

CHAPTER - 2 (MANUAL - 1)

PARTICULARS OF ORGANIZATION, FUNCTIONS AND DUTIES

2.1 Objective/purpose of the public authority.

- To enforce the provisions of Legal Metrology Act, 2009 and Rules framed there under especially relating to verification / stamping & checking of Weights, Measures, Weighing and Measuring instruments and Packaged commodities items.
- To ensure that the commodity sold by the vendors or any service provided by the business establishments in terms of weights, measures or numbers, reaches the consumers in correct quantity / measure at the marked price.

2.2 Mission / Vision Statement of the public authority.

The Weights and Measures Department is committed to fulfill its motto **“Nothing more, nothing less, Just exact”**.

The department endeavors to safeguard the interest of the consumers regarding the accuracy of the quantity of commodities purchased by and to educate the public about the provisions of the Standards of Weights & Measures Act and Rules and also to prosecute the offenders as well as redressal of Public Grievances relating to delivery of correct quantity of Mass, Length, Volume & Number.

2.3 Brief history of the public authority and context of its formation.

India is a signatory to the metre convention and is thus a member country of the CGPM (General Conference of Weights and Measures) and OIML (International Organisation of Legal Metrology). In 1956 first International Conference of Legal Metrology was held in Paris. Certification system was introduced by International Organization of Legal Metrology to remove divergences in measurement, harmonization, trace ability in weights and measures. Uniform standards of Weights and Measures, based on the metric system, were established for the first time, by the Standards of Weights & Measures Act, 1956.

The standards established by the said Act were based on the international system of units i.e. “le systeme international d’ units” (with its international abbreviation “SI”).

The history of Weights & Measures Department is very old but in present context its existence may be coincided with the date of adoption of metric system in India i.e. on 28-12-1956. The Standards of Weights and Measures Act, 1956 was the first enactment by which the uniform standards of weights and measures, based on the metric system were established. This Act was later replaced by the Standards of Weights and Measures Act, 1976. Delhi Standards of Weights & Measures (Enforcement) Rules, 1988 was enacted on 1st October, 1988. Prior to that the Rajasthan Weights & Measures Enforcement Rules were applicable in Delhi.

This Department was earlier a part of Industries Department and is now functioning as a part of Food & Supplies Department of Govt. of NCT of Delhi.

The Department of Weights & Measures, Govt. of Delhi was established on the pattern of the Department of Weights & Measures, Govt. of India, with the view to implement the provisions of the following Act & Rules :

1. The Standards of Weights & Measures Act, 1976.
2. The Standards of Weights & Measures (Packaged Commodities) Rules, 1977.
3. The Standards of Weights & Measures (Enforcement) Act, 1985.
4. The Standards of Weights & Measures (General) Rules, 1987.
5. The Standards of Weights & Measures (Inter-State verification and stamping) Rules, 1987.
6. The Delhi Standards of Weights & Measures (Enforcement) Rules, 1988.

These Act & Rules were enforced in Delhi w.e.f 01-10-1988 on enactment of Delhi Standards of Weights & Measures (Enforcement) Rules, 1988 and were remained in force up to 31-03-2011. The Standard Act was repealed with the Legal Metrology Act, 2009 and now the Weights & Measures Department is implementing the provisions of the following Act & Rules w.e.f 01-04-2011 :-

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 (Govt Approved Centre) Rules 2013.

2.4 Duties of the public authority.

The first and foremost duty of the Department of legal metrology, is to build confidence in the consumers and to make the uniformity of the standards, in accordance with the International System of Units (SI).

The noble and bounden duty of the Department of legal Metrology is to project and to protect the interest of the people by providing actual assistance and services of Legal Metrology and to ensure the correctness in all sorts of measurements particularly related to the commercial transactions.

The officers of this Department discharge their duties as delegated upon them by the Legal Metrology Act & Rules framed thereunder under the supervision of the Controller Legal Metrology, Delhi.

2.5 Main activities/functions of the public authority.

The Weights and Measures Department ensure that all the weighing and measuring instruments are correct and the customer gets the correct quantity for which he has contracted and paid for. It also provides for consumer protection in respect of packaged commodities by enforcing the provisions of Packaged Commodities Rules. The main activities / functions of Weights & Measures Department include :

1. Establishment of secondary working Standard Laboratories.
2. Verification and Stamping of Weights, Measures, Weighing and Measuring instruments in commercial use.
3. Inspections of establishment dealing / using Weights & Measures items and packaged commodities.

4. To ensure that the commodities sold in packaged form contains the correct quantity as mentioned on the package and the necessary declarations are made on it.
4. Booking of prosecutions against the offenders and compounding of their cases and follow up of non-compounded cases in Courts.
5. Registration of Packers / Manufacturers/ Importers of packaged commodities.
6. Issue of licences for Manufacturing / Sale / Repair of Weights & Measures items.
7. Collection of various fees under Act & Rules.
8. Create awareness among the general public about their rights to get correct quantities.
9. Redressal of Public Grievances relating to delivery of correct quantity of Mass, Length & Volume.

2.6 List of services being provided by the public authority with a brief write-up on them.

The main services being provided are as under :

1. Verification & Stamping of Weights, Measures, Weighing and Measuring instruments in use by commercial establishments with reference to the working standard available with the Department.
2. Verification & Stamping of Autos / taxi fare meters.
3. Verification & Stamping of Weigh bridges.
3. Calibration / verification of Tank lorries / flow meters used in transportation of petroleum products.
4. Stamping / sealing of dispensing units of Petrol pumps.
5. Checking of net contents of LPG at bottling plant or retail outlets.
6. Net content checking of packaged commodities at manufacturer / importers premises.

2.7 Organizational Structure Diagram at various levels namely State, directorate, region, district, block etc (whichever is applicable).

Enclosed as Annexure – I & II

2.8 Expectation of the public authority from the public for enhancing its effectiveness and efficiency.

This Department expects from the general public that they should report violations of the provision of Act & Rules and participate with the Department in the inspections being conducted by this Department. This Department expects that the consumers should be vigilant and aware about their rights in terms of Weights & Measures Act & Rules, while purchasing commodities.

2.9 Arrangements and methods made for seeking public participation/ contribution.

Weights and Measures Department has adopted Bhagidari system where this Department, the trading community and representatives of RWAs share a common platform and exchange ideas about problem solving methods.

Further, a control room has been setup at Head Quarter level with telephone no. 23379266. Complaint / suggestions boxes have been installed at all the field

units as well as at Head Quarter. Also this Department put up its stalls in the Health Melas, consumer clubs and programmes organized by the NGOs dealing in consumer welfares programmes.

2.10 Mechanism available for monitoring the service delivery and public grievance resolution.

Enforcement branch at the Headquarter level monitors the working of the field units. Also, the complaints from the general public are received and disposed off within 15 days under intimation to the complainant. Complaint registers are maintained at HQ level as well as the district level.

2.11 Addresses of the main office and other offices at different levels. (Please categorize the addresses district wise for facilitating the understanding by the user).

1.	Central District	B-2 Flatted Factories complex, Jhandewalan, New Delhi-55, Tel.No.23673627
2	New Delhi District	B-18 flatted Factory Complex, Jhandewalan, New Delhi- 110055 Tel. No. : 23673627
3	North East District	Weaver's complex, Nand Nagri, Delhi Tel. No. : 2570652
4	East District	Plot No.17,Vishwas Nagar, Shahadara, Delhi Tel. No. : 22306891
5	South District	23 Canteen Building, Behind Modi floor Mill, Okhla, New Delhi Tel. No. : 26830269
6	South West District	Community Centre, Rewla Khanpur, Near Jhatikra Mor, Najafgarh Tel. No. : 25319877
7	West District	Secondary Standard Lab 12-Block, Tilak Nagar, New Delhi. Tel. No. : 25998577
8	North District	8-A Kamla Nagar, Delhi-110007 Tel. No. : 23841633
9	North West District	Office Complex of Standard Lab, W&M Department, B-67/2, Wazirpur Industrial Area, New Delhi. Tel. No. : 27373193
10	Taxi Meter Unit	Community Centre, Rewla Khanpur, Near Jhatikra Mor, Najafgarh Tel. No. : 25319877 B-67/2, Wazirpur Industrial Area, New Delhi. Tel. No. : 27373193
11	Calibration Unit	HPCL Installation, Shakurpur basti, New Delhi Tel. No. : 25192488

2.12 Morning hours of the office :

HQ – 9.30 A.M. (Five days a week, Saturday close)
District offices – 10.00 A.M. (Six days a week)
Taxi meter unit – 9.00 A.M. (Six days a week)
Calibration Unit – 10.00 AM (Six days a week)

Closing hours of the office :

HQ – 6.00 P.M. (Five days a week, Saturday close)
District offices – 05.30 P.M. (Six days a week)
Taxi meter unit – 4.30 P.M. (Six days a week)
Calibration Unit – 5.30 PM (Six days a week)

NB : All District Offices/TMU/Calibration Unit will remain closed on second Saturday of every month.

ADMINISTRATION BRANCH

(Under supervision of Office Superintendent)

1. Maintenance of personal files / Service book of all the officials of the Department (Leave cases, Increments etc).
2. Sanction of GPF, HBA, MCA, LTC, Festival & other advances to the officials of the Department.
3. ACP, Promotion cases of all the officials.
4. Preparation of Pension papers & sanctions for other retirement benefits.
5. Preparation of medical cards of all officials.
6. Appointment, transfer, posting, relieving, taken on strength of all the officials. Correspondence regarding filling up of the vacant posts,
7. Disciplinary proceedings, ACRs of all the officials of the Department, court cases relating to Administrative matters.
8. Check on the maintenance of punctuality by the officials in the Department.
9. Notification regarding CWM, DD, ACWM. Training of officials.
10. Parliament / Vidhan Sabha questions.
11. Preparation of Monthly progress report, maintenance of statistics and database in respect of W&M Department.

ACCOUNTS BRANCH

(Under supervision of Account Officer cum DDO)

1. Preparation of Salary bills, Contingency bills and other bills relating to the Department.
2. Submission of bills and collection of cheques to the PAO.
3. Medical reimbursement bills & Tuition fee bills.
4. Collection & disbursement of cash / cheques / Bank drafts.
5. Scrutiny of Pension cases & other retirement benefits cases, and files relating to the financial matters.
6. All matters relating to Annual Plan & Budget of the Department.

CARE TAKING BRANCH

(Under supervision of Office Superintendent)

1. Maintenance & upkeep of the offices equipments, furniture etc. of the Department.
2. Purchase, storage & issue of Stationery & Store items.
3. Sanction of Telephone, electricity & water bills of the department.
4. Sanction of OTA of drivers, chowkidar & peons.
5. Issue of VC & Inspections books, Cash receipt books.
6. Issue of verification stamps to the inspectors.
7. Printing of publicity material of the Department.
8. Issue of newspaper advertisements for publicity.

HEADQUARTER BRANCH

(Under supervision of Zonal Officer (HQ))

1. Monitoring, supervision & inspections of all the district offices & field units.
2. Modernization of zonal offices and field offices.
3. Policy and planning.
4. Training and HRD.
5. Development of infrastructure.

ADMN./LEGAL/COMPUNDING

(Under supervision of Assistant Controller, W&M)

1. Vigilance cases relating to the W & M Department.
2. Liaisoning with Govt. of India and public relations
3. Court cases and legal matters relating to enforcement activities.
4. Matters relating to Delhi Right to Information Act, Citizens Charter & Citizen Service Bureau.
5. Inspection of business establishments on the complaints received from general public.
6. Compounding of cases booked by the inspectorate staff of the Department.
7. Examining the release of advertisements, broadcast, SMS service, CCTV and other publicity matters.
8. Computerization of W&M Department.
9. Registration of Packers under Rule 27 of Legal Metrology (PC) Rules, 2011.

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**ORGANISATIONAL SETUP AND HEIRARCHY CHART OF
WEIGHTS & MEASURES DEPARTMENT
GOVERNMENT OF NCT OF DELHI**

