

**WEIGHTS & MEASURES DEPARTMENT
GOVT. OF NCT OF DELHI
C - BLOCK, VIKAS BHAWAN, NEW DELHI-110002**

CITIZEN CHARTER

I. The main functions of the Department is that the consumers in NCT of Delhi should get the right quantity of items whether in measures or in weights or number for the money spent to purchase any specific item. This Department is regulated by the following Acts/Rules:

1. The Legal Metrology Act, 2009
2. The Legal Metrology (Packaged Commodities) Rules, 2011
3. The Legal Metrology (General) Rules, 2011
4. The Legal Metrology (Approval of Models) Rules, 2011
5. The Legal Metrology (National Standards) Rules, 2011
6. The Legal Metrology (Numeration) Rules, 2011
7. The Indian Institute of Legal Metrology Rules, 2011
8. The Delhi Legal Metrology (Enforcement) Rules, 2011.
9. The Legal Metrology (Approved Govt. Centre) Rules 2013.

II. Accuracy and precision in Weights & Measures (W&M) of goods & services purchased by the consumer is paramount for consumer protection. The terms "Weights & Measures generally refer to an object/instrument/apparatus or device which is used for the purpose of making weighing or measurement while selling any goods or service to a consumer.

III. In Weights & Measures Department of Delhi Government, Controller (Legal Metrology) is assisted by Assistant Controller(s), Zonal Officer(s), Legal Metrology Officers Gr-II & Gr-III & Jr. Metrological Assistants to execute the provisions of the above Acts and Rules.

IV. All the Weights and Measures, Weighing Scales/Balances, Petrol Pump/CNG dispensers, Auto/Taxi meters etc. are stamped / sealed by this Department periodically as per Rules. In this way it is ensured that consumer gets the item in the quantity he pays for. As such all commercial transactions, Industrial production and protection are covered by W&M Laws.

Main Functions performed by W & M Department, Head Quarter /Zonal Level

HEAD QUARTER LEVEL

1. All administrative/financial work relating to dept.
2. Receipt of complaint and disposal.
3. Compounding of offences, booked by Legal Metrology Officer for violation of W & M Act & Rules.
4. Final approval for Issue of various licenses and registration.

ZONAL LEVEL

1. Verification/stamping of weights, weighing & measuring instruments falling within the Zonal limit.
2. Inspection of commercial establishment using Weights and Measures and dealing in packaged commodities.
3. Processing of online applications for grant of Licenses and Registration under Packaged Commodities Rules.



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V. This Department on the one hand makes regular inspections to ensure that provisions of the Legal Metrology Act, 2009 and Rules framed there under are observed by service providers and on the other hand initiate cases against the persons who violate provisions of the Legal Metrology Act and Rules framed there under in the Court of Metropolitan Magistrate. If the complaint is proved, the Court can either fine or sentence to jail or both, for a specified amount/period as per the provisions of the Legal Metrology Act, 2009 for different offences.

VI. Under the Legal Metrology(Packaged Commodities) Rules, 2011 besides other provisions, one condition is that no dealer/ wholesaler/purchaser can sell any item for a price more than the MRP mentioned on the packaged commodity. Further, every person is a consumer and therefore every person is affected if the traders use unverified / unstamped weights and measures for executing any transaction with the consumer.

VII. If any consumer has any complaint against any trader/retailer etc., for purchasing more than MRP (Overcharging) or weighing less than the required weight or measuring less than the required volume/length or using tampered measures or using unstamped weights and measures, a complaint can be filed before Controller (LM), Assistant Controller (LM) & Zonal Officer Concerned at the email id or addresses mentioned below. This office will accordingly make spot Inspection, on receipt of such complaints and if complaint is found correct during inspection a case is booked against the offender under the extant Rules who can in applicable cases have the option to get the offence compounded by payment of penalty otherwise the case is filed in the Court of Metropolitan Magistrate.

VIII. Manufacturers/dealers/repairers of Weights & Measures, Importer/Packer of items, CNG/Petrol pumps, Auto/Taxi Meter etc. are the category of persons who generally interact regularly with the Department.

IX. The delivery of the following services as per timeline mentioned below are provided online through the portal <http://www.degs.org.in/wm/> in a time bound manner as per Delhi (Right of Citizen to time bound delivery of Services) Act, 2011

Name of service	Timeline
Grant of licenses as manufacturer of weights and measures	45 Days
Grant of licenses as repairer of weights and measures	45 Days
Grant of licenses as dealer of weights and measures	45 Days
Registration as Packer	45 Days
Registration as importer	45 Days
Renewal of licenses as manufacturer of weights and measures	45 Days
Renewal of licenses as dealer of weights and measures	45 Days
Renewal of licenses as repairer of weights and measures	45 Days

Calibration of Taxi/Auto and Tank lorries are done on same date as far as possible.



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X. In case any difficulty is faced by any person from the officers of this Department a complaint can be lodged in writing to Controller (LM).

XI. The expectations of the Department from the consumers are that:

- They should insist that they are sold items by the traders using Weights & Measures duly stamped by this Department and can ask the traders to show them the stamp of verification as well as verification certificate.
- They should ensure that they are not being asked to pay price of any packaged item which is more than its MRP (inclusive of all taxes) written on the packet.
- They should file complaint to this department, if they received any thing/article less in weight, volume, number or length.

XII. FREQUENTLY ASKED QUESTIONS

- 1) Is there license to manufacture, sale or repair Weights & Measures?
Yes, the Department issues license which must be obtained by the manufacturer, dealer and repairer of Weights & Measures for dealing in weights& measuring Instruments.
- 2) How can consumer ensure that any Weights & Measures is standard or not?
Every W&M sold by the dealer is stamped by the W&M Department after due verification with a special seal indicating the identification of Inspector and quarter in which it is verified. After expiry of the said period, Verification certificate is to be obtained in respect of Weights & Measures used in transaction or protection which is required to be displayed at conspicuous place by the trader/user.
- 3) Who is a packer?
Any person or a firm, which pre-packs any commodity whether in any bottle, tin, wrapper or otherwise in units suitable for sale, is a packer. Packers need to register themselves with this department.
- 4) What is pre-packed commodity?
“pre-packaged commodity” means a commodity which without the purchaser being present is placed in a package of whatever nature, whether sealed or not, so that the product contained therein has a pre-determined quantity.
- 5) Can a dealer charge legally more than the maximum retail price mentioned on the package?
No. Overcharging is an offence under the Legal Metrology Act, 2009 and Rules framed there under for which the trader can be prosecuted.
- 6) What is the validity period of any Weight or Measure?

Name of the Weights	Validity Period
Cast Iron Weights	Two Years
Bullion Weights	Two Years
Counter Machine	Two Years
Beam Scale	Two Years
Electronic Scale	One Year
Platform Machine	One Year



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Steel Meter	Two Years
Volume measures	Two Years

For the facility to the public, the Government have created four Quarters (A) January to March (B) April to June (C) July to September (D) October to December for verification of Weights & Measures.

For example:- Any Weight or Measure got verified in January, can be re-verified up to next due (A) Quarter i.e. within January to March without any penalty.

7) Who is the competent authority for grant of license to Packer / Manufacturer/Dealer/Repairer in W&M?

Presently, Assistant Controller, W&M has been declared as the competent authority to grant the licence. For the convenience of the public W&M Deptt. has been divided into Nine Districts. The applicant can submit his application online at <http://www.degs.org.in/wm> for grant of license to the Zonal Officer of the concerned district.

8) What are the precautions to be taken by a person while purchasing Pre-Packed

Commodities?

Every person who either purchase or sells any commodity in Pre-Packed shape should ensure that it bears the following declaration:

- i. Name and Address of Manufacturer/Packer/Importer as per the requirement Legal Metrology (Packaged Commodities) Rules, 2011.
- ii. Name of Item/Commodity/generic name.
- iii. Country of origin in case of import
- iv. Net quantity either in Weight, Measure or number as the case may be.
- v. Month & Year of Manufacturing/Packaging/Import.
- vi. Sale Price of item/packet as MRP Rs. xx.xx (inclusive of all taxes)
- vii. Customer care address, contact number and email address
- viii. Best before or use by the date, month and year in case of commodity which may become unfit for human consumption after a period of time.

Note: For details, please refer to the Legal Metrology (Packaged Commodities) Rules, 2011.

9) What are the items on which the Packaged Commodities Rules, 2011 are not applicable?

Under Rule 26 of the Legal Metrology (Packaged Commodities) Rules 2011, following exemptions are allowed:

- a) the net weight or measure of the commodity is ten gram or ten milliliter or less, if sold by weight or measure: [provided that the provisions of this clause shall be applicable for tobacco and tobacco products.]
- b) any package containing fast food items packed by restaurant or hotel and the like;
- c) it contains scheduled formulations and non-scheduled formulations covered under the Drugs (Price Control) Order, 2013 made under section 3 of the Essential Commodities Act, 1955 (10 of 1955):



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Provided that no exemption shall be applicable to medical devices declared as drugs.

d) any thread which is sold in coil to handloom weavers.

10) Can a person sell or use unstamped weights or measures?

No, Weights or Measures shall be sold or offered, exposed or possessed for sale or used or kept for use in any transaction or for industrial production or protection less it has been verified & stamped.

11) Is it necessary to display the certificate of verification?

It is necessary to display every certificate of verification granted under the Act at conspicuous place in premises where such weights or measure is being, or is intended or likely to be, used in any transaction or for Industrial production or for protection.

XIII. The Department is functioning through its 9 Zonal offices in Delhi, One Taxi Meter Unit, One Calibration Unit and One Standard Lab at the places shown below :

Zonal Office	Office Address	Telephone no	Email Id
Zonal Officer, East	Office of District Magistrate East Geeta Colony Delhi	22306891	zoeastzone@gmail.com
Zonal Officer, West	Secondary Standard Lab. 12-Block Tilak Nagar New Delhi Working Standard Lab. 12-Block Tilak Nagar New Delhi	25998577	zonalofficewest@gmail.com
Zonal Officer, North	8-A Kamla Nagar, Delhi-110007	23951633	wmnorthzone@gmail.com
Zonal Officer, South	23- Canteen Building, Behind Modi flour Mill, Okhla Industrial Estate, Ph-III, New Delhi- 110020	26830269	zosouthoffice@gmail.com
Zonal Officer, South West	Pandit Deep Chand Sharma, Sehkar Bhawan, Marble Market, Sec-20, Dwarka, N.Delhi-75	25319877	zonesouthwest@gmail.com
Zonal Officer, North West	Office Complex of Standard Lab, W&M Department, B-67/2, Wazirpur Industrial Area, New Delhi.	27373193	zonorthwest57@gmail.com
Zonal Officer, North East	Weaver's complex, NandNagri, Delhi	22570652	zonalofficernortheast@gmail.com
Zonal Officer, Central	B-2, Flatted Factory Complex, Jhandewalan, New Delhi-110055	23523071	zocentral@gmail.com



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Zonal Officer, New Delhi	B-18, flatted Factory Complex, Jhandewalan, New Delhi- 110055	23673627	newdelhizone2013@gmail.com
Zonal Officer, Taxi Meter Unit	Office Complex of Standard Lab, W&M Department, B-67/2, Wazirpur Industrial Area, New Delhi.	25319877	zotmu22@gmail.com
Zonal Officer, Calibration	Delhi Terminal, HPCL, Rohtak Road, TikriKalan, Delhi- 110041	25226015	zocalibration@gmail.com

XIV. For more information, please contact:

Controller, Weights & Measures Department

Government of NCT Delhi, Room No. 117-118. 'C' Block, Vikas Bhawan I. P. Estate,
NewDelhi-110002, Tel: 23379266, 23379267

Department Website:

<http://web.delhi.gov.in/wps/wcm/connect/DoIT/Weight/weight+n+measures/home>

E-mail: cwmd@nic.in

acwmhq@gmail.com



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