuring instruments ?

If yes, please contact at once the Enforcement Official of the area and report the incident and your observations. Do volunteer yourself to be a witness during the inspection of the Enforcement Officials of this Department.

3. Does any trader or hawker compel you to buy goods in terms of non-standards units?

In such case, demand and insist on delivering the commodities in Standards Units only. Pailli, padds, rath, feet, tolas, etc., are non-standards units of weights and measures. These are illegal and the present Law in force prohibits their uses in force in any transaction of trade and commerce. In any transaction by such Non-Standards Units, contact the Enforcement Official of your area / jurisdiction and report him the mal-practices.

4. Have you been confused by quoting or reading any advertisements or exhibits in units other than Standards Units ?

Then insist to quote in terms of Standards Units or demand to change the exhibit and advertisement in terms of Standards Units only.

5. Do you purchase commodities in packaged forms ?

If yes, please look for the following mandatory declaration on the packages:-

- i. Name and Address of the Manufacturer/packer.
- ii. Common or generic name of the commodity.
- iii. Net contents of the commodity.
- iv. Month and year of packing / manufacturing.
- v. Maximum retail sale price.
- vi. Any other information.

APPEAL TO THE CITIZENS / CONSUMERS.

1. To get awareness on weights and measures laws, participate in the consumer awareness programme conducted by the Department and by keeping in touch with the Department.
2. Not to neglect the provisions of Department's Laws in force and assist the Department to enforce the said Laws.
3. Promptly report to the Authorities concerned, any instance of malpractices by way of short weighment/measurement of commodities or any other violations of Department Laws in force, for taking legal action.
4. In case any fault is noticed, co-operate to report to the Enforcement Official of the respective area / jurisdiction, so that the mal-practices are brought to books so as enable this Office to take action for such default by imposing fine and in default to pay fine, to file the case in the Court of Law.
5. To co-operate and give additional suggestions if any, to improve the present activities of the Department.