

CITIZEN'S CHARTER—2014

Department of Weights & Measures (Legal Metrology)
Government of Manipur

ABSTRACT

This document represents the commitment of the Department of Weights & Measures, (Legal Metrology) Manipur towards the citizens in respect of Standard of services, Information and Choices, Consultation, No-discrimination and accessibility, Grievances Redressal, Courtesy and value for Money. This also includes expectations of the Department from the Citizens for fulfilling the commitment of the Department.

CITIZEN'S CHARTER—2014

Department of Weights & Measures (Legal Metrology), Manipur

1.0 VISION:

To ensure and maintain accuracy in Weights & Measures in trade and commerce and industry to protect all consumers.

1.1 MISSION

- Maintenance of accuracy in all Weights & Measures used in trade, commerce & industry.
- To safeguard consumers against cheating in Weights & Measures by the traders, manufacturers and packagers in transaction.
- To ensure correct quantities in Weights, Measures & Packaged Commodities.
- To ensure correct weightment of farm produce in sale and transaction.
- To ensure selling of packaged commodities at the price marked on the label.

1.2 ACTIVITIES

In order to accomplish the above vision and mission, the Department is enforcing and implementing the following Central and State Legislations.

- i. The Legal Metrology Act, 2009.
- ii. The Legal Metrology (General) Rules – 2011.
- iii. The Legal Metrology (National Standard) Rules – 2011.
- iv. The Legal Metrology (Numeration) Rules – 2011.
- v. The Legal Metrology (Approval of Models) Rules – 2011.
- vi. The Legal Metrology (Packaged Commodities) Rules – 2011.
- vii. The Indian Institute of Legal Metrology Rules – 2011.
- viii. The Manipur Legal Metrology (Enforcement) Rules – 2011.

The Department is undertaking the following activities:

- Enforcing the Packaged Commodities Rules to ensure correct quantities and sale of commodities at printed price/MRP.
- Imparting training/deputing officers of the Department at the Indian Institute of Legal Metrology, Ranchi, established by Government of India and other recognized institutes.
- Conducting of Initial Verification & Stamping of Weights & Measures to ensure accuracy and conformity with specification as laid down under Legal Metrology Act and Rules.
- Periodical Verification and Stamping of Weights & Measures used in

commerce and industry and for the purpose of industrial protection and transaction.

- Conducting of inspections/surprise checks for detection of violation of the provisions of the Legal Metrology Laws and to take legal action against erring traders, industrialists etc.
- Registration of manufacturers, packers and importers who pre-packs or imports any commodity for sale, distribution or delivery under the provisions of the Legal Metrology (Packaged Commodities) Rules – 2011.
- Issuing and renewing of licenses of dealers and repairing of Weights & Measures.

1.3 OFFENCES

Following acts are considered as offences under the Legal Metrology Act and Rules :

- Manufacture, repair or sale of Weights or Measures without valid license.
- Manufacture, sale of Weights & Measures other than Standards prescribed under the Act and Rules.
- Sale and use of unverified and un-stamped Weights or Measures.
- Pre-packed commodities shall not be sold, distributed, delivered, displayed or stored for sale, unless the packaging complies with the provisions of the relevant Act and Rules.
- Counterfeiting, tampering, removal of seals and increasing, diminishing or altering any weight or measures with a view to deceive any person in transaction.
- No retail dealers or other persons including the manufacturer, packer and wholesaler dealer shall make any 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 hereto.

1.4 APPEAL TO THE CITIZENS

- It is appealed to the citizens to participate in the consumer awareness programme conducted by the Department and be familiar with weights and measures laws for their own benefit and protection against cheating.
- Citizens are requested to promptly report to the authorities concerned any instances of malpractices by way of short weightment/measurement of commodities or any other violations of Weights & Measures laws for taking legal action.

- Any useful suggestions may be given to the Department to improve the effectiveness of the Department.
- Citizens may also come forward with suggestions to further improve this Citizen Charter.

1.5 COMPLAINTS AGAINST MALPRACTICES BY TRADERS

Complaints against the shopkeepers, wholesalers and dealers for illegal and malpractices in relation to Weights & Measures & Package Commodities Act & Rules may be made to the following:

Controller (W&M), Assistant Controller, Inspector (W&M).

Complaint against the officials of W&M Department can also be made to Controller, Weights & Measures and Commissioner (CAF&PD), Government of Manipur.

1.6 TIMEFRAME FOR DISPOSAL OF COMPLAINTS

After a complaint is received, the Department shall dispose it within 15 (fifteen) days from the date of registering the complaint in writing.

1.7 INSPECTIONS AND CHECKING

Officers and Inspectors OF Weights & Measures department shall inspect trading premises as frequently as possible in their respective jurisdiction and periodical re-verification of Weights & Measures used by traders should be conducted as per mandatory provisions under the relevant Acts and Rules.

1.8 RIGHT TO INFORMATION

Any information sought by the applicants under the Right to Information Act, 2005 shall be provided to them within a period of 30(thirty) days after payment of admissible fee. In case the applicant is not satisfied with the information provided to the applicant, the applicant has the right to appeal before the Appellate Authority/Public Information Commission.

Sl. No.	Administrative Unit/Office	Name & Designation of SPIO	Name & Designation
1	Office of the Assistant Controller(W&M), Government of Manipur, Lamphel	Assistant Controller, (W&M) of all Districts	Commissioner/ Secretary (CAF&PD), Government of Manipur.

1.9 ADDRESSES OF OFFICES OF WEIGHT AND MEASURES DEPARTMENT

1. Office of the Controller (W&I\I), Lamphelpat, Imphal West.
2. Office of the Assistant Controller (W&M), Bishnupur, Ward No.4.
3. Office of the Assistant Controller (W&M), Churachandpur.
4. Office of the Assistant Controller (W&I\I), Thoubal.
5. Office of the Assistant Controller (W&M), Ukhrul.
6. Office of the Inspector (W&M), Senapati & Kangpokpi.
7. Office of the Inspector (W&M), Tamenglong
8. Office of the Inspector (W&M), Imphal West-Jiribam.
9. Office of the Inspector (W&M), Moreh, Chandel District

2.0 CONTACT INFORMATION OF OFFICERS OF WEIGHTS AND MEASURES

1	Controller(i/c)	W&M, Lamphelpat	9402265572 (M)
2	Assistant Controller	Imphal Head Office	943684021 (M)
3	Assistant Controller	Churachandpur	9862770480 (M)
4	Assistant Controller	Ukhrul	9856125366 (M)

2.1 EVALUATION OF CITIZEN CHARTER

Citizen's Charter will be evaluated and reviewed after considering feedback from the users once every year.