

**LEX NEWSLETTER ZONE**

**Legal Metrology Bytes:**

- Kerala Legal Metrology department to set up call centres for Legal Metrology grievances.
- Draft rules for Gas Meter are published by Legal Metrology Dept. for comments from Stakeholders.
- Garment Industry under Legal Metrology surveillance- more than 200 cases booked.

- ✚ **Kerala Legal Metrology Dept. to set up call centres to receive Consumer Complaints.**<sup>1</sup>  
-Shrusti Jena Maharathy, Associate

The Kerala State Legal Metrology (hereinafter referred as "LM") Department has introduced a call centre system and mobile application to receive and redress complaint about faulty weights and measures. The Call centres are linked to fleet of GPS- equipped vehicles manned by enforcement officials. This has been implemented for immediate action on violators of Legal Metrology Act, 2009.

The system also keeps the complainant updated about all the steps taken w.r.t. its complaint thereby establishing a consumer trust.

The mobile app is named "Sutharyam" and can be easily downloaded from play store.

<sup>1</sup> <http://lmd.kerala.gov.in/2018/03/27/mobile-application-for-public-grievances-sutharyam-released-by-honble-minister-on-15-03-2018/>

- ✚ **Implementation of permission to use stickers for Reduction in price of commodities due to reduction of GST**<sup>2</sup>  
-Shrusti Jena Maharathy, Associate

The Department of Legal Metrology (hereinafter referred as "LM") vide its Notification dated 27.07.2018 has granted permission to affix an additional sticker, or by way of Stamping or online printing as the case may be, for declaring the reduced MRP on the pre-packaged commodities.

The same is effective from 27<sup>th</sup> July, 2018 and is applicable till 31<sup>st</sup> December, 2018. It is also notified that all the packing materials or wrappers which could not be exhausted, may also be used packing of material till 31<sup>st</sup> December, 2018 only.

The LM dept. has directed the manufactures to pass on the benefit of GST reduction to consumers and local GST officers are directed to ensure that the same is done.

- ✚ **Draft rules for Gas Meter are published by LM Dept. for comments from Stakeholders**<sup>3</sup>  
-Shrusti Jena Maharathy, Associate

The Department of Legal Metrology (hereinafter referred as "LM") has published its draft rules for amendment of the Legal Metrology (General) (Amendment) Rules, 2018. In Legal Metrology (General) Rules, 2011 under the Eight Schedule

<sup>2</sup> <https://consumeraffairs.nic.in/WriteReadData/userfiles/file/Advisory.pdf>

<sup>3</sup> <https://consumeraffairs.nic.in/forms/Tablist.aspx?mid=3>

after Part IX, the entries "Part X", "Gas Meters" shall be inserted. The same has not yet been implemented and is published for comments from stakeholders.

The amendment covers any gas meter is a specialized flow meter, used to measure the volume of fuel gases at residential, commercial, and industrial buildings that consume fuel gas supplied by a gas utility.

The amendment does not cover meters used for gases in the liquefied state, multi-phase, steam and compressed natural gas (CNG) used in CNG dispensers.

**LM Department raids on garment outlets.<sup>4</sup>**  
-Raj Dev Singh, Senior Associate

Legal Metrology (hereinafter referred as "LM") department at Hyderabad had conducted Raids at various garment outlets. During the complete process, more than 200 cases of LM violations were reported.

Major violations related to failure to mark the merchandise with details like, consumer address, size, quantity and date of packing.

The 2016 amendment of the LM (Packaged Commodity) Rules, 2011 exempted loose garments from the purview of the rule. Still certain criteria were mandatory for loose garments such as name/descriptions, size, MRP, Name, full address and customer care number of the manufacturer. The same was notified by LM Department through Advisory WM-10(5)/2016 dated 16.12.2016

Though readymade garments sold to consumers in pre-packaged form are still under the purview of LM Packaged Commodity) Rules, 2011 and will be governed and complied as per the same rule.

The department had also introduced cashless enforcement machines last month and handed over handheld enforcer machines to officials at ground level for transparency and accountability. These handheld enforcer machines were used for collecting penalty at the location only.

**MoU between India and Mauritius on Consumer Protection and Legal metrology approved by PM Modi on 22<sup>nd</sup> November, 2018<sup>5</sup>**

-Raj Dev Singh, Senior Associate

The Union Cabinet chaired by Prime Minister Narendra Modi and Arun Jaitley stated that the MoU would be beneficial for improving the bilateral relation between the countries. The MoU will expand co-operation between the countries in the fields of LM and Consumer protection. The MoU will function as an institutional mechanism for exchange of information between the and derive mutual benefits from development taking place in both the countries

The MoU is likely to promote sustainable and robust development in Legal metrology by helping to tackle new challenges such as misleading advertisement, e-commerce, telemarketing and multi-level marketing. It will ensure exchange of information through training programs which in turn would help us to get good governance and also help us fight consumer vulnerability.

<sup>4</sup> [https://consumeraffairs.nic.in/WriteReadData/userfiles/file/LM\\_Advisory\\_for\\_Readymade\\_Garments.pdf](https://consumeraffairs.nic.in/WriteReadData/userfiles/file/LM_Advisory_for_Readymade_Garments.pdf)

<sup>5</sup> <http://pib.nic.in/newsite/PrintRelease.aspx?relid=18588>  
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