

CONSUMER PROTECTION IN LEGAL METROLOGY

OVERVIEW:

Legal metrology means that part of metrology which treats units and methods of weighment and measurement, weighing and measuring instruments, in relation to the mandatory technical and legal requirements which have the objectives of ensuring public guarantee from the point of view of security and accuracy of the weighments and measurements. It is the application of legal requirements to measurements and measuring instruments.

GROUNDS FOR COMPLAINTS:

- Charging more than MRP
- Less weight than proclaimed
- Weighing the product with the box
- Missing mandatory labelling information
- Non- calibrated weighing scale
- Packing in non – standard weights

COMPLAINT REDRESSAL SYSTEM:

The consumer must first approach the manufacturer or the shopkeeper from whom the product was purchased. If the complaint is not redressed, the next step will be to approach the District Legal Metrological Officer or Controller, Legal Metrology of State or Union Territory.

FORM FOR REGISTERING COMPLAINT:

Consumers can register their complaints through National Consumer Helpline with the help of the link given below

<http://nationalconsumerhelpline.in/ComplaintFile.aspx>

ACTS GOVERNING LEGAL METROLOGY:

The Legal Metrology Act, 2009

<http://lawmin.nic.in/ld/P-ACT/2010/The%20Legal%20Metrology%20Act,%202009.pdf>

The following rules have been made for the implementation of The Legal Metrology Act, 2009

1. The Legal Metrology (Packaged Commodities) Rules, 2011
2. The Legal Metrology (Approval of Models) Rules, 2011
3. The Legal Metrology (Numeration) Rules, 2010
4. The Legal Metrology (General) Rules, 2011
5. The Legal Metrology (National Standards) Rules, 2011
6. The Indian Institute of Legal Metrology Rules, 2011
7. The Legal metrology (Government Approved Test Centre) Rules, 2013

The link given below will guide the consumers to the acts regulating the legal metrology

<http://consumeraffairs.nic.in/forms/contentpage.aspx?lid=639>

FREQUENTLY ASKED QUESTIONS:

1. What is Legal Metrology?

Ans Legal Metrology is a new name of weights and measures. It is defined as follows,

Legal Metrology treats units of weighment and measurements, methods of weighment and measurements and weighing and measuring instruments, in relation to the mandatory technical and legal requirements which have the object of ensuring public guarantee from the point of view of security and accuracy of the weighments and measurements.

2. Whether there is provision to sell commodities at a price lower than MRP.

Ans Yes, under Sub-rule of rule 6 of the Legal Metrology (Packaged Commodities) Rules, 2011 a commodity may be sold at a price lower than MRP.

3. Can the packaged commodities be sold at a price higher than the MRP?

Ans No, under rule 18(2) of the Legal Metrology (Packaged Commodities) Rules, 2011 'No retail dealer or other person including manufacturer, packer, importer and wholesale dealer shall make any sale of any commodity in packed form at a price exceeding the retail sale price thereof'.

The link given below will guide the consumers to know about the other FAQ'S regarding legal metrology

http://consumeraffairs.nic.in/WriteReadData/userfiles/file/FAQs_LM_Jan2017.pdf

PROCEEDING IN ACCORDANCE WITH THE CONSUMER PROTECTION ACT 1986:

One can file a case in the respective consumer forums /Commission either in case of getting relief or to appeal.

http://clap.nls.ac.in/?page_id=102

REFERENCE:

<http://consumeraffairs.nic.in/forms/contentpage.aspx?lid=75>

<http://www.nationalconsumerhelpline.in/LegalMetrology.aspx>

<http://consumeraffairs.nic.in/forms/contentpage.aspx?lid=639>

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