



GoAgramm

Vol-I

By Department of Legal Metrology, Goa

**NO MORE
NO LESS
JUST EXACT**



**JAGO
GRAHAK
JAGO**

**ATMANIRBHAR BHARAT
SWAYAMPURNA GOA**



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DR. PRAMOD SAWANT
CHIEF MINISTER, GOA

Message

Legal Metrology Department in the state of Goa is a front-line organization in safeguarding the consumer interest and issues. Besides enforcing consumer friendly laws in the State, it seeks to empower consumers through awareness and education.

As a part of the Government's Swayampurna Goa initiative, the Department is taking proactive steps to provide Packer Registration Certificates to Self Help Groups and Small Businesses, thus helping them improve their brand value and giving impetus to rural economy. The Department has also been a trail blazer in setting up a Petroleum Stakeholders Committee to deliberate on issues faced by the Petroleum Sector in the State.

Legal Metrology Department has made significant strides under the Ease of Doing Business (EoDB) initiative of the Government by digitizing the process of application for verification of all types of weighing and measuring instruments.

The Department has achieved a remarkable feat of establishing consumer clubs in educational institutions all over Goa thus galvanizing the young generation and making them smart consumers.

It is pleasant to know that the Department of Legal Metrology is now bringing out a magazine highlighting various activities, achievements of the department and legal provisions for the awareness of the society. The magazine will undoubtedly help build greater awareness amongst the people about their rights as consumers.

I extend my best wishes to the Department, especially Shri A. N. Panchwadkar, Controller Legal Metrology for his relentless efforts in leading the campaign for Consumer Protection.

Dr. Pramod Sawant



Shri. Sanjit Rodrigues (IAS)
Secretray, Legal Metrology, Goa

Message

Trade, commerce and service industry has increased by leaps and bounds giving rise to a dynamic and fiercely competitive global marketplace. Safeguarding consumer trust is paramount in the current scenario and the Department of Legal Metrology servers as a linchpin in this endeavor, by fostering trust in the marketplace and deterring fraudulent activity. Consumer Awareness is a unique investment and I congratulate the Department of Legal Metrology on the launch of **GOAgram** to educate consumers and encourage honest trade practices. Empowered, consumers can be key agents for curbing malpractices and building a sustainable society.

I am assured that together we will achieve more success for Legal Metrology in the State.

A handwritten signature in black ink, appearing to read 'Sanjit Rodrigues'.

Shri. Sanjit Rodrigues (IAS)



Shri. Arun Panchwadkar
Controller Legal Metrology, Goa

Editorial

Dear Readers,

In an era of interconnected markets, promoting responsible consumption is crucial. The Department of Legal Metrology has been proactive in conducting inspections, booking cases for infringement of the law and conducting consumer awareness programs.

The statewide Consumer Awareness drive by the department has paid dividends to the department, with the Consumer Welfare Club members becoming increasingly conscious and assertive of their rights.

Since its inception the department has been striving to eradicate fraudulent market practices and bolster consumer confidence. The department has amplified its capabilities to respond better to the ever changing market dynamics and the Department seeks the support of all the stakeholders.

I'm delighted to present the first edition of **GOAgram**- an initiative of the Legal Metrology Department Goa for the consumers and other stakeholders. Through this quarterly magazine, the department intends to buttress the Consumer movement in the state.

I am optimistic that we will collaborate with all Stakeholders to reinforce the Legal Metrology framework in the State of Goa. We would like to invite you to peruse the contributions and share your feedback to make **GOAgram** more effective.

Happy Reading...

Shri. Arun Panchwadkar

LOOKING BACK ON 47 YEARS IN LEGAL METROLOGY



Shri. V. R. Naik
Ex- Controller, Legal
Metrology, Goa

The Department of Legal Metrology, formally known as the Department of Weights and Measures was established in Goa in the year 1968 with its head office at Panaji and was headed by Shri. D. A. Gaonkar as its first Controller. Incipently, the Department had branch offices at Mapusa, Panaji and Margao; with Mapusa having jurisdiction of Bardez, Pernem, Bicholim and Sattari talukas, Panaji having jurisdiction of Tiswadi, Ponda, Sanguem and Quepem talukas and Margao Office having jurisdiction of Salcete, Mormugao and Cancona talukas.

In the early 70s, the department of weights & measures mostly catered to mechanical weighing instruments, with very few traders, having their establishments in remote areas. The revenue generated by the department was also meager.

I joined the department in 1981 as a Junior Inspector with three others. The offices at Bicholim, Vasco, Curchorem and Daman and Diu were also started that year. The department first got recognition in the year 1985 with the introduction of verification of Taxi and auto Rickshaw fare meter at two centers i.e one at the Panaji for North Goa and one at Margao Office for South Goa. Gradually all offices started verification of Taxi-Auto Rickshaw fare meters.

Formerly, the Department of Weights and Measures was under the Civil Supplies Department. The Department was moving at a slow pace due to low strength of the Department and paucity of basic infrastructure. It was only after Goa got Statehood, in 1990 that a single window system of administration was introduced and the movement of the administrative files was expedited, with the Controller being empowered as the Ex. Officio Under Secretary.

The nomenclature of the Department was changed from Weights & Measures to Legal Metrology in the year 1996 and enforcement of the Packaged Commodity Rules in addition to enforcement related to weights and measures was taken up by the department. The recruitment of four Assistant Controllers, seven Inspectors and other subordinate staff from 1996-2000 and the diligent work of the department helped it gain a strong foothold in the state.

From the year 2000 to 2015 the Department, got recognition for booking high profile cases in industries for Net Content, Non declaration on packaged commodities, short deliveries at Dispensing Pumps, etc. The department received commendation for the work carried out in enforcement of Packaged Commodity Rules and weights and measures.

In the year 2011, I was appointed as the Controller of Legal Metrology and my tenure lasted till 2015. During my tenure The Legal Metrology Act, 2009 and The Legal Metrology (Packaged Commodity) Rules, 2011 were passed in the parliament and implemented in the state of Goa. Also, The Goa Legal Metrology Rules, 2011 were framed and ratified. The department emphasized on Consumer Awareness programs and vehement enforcement of the Act and Rules in force. Infrastructural development of the department was also taken up.

It was great to serve in the Department of Legal Metrology Goa for 34 years and to have met and worked together with many knowledgeable and motivated colleagues. My wish is that the Department of Legal Metrology Goa can keep pace with the rapid developments in Legal Metrology and keep the ball rolling. Wishing the department many more years of success.

LEGAL METROLOGY IN SERVICE OF SOCIETY

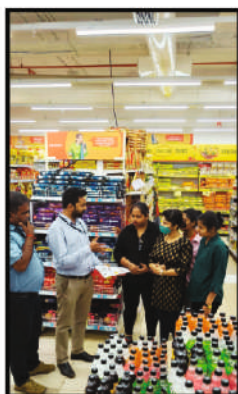
Since ancient times, standardization and regulation of measurement have been universally recognized as one of the major functions of the Government because of its intrinsic necessity in trade and commerce, for ensuring socio-economic welfare of the people. The Legal Metrology Act, 2009, establishes a framework for regulating weights, measures, and measuring instruments used in commercial transactions. This system promotes trust in the marketplace and protects consumers from being cheated.

To survive in the wake of economic liberalization and globalization, manufacturers and traders indulge in cut-throat competitive marketing tactics wherein there is a ruthless exploitation of consumers. This can leave consumers, a vast but uncoordinated group, vulnerable to exploitation through practices like short weighing products, using misleading labels, or employing ambiguous pricing schemes. The Department of Legal Metrology acts as a critical safeguard in this environment.

For the standardization of weights and measures, to control their bonafide application and to regulate packaged commodities in the State of Goa for legal and technical compliance, the Department is actively involved in the following functions:-

- Periodical verification, re-verification & stamping of weighing & measuring instrument.
- Licensing of dealers, repairs and manufacturer of weighing & measuring instrument.
- Registration of packers/manufactures of packaged commodities.
- Surprise inspections and raids to prevent frauds in weighing & measuring instruments and packaged commodities.
- To organizing campaigns and dissemination of Consumer Education to the general public so as to create a strong consumer movement in the state.

In conclusion, legal metrology is not merely a regulatory burden but an essential tool that underpins fair trade practices in a globalized world. It establishes a robust framework for ensuring accurate measurements in commercial transactions. This protects consumers from being cheated, fosters trust in the marketplace, and deters fraudulent activity. By ensuring a level playing field built on trust and transparency, Legal Metrology benefits both consumers and ethical businesses.



EASING THE EASE OF BUSINESS - THE LEGAL METROLOGY ACT, 2009

“A web of outdated rules and regulations causes trust deficit. It has been the endeavor of the government to achieve the principle of ‘Minimum Government, Maximum Governance’, redefining the regulatory landscape of the country under the Ease of Living and Ease of Doing Business reforms...” said Piyush Goyal in the ‘statement and objectives’ of the Bill.

The Jan Vishwas Act, 2023, stands as a pivotal legislative initiative in response to the evolving needs of society and the legal system. Enacted with the objective of fostering justice and inclusivity, this law introduces several key amendments aimed at addressing pressing socio-legal issues.

At its core, the Jan Vishwas Act seeks to enhance access to justice for all citizens, with a particular emphasis on marginalized communities. The legislative journey leading to its enactment involves a thorough examination of historical contexts and an acute awareness of the challenges faced by individuals within the legal system.

The act precisely amends a total of 183 provisions which have been decriminalized in 42 Central Acts administered by 19 Ministries/Departments. Amongst the list of various legislations that are amended; the Legal Metrology Act, 2009 is one such major legislation enlisted . As per notification issued dated 19th September 2023 in the official Gazette , the Central Government, empowered under sub-section (2) of Section 1 of the Jan Vishwas (Amendment of Provisions) Act, 2023 were implement the amended provisions with effect from 1st October 2023 in the legal Metrology Act,2009.

The Amendments majorly brought through the Jan Vishwas clearly shows: revising monetary penalty for discouraging the offenders. Eliminating imprisonment as a penalty Imposition of heavy monetary penalty on subsequent offences/ Habitual offenders

The Amendments through Jan Vishwas Act in the Legal Metrology Act, 2009 primarily intends the ease of doing business and paving new pathways for businesses to operate without the fear of imprisonment on minor, technical or procedural defaults in the procedure.

The notification has pragmatically revised the legal implication and penalties without easing out on the law breakers and would go a long way in reducing undue pressure on the justice system, reduce the pendency of cases and help in a more efficient and effective justice dispensation.



Shri. Nitin P Purushan
Assistant Controller Legal Metrology, Goa

GOACAN SPEAKS...



Shri. Roland Martins
Co-ordinator GOACAN

GOACAN has had the opportunity to be associated with Department of Legal Metrology over the last 20 years and this has been an enriching experience in terms of consumer awareness & protection. Over the years from participating in workshops to assisting in inspections & raids, GOACAN volunteers have benefited from the inputs received from the Controller, Assistant Controllers & Inspectors which has helped in our understanding of the Legal Metrology Act and the Packaged Commodities Rules. The officials of the Department have also been resource persons at various awareness sessions organised by the village based Consumer Forums and the campus based Consumer Welfare Clubs thereby empowering consumers at the grassroots level. From booking cases on underweight cylinders, unregistered weighing scales, to violations of the mandatory declarations on packaged commodities, GOACAN has found the Department officials always proactive in responding to requests for action. The drive against the sale of illegal foreign cigarettes is yet another example of this proactive approach. The recent launch of the Awareness Brochure and the Quick Response Mobile Number for the benefit of the consumers is a step in the right direction. GOACAN looks forward to greater collaboration with the Department of Legal Metrology in furthering the cause of consumer protection in the year 2024-25.



- Department of Legal Metrology attending complaint from GOACAN against vendors selling food packets for violating Legal Metrology Packaged commodities Rules.

AMENDMENTS IN LEGAL METROLOGY IN 2024

UNIT SALE PRICE (USP)



The Union Government, in a major policy shift pertaining to pre-packed goods has mandated the printing of 'Unit Sale Price' on packaged commodities. The following amendment has come into force from January 1, 2024, as notified by the Ministry of Consumer Affairs through Legal Metrology (Packaged Commodities) (Amendment) Rules, 2023.

Earlier, the Legal Metrology (Packaged Commodities) Rules, 2011 had mandated that certain essential packaged commodities be sold only in specific recommended standard pack sizes or weights in order to help consumers compare prices between different brands of pre-packed goods. However, such restrictions were limited to only those commodities mentioned in Schedule II of the Rules and not all packed goods. Besides, standard pack sizes did not facilitate price comparison between varying weights of different brands or different pack sizes within the same brand. Moreover, many Indian manufacturers were unhappy with pack size restrictions as it took away their flexibility to bring out more options in the market and made it difficult for them to use promotional strategies such as offering extra on a pack.

From January 1st 2024, owing to Amendment in the Legal Metrology (Packaged Commodities) Rules, 2011, the Indian manufacturers, who were unhappy with pack size restrictions, have the liberty to pack their products in any size they wish.



Controller Legal Metrology greeting Ms Nidhi Khare, Secretary Department of Consumer Affairs, Government of India

However, in addition to the mandatory declarations as specified in the Legal Metrology Rules (Packaged Commodities), 2011, they also have to specify the unit sale price of the product.

The Unit Sale Price has to be expressed per gram of the product where the goods weigh less than a kilogram and per kilogram where the net quantity is one kg or more.

It would be similar in case of volume, expressed in ml or litre. For packages containing alcoholic beverages or spirituous liquor, the State Excise Laws and the rules made there under shall be applicable within the State in which it is manufactured and declaration of unit sale price is not required for the pre-packaged commodities in which retail sale price is equal to the unit sale price. This change will enhance price transparency and help consumers make an informed choice while buying packed goods.

A PEEK INTO 2023-2024

• MAJOR CASES



Cases booked on cigarette without mandatory declaration



Net Content on LPG cylinders



Raid conducted on dry fruits for not having mandatory declaration as required under LM Acts and Rules inforce



Net Content on packaged Water bottle



The raid was carried out for “Non-standard size under Legal Metrology (Packaged Commodities) Rules, 2011,” which is a clear violation of the Legal Metrology Act 2009.



Department conducted inspection of Road weigh bridge at an Industrial Unit for erratic weight measurement.

• **CONSUMER AWARENESS PROGRAMME**



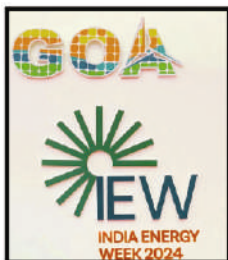
Shri. Sanjit Rodrigues (IAS), Secretary Legal Metrology addressing consumers at an awareness event held at HPCL Petrol Pump.



- Legal Metrology Department raids LPG godown and seized cylinders for weight discrepancies



• NODAL DEPARTMENT FOR INDIA ENERGY WEEK, 2024



In consonance with the Atmanirbhar Bharat Abhiyan, the Federation of Indian Petroleum Industry (FIPI) organizes India Energy Week (IEW) to showcase India's rapidly growing energy sector and emphasize the nation's commitment to a sustainable energy future. The first edition of India Energy Week (IEW) was held in Bengaluru and Goa had the proud privilege of being the host for the second edition of this mega event.

India Energy Week (IEW), 2024 was held at Oil and Natural Gas Company's, Institute of Petroleum Safety, Health and Environment Management (IPSHEM) Betul Goa from 6th- 9th February 2024. The Department of Legal Metrology Goa was honoured to be appointed as the Nodal Department for IEW 2024 by the Hon'ble Chief Minister of Goa with the Secretary (Legal Metrology) as the Nodal Officer for the event.

India Energy Week (IEW), 2024 welcomed over 35,000 attendees, 350 exhibitors, 400 speakers and 4,000+ delegates, from over 100 countries to come and witness the story of India's energy transition. IEW 2024 brought together energy ministers, policy makers, power generation authorities, midstream gas and LNG players and renewable energy developers to collaborate discover new opportunities and strengthen partnerships. It was truly a catalyst to India's energy transition goals.

The Department is extremely grateful to the Hon'ble Chief Minister of Goa for giving us an opportunity to interact with many remarkable people from many different cultures and walks of life. A hearty thanks to our Secretary and fellow colleagues who have been generous with their time and availability, indulgent of our shortcomings and always willing to engage and to assist in overcoming difficulties. India Energy Week (IEW), 2024 was truly an enriching experience for the Department.



• LAUNCH OF CONSUMER AWARENESS LEAFLET AT THE HANDS OF THE HON'BLE CHIEF MINISTER/HON'BLE MINISTER FOR LEGAL METROLOGY



WHAT'S NEW

• Goa Petroleum Stakeholder Committee



Goa became the first state to set up a Goa Petroleum Stakeholders Committee under the Chairmanship of the Hon'ble Chief Minister of Goa to identify, discuss, suggest measures to resolve various issues faced by the Petroleum Sector in the State. The Committee consists of Oil Manufacturing company, Goa Petrol Dealers Association and the Department of Legal Metrology Goa.

• Official logo for the Department of Legal Metrology, Goa



The Logo of the Department of Legal Metrology, Goa is designed by taking into consideration various facets of Goa and Legal Metrology.

The Central symbolic design depicts the different types of weights and measures used for trade and commerce in the state.

The circular stylized design of coconut leaves, adopted from the Government of Goa logo, symbolizes the bountiful and beautiful Goan nature and at the same time it suggests radiating sunrays- the source of light. The light and energy (depicted by the orange colour) surround the inset map of Goa.

The laurel wreath symbolises the glorious past of the Department in the state and the green colour suggests the perpetual efforts of the department to live up to its glorious past.

• Launch of Quick Response Number for Public Grievances



Launch of Quick Response Number for Public Grievances at the hands of Dr. Pramod Sawant Hon'ble Chief Minister / hon'ble Minister for Legal Metrology Goa, in the presence of Shri. Sanjit Rodrigues (IAS), Secretary Legal Metrology and Shri. Arun Panchwadkar, Controller Legal Metrology Goa.

REMARKABLE ACHIEVEMENT

- Shri Arun Panchawadkar ,Controller, Legal Metrology received the Swayampurna Mitra Award at the hands of Hon'ble Prime Minister of India Shri. Narendra Modi.



- Shri Rajat Karapurkar, Inspector Legal Metrology, represented Department of Legal Metrology Goa in best physique sports in All Goa Civil Services tournament 2023- 2024 and secured Gold medal in 65 kg category and won overall title championship.



APPRECIATION

व्ही. राधा, भा.प्र.से.
संयुक्त सचिव
V. Radha, IAS
Joint Secretary
Phone No.: 011-2306 3554



भारत सरकार
यागिज्य एवं उद्योग मंत्रालय
(उद्योग संवर्धन एवं आंतरिक व्यापार विभाग)
उद्योग भवन, नई दिल्ली-110 011
Government of India
Ministry of Commerce & Industry
(Deptt. for Promotion of Industry & Internal Trade)
Udyog Bhawan, New Delhi-110 011

P- 25020/6/2020-EODB Section Pt(2)

Dated: 19th January, 2021

Dear Sir,

We at DPIIT would like to thank you for your contribution to DPIIT's Capacity Building Workshop Series which is being held for the States and UTs in order to provide a much better understanding of various reform areas covered under SRAP - 2020. These workshops are a part of DPIIT's initiative to proactively support and handhold each State to undertake the Ease of Doing Business Reform journey by facilitating planning and implementation of EODB reforms envisaged by Government of India in the form of State Reform Action Plan 2020.

We really appreciate your forth coming response to share the knowledge and experience gained through your own commitment and efforts to overcome the challenges faced in carrying out these reforms. We thank you for the support extended in organizing such an informative and insightful session on **Legal Metrology** held on **19th Jan 2021** to help other states understand and implement the same.

We look forward for many more interactions with you in future.

with warm regards,

Yours *Sincerely,*

(V. Radha)

Mr. Arun Panchwadkar
Assistant Controller
Legal Metrology
Government of Goa

GALLERY OF ENFORCEMENT WORK

Legal metrology cracks down on sale of illegal foreign cigarettes

Staff Reporter
Margao

The Department of Legal Metrology on Friday conducted inspections across the state and booked several cases against various vendors selling foreign cigarettes.

Inspections were conducted at supermarkets, general stores, and wine stores in Canacona, Margao, Ponda, Vasco, Panaji, Mapusa, and Pernem.

In Margao, during an inspection conducted at a shop selling dry fruits, chocolates, and cosmetics, large quantities of foreign cigarettes were found on sale in violation of the



Inspections were conducted at 46 shops selling cigarettes.

A case was booked against the shop.

The drive was conducted as part of the department's observance of World No Tobacco Day. Altogether, inspections were conducted at 46 shops selling cigarettes, and cases were booked against 10 shops.

GOACAN on Thursday

Tobacco Products Regulation of Advertiser, Regulation of Trade, Commerce, Pro Supply and Dist Act, 2003, as well as Legal Metrology (Commodities) Rules, 2011. GOACAN co Roland Martins there was also sign and duty evasion a with the sale of the cigarettes. "Cons these cigarettes a sold at nearly half of those manufa India. This aff factor greatly incre accessibility to and youth," said M the letter address South Goa collec secretary, and vari departments conc



PRUDENT BREAKING

ELEC MATERIAL W/Rs 10L SEIZED

Legal Metrology dept conducts raid on electrical store at Arlem-Fatorda, seizes electrical material w/Rs10L for allegedly violating rules

Raid By Legal Metrology



Legal Metrology (Weights and measures) conducted raid at metasrips unit at Sancoale. Register case on Weighbridge for erratic weight readings. Inspector Nit Purushan says complaint recieved from customers buying sand for construction from Metastrips

PRUDENT BREAKING

MOBILES SEIZED

Legal Metrology dept conducts raid on Goa branches of reputed national mobile outlet chain, seized mobiles & accessories worth Rs 32 lakhs for allegedly violating various guidelines under Legal Metrology Act, dept advises people to think twice before purchasing smartphone & accessories

Big Tycoon LAND FOR SALE!
AT DHARGAL NEAR MOGA AIRPORT
+91 8870551931
9000, 15000, & 20000 sq ft

Vendors selling foreign cigarettes raided, 10 booked for violations



Foreign cigarettes confiscated by the team of Legal Metrology officials during raids conducted on Friday on the occasion of World No Tobacco Day.

THE GOAN NETWORK

MARGAO

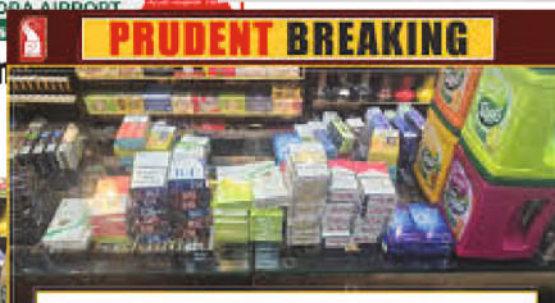
On the occasion of World No Tobacco Day, officials of the Department of Legal Metrology, Goa, conducted inspections against vendors selling foreign cigarettes throughout the State.

The Legal Metrology officers inspected around 46

shops selling cigarettes and booked cases against 10 shops for violation of the Legal Metrology (Packaged Commodities) Rules, 2011.

Multiple raids were carried out by separate teams of Legal Metrology departments throughout Friday.

The officials have promised to carry out the raids on a time basis.



PRUDENT BREAKING

CRACKDOWN ON CIGARETTE VENDORS

Legal Metrology dept cracks down on vendors selling foreign cigarettes across Goa; 46 shops inspected; cases against 10 for violating Legal Metrology (Packaged Commodities) Rules, 2011

Metrology dept conducts three raids on Monday:
The department of legal metrology conducted raids at three hotels and booked cases for using non-standard peg measures on Monday.



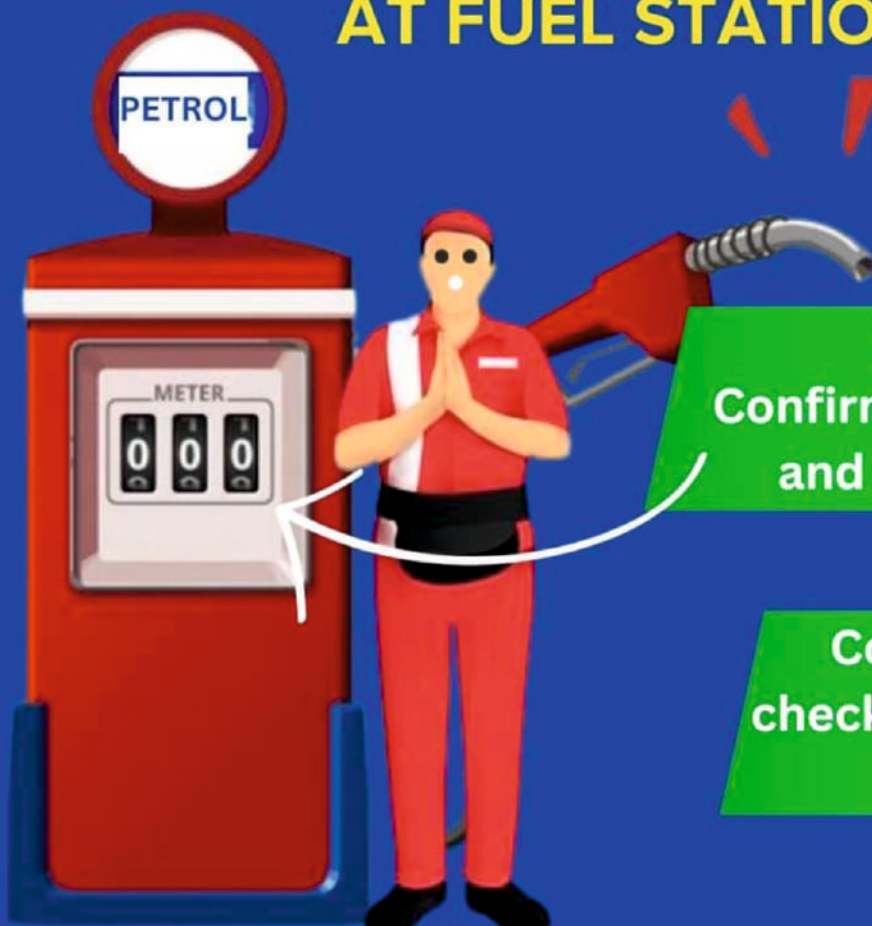
बेतीतील मालीम जेटीवर वजन व माप खात्याचा छापा. मासकी विक्रेत्यांकडील २४ इलेक्ट्रॉनिक्स वजन काटे एडताळणीसाठी जात.

LIQUOR SEIZED



Dept of Legal Metrology seizes huge quantities of imported liquor and Indian-made foreign liquor in Mapusa and Vasco for not bearing mandatory declaration as required under the Legal Metrology Act and rules in force

HAVE YOU EVER FACED UNFAIR TRADE PRACTICES AT FUEL STATION



WATCH METER

Confirm it starts at zero
and stops accurately

Consumers should
check reading and the
amount to pay

**When buying
pre-
packaged
products
always check
for**



01 **Manufacturer/Packer/
Importer name and address**



02 **Common/Generic name
of the commodity**



03 **MRP/Unit Sale
Price**



04 **Use by/ best before
date month and year,
if used for human
consumption**



05 **Net Quantity**



06 **Country of Origin**



07 **Consumer care details**

For Feedback and Suggestions

DEPARTMENT OF LEGAL METROLOGY ,GOA

Legal Metrology Bhavan, Porvorim-Goa, 403521

Email Id: con-lega.goa@nic.in

Contact No: 0832-2412037 / 2416432

Quick response No.: **9403301977**