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GOVERNMENT OF KERALA

DPEARTMENT OF LEGAL METROLOGY

CITIZEN'S CHARTER

"A customer is the most important visitor on our premises. He is not dependent on us; We are dependent on him. He is not an interruption of our work; He is the purpose of it. He is not an outsider of our business; He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us the opportunity to do so".

Mahatma Gandhi

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CITIZEN'S CHARTER

KERALA LEGAL METROLOGY DEPARTMENT

PREFACE

Department of Legal Metrology was formerly known as Weights and Measures Department. India is a member country of OIML (International Organization of Legal Metrology) and as per their recommendations the term Legal Metrology emerged which means that part of metrology which treats units of weighment and measurement and method of weighment and measurement 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 security and accuracy of the weighments and measurements. The department comes under the portfolio of the Revenue ministry. The main duties and functions of the department are to enforce the Legal Metrology Act, 2009 and allied Rules in relation to weights and measures. The prime objective of the Department is to maintain uniformity and accuracy in all weights and measures used by traders in production, trade and commercial transactions within the ambit of various provisions of the aforesaid Act with a view to safeguard the interest of the consumers.

This charter aims at bringing the details of services offered by this department. Few other objectives of the

*To place before the public an overview of the Department

*To inform the citizens about the kinds of services provided by the Legal Metrology Department *To inform about the eligibility criteria to the citizens to avail the services

This booklet also incorporates the rights of the citizens under RTI Act 2005 and Kerala State Service Act 2012. It is hoped that the measures suggested in this booklet would result in effective hassle free implementation of various services offered by the Department in the State and enable the eligible citizen to get their entitlements under Legal Metrology Act 2009 and Rules made there under.

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Organisational set up of the Department

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1. Minister:

2. Secretary:

3. Head of the Department:

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4. Joint Controller

5.Regional Level Officers

South zone

(Thiruvanathapuram,Kollam,Alappuzha, Pathanamthitta,Kottayam Districts.)

1957 - S.

Central zone (Ernakulam,Palakkad Idukki,Thrissur Districts.)

Shri, P. Thilothaman

Dept. of Food, Civil Supplies and Legal Metrology Govt. Secretariat Thiruvananthapuram

Smt. Mini Antony IAS Secretary

Dept. of Food, Civil Supplies and Legal Metrology Govt. Secretariat

Thiruvananthapuram

Shri Mohammad Iqbal IPS Controller, Department of Legal Metrology Vikas¢havan, Thiruvananthapuram

Smt. R.Reenagopal, Department of Legal Metrology Vikas Bhavan, Thiruvananthapuram

> Deputy Controller, Legal Metrology Department, Mangalasseri lane, Kaimanam Thiruvanathapuram.

Deputy Controller, Legal Metrology Department, Legal Metrology Bhavan

Kakkanad,Ernakulam.

North zone (Malappuram, Kozhikode, Wayanadu, Kanannur, Kasaragod Disrticts)

Deputy Controller, Legal Metrology Department, Civil Station, Kozhikode.

6.Disrtict Level Office Head

Assistant Controller, Legal Metrology Department, District Head Quarters.

In all Districts, Flying Squad Assistant Controllers are functioning in addition to the District level Assistant Controllers. One Assistant Controller office is functioning in the Controller office, Thiruvananthapuram named as Assistant Controller (Head Quarters) having jurisdiction all over Kerala. One Assistant Controller office is functioning for the Net Content verification of packaged commodities and one Assistant Controller office is functioning at Central Laboratory both at Legal Metrology Bhavan, Kakkanadu, Eranakulam.

7. Taluk Level Offices.

Senior Inspector and Inspector offices are functioning in taluk level. Senior Inspector offices are functioning only at taluks which are district head quarters. In addition to this, at Kozhikode Ernakulam and Thiruvananthapuram, three Senior Inspector offices are functioning for the verification and stamping for Autorickshaw fare meters and one Senior Inspector office is functioning at Ernakulam for the calibration of vehicle tank. Inspector offices are functioning in taluk level. In addition to this, Inspector offices designated as Circle 2 Inspector Offices are functioning at District head quarters and taluks where the workload exceeds a particular limit. Also two inspector offices are functioning at Ernakulam exclusively for the calibration of vertical storage tanks. The Department has a vigilance wing at the Head Quarters level to examine the complaints received

from the public against the functioning of any of the offices/officers of the department.

<u>Vision</u>

"No more No less".

Ensure that the consumer should get right quantity of commodities for the money he spends.

<u>Motto</u>

The main motto of the department is to protect the interest of the ultimate consumer to ensure the availability of the commodities, either in packaged form or not, in correct weight/ measure or number they paid for/contracted for.

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Mission

The Legal Metrology Department is determined to eliminate all mal practices in all the field of weights and measures so as to protect the consumers from the unscrupulous traders and to check charging of a price higher than marked price in all packaged commodities as required under the Legal Metrology Act 2009 and Legal Metrology (Packaged Commodities) Rules, 2011.

Goal

The following are the main goals of the department.

1. Legal Metrology department is mainly engaged in the verification and stamping of weights and measures used in the area of trade and commerce, transaction and protection, periodically as per the

2. Consumer protection.

3.To protect the interest of consumers and to ensure the availability of the commodities in correct weight/ measure/ number, they paid for.

4.To safeguard the consumer's interest by ensuring the mandatory declarations on packaged commodities by the manufacturers / packers/ importers . 5.State level establishment and certification of secondary standards and working standards.

6.Establishment of the Standards of Weights & Measures based on S I units.

7. Issue and renewal of licenses to Manufacturers, Dealers and Repairers of different types of weights and measures depending up on the statutory requirements. 8. Issue of Certificate of Registration to manufacturers/packers/importers of different types of

The Legal Metrology Act 2009

An Act to establish and enforce standards of weights and measures , regulate trade and commerce in weights and measures and other goods which are sold or distributed by weight, measure or number and for matters connected therewith or incidental thereto.

Based on this mother Act, the following Rules are framed, namely Central Rules

The Legal Metrology (packaged Commodities) 2011.

The Legal Metrology (Approval of Models) Rules, 2011.

The Legal Metrology (National Standards) Rules, 2011. The Legal Metrology(Numeration) Rules 2011.

The Indian Institute of Legal Metrology Rules 2011. The Legal Metrology (General) Rules,2011

State Rule.

The Kerala Legal Metrology (Enforcement) Rules 2012

<u>Function</u>

1. Maintaining the accuracy and standards of weights and measures used in trade, commerce, transactions and for protections there by protect the interest of the 2. To ensure that, the sale of packaged commodities are as per the prescribed rules and regulations. For this, the compliance of following mandatory requirements are to be observed.

- (a) The name and address of the manufacturer/Packer/Importer.
- (b) The common or generic name of the commodities contained in the packages. (c) Net quantity contained in the package
- (d) Month and year in which the commodity is packed. (e) Retail sale price of the package inclusive of all taxes.
- (f) Dimensions of the commodities contained in the package.
- (g) Name, address, telephone no. and e-mail address (if available) in case of consumer
- (h) Ensure that the consumers are received commodities in correct quantity in correct price. 3. The purity of gold purchased by the consumer can be tested at the gold purity testing laboratory at Ernakulam by remitting a prescribed fee.
- High accuracy and precision weighing instruments are tested, calibrated and certified at the Central laboratory, Eranakulam which has got accreditation from NABL. This certificate issued
- from this laboratory is essential for getting 'ISO' Certificate. 5. Creating awareness about Legal Metrology Rules and regulations through different media,
- 6. Conducting awareness campaigns among with the help of voluntary organizations, School
- consumer clubs, self employment organizations supported by the Government and Consumer. Affairs Department.
- 7. To ensure the accuracy of the weights and measures as per specifications stipulated by the
- 8. Periodical verification of the weights and measures used in trade, commerce, transaction and 9. Verification of taxi meters.
- 10. Taking action and cognizance of offences for the violation of Legal Metrology Act and Rules
- 11. Ensures the net content of packaged commodities at manufacturer/packer/dealer/seller the
- premises 12. Issuing packing registration certificates for manufactures/packers/importers. the

13. Conducting awareness classes for consumers, traders and enforcement officers in the

- 14. Issuing licenses to manufacturers, dealers and repairers of weights and measures to those
- 15. Working standards which are kept at taluk/district level working standard laboratories are compared and verified with secondary standards kept at secondary standard laboratory at Eranakulam.
- 16. The periodical verification of secondary standards are done with reference standards which are kept at Regional Reference standard laboratory at Bangalaru.
- 17. Taking action against the use or keeping of non standard weight or measure or make use of any numeration otherwise in accordance with the law. 18. Equips the enforcement officers by deputing them for the statutory training as envisaged by

Other Services

1. Gold Purity testing Laboratory

(<u>)</u>

For the testing of purity of gold, a laboratory is functioning at Ernakulam. Consumer can approach the laboratory for testing the purity of gold they have been purchased,

2. National Accreditation for the Central laboratory

A well equipped and NABL accrediting Secondary Standard laboratory is functioning at Ernakulam for the certification of the high accuracy weighing instruments 3. Mobile Weigh Bridge verification Kit

5 Nos of mobile weigh bridge verification kits are available with the department for the verification of around 900 weigh bridges in the state. User can avail the service of the kit by remitting a user fee of Rs.5000/- and verification fee of Rs 2000/-

4. <u>Calibration of Sphygmo manometer(BP Apparatus)</u>

For the calibration and certification of Sphygmomanometer (BP apparatus) a laboratory is setup at Ernakulam Central laboratory. Manufactures and dealers can do original verification of the apparatus from here.

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Designation	Number	
1	·2	Nature of job
	۵. ا	3
Controller		
	1	Head of the Department
Joint Controller	· · · ·	-put the the
	1	Assisting the Control
· · · ·		Assisting the Controller in Technic
•	N	matters
Deputy Controller		
	3	Regional Heads
Administrative Officer	1	
of the officer	1	Administration
Law Officer	. 1	, sanninsträtion
Law Onlicer	1	
	7 . 	Legal matters
Assistant Controller (HQ)	1	
	1	Technical matters
Assistant Controller (Net Content)		
and and contently	1	Net content verification
Assistant Controller (Central lab)		
(Central lab)	1	Charge of Same
Scittant C		Charge of Secondary Standard Lab
Assistant Controller (General)	14	
·	- I .	District Heads
ssistant Controller (FS)	. 14 :	
	14 ·	Flying squad
enior Superintendent	_ `	
	2	Drawing and disbursing Officer (HQ)
enior Inspector		a since once (HQ)
	14	Verification of water
Dior Inchester (4	Verification of weights and measures
nior Inspector (Auto)	3 . 👌	Vortiers
		Verification of Auto/taxi meter
nior Inspector (Vehicle tank)	1	
		Verification of vehicle tank
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Staff Pattern

Junior Superintendent	- 15 5	Supervising the set	
Inspector	86	Supervising the min Verification of weig	
Technical Assistant	1	verification of work	
Head Clerk	4	Office works	
Confidential Assistant	1	Assisting Controller	
Inspecting Assistant	115	Assist the Enforceme	ent Officers
Office attendant	90		
Driver	32	,	
Watcher	58	· · · · · · · · · · · · · · · · · · ·	
Watcher cum sweeper	6		
Clerk	37		
Lower division clerk/ typist	14	· ·	
Selection grade typist	1,		
Senior clerk	36		
Upper division typist	1		
Lower division typist	.1		
Attendar	1 -		· · · · ·
Part time/Casual sweeper	59 °	•	
Total	592		

Field level enforcement activities are done by Inspectors, Senior Inspectors and Assistant Controllers.

Right to Information Act, 2005 -Organisational Setup

-Controller

District Level :

State Public information Officer Assistant Public Information Officer Appellate Authority

-Assistant Controllers -Inspectors in all Taluks -Deputy controllers

State Level:

State Public information Officer. Assistant Public Information Officer -Senior Superintendent

-Assistant Controller (HQ), Thiruvananthapuram

Appellate Authority

No. Position	Designation	lunic di ette	
2	3	Jurisdiction	Phone No
		4	5
1. Appeal Authority			·
Controller Office,	Controller	Contradit of the	
	Legal Metrology	Controller Office	0471 230382
Legal Metrology	Vikas Bhavan	Thiruvananthapura	in .
	Thiruvananthapuram		· · ·
_	i in avanantiapuram	2	
2. State Public Information	Acceleta - L O	• •	
Officer, Controller Office	Assistant Controller (HQ)		ni .
office	Controller Office		
	Vikas Bhavan	•	· ·
·	Thiruvananthapuram		- т
3. Assistant Public Information	-	!	
	Senior Superintendent		1
Officer, Controller Office	Controller Office	ee	"
2	Vikas Bhavan		1
		1	<u>.</u>
	Thiruvananthapuram	м. м.	•
 Appeal Authority 	_		
Legal Metrology	Deputy Controller	"This was a set "	
Southern Region	Legal Metrology -	Thiruvananthapuram	0471 2495058
Thim Region	Southern Region	Kollam ·	
Thiruvananthapuram	Mangalasseri lane	Pathanamthitta	ř
	Kaimanam	Alapuzha	•
•		Kotayam Districts	_
i -	Pappanamkodu 695018	,	
	Thiruvananthapuram		
State Public Information	<i>,</i>		5 S
Officer O/O D	Head Clerk		
Officer, O/O Dy.Controller	O/O Dy.Controller	Dy.Controller Office	0471 2495058
Southern Region	Southern Region	Southern Region	
Legal Metrology	Magalasseri lane	<u> </u>	
Thiruvananthapuram		·	•
т.,	Kaimanam	. :	
	Pappanamkodu 695018	- 1	
	Thiruvananthapuram		
Assistant Public Information			
Officer, O/O Dy.Controller	UD Clerk	Du C==	
Southern Region	O/O Dy.Controller	Dy.Controller Office	0471 2495058
	Southern Region	Southern Region	
Legal Metrology	Mangalasseri Lane	•	•
Thiruvananthapuram	kaimanam	· · ·	•
· · · · · ·			•
1	Pappanamkodu 695018		
	Thiruvananthapuram		· · ·
State Public Information	· .	· · · · ·	
Officer, O/O Asst.Controller	Assistant Controller	Thinsser	1
Legal Metrology	Legal Metrology	Thiruvananthapuram	0471 2496227
Thirmony	Mangalasseri Lane	District	
Thiruvananthapuram	kaimanam		
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Details of Public Information Officers

Pappanamkodu 695018 Thiruvananthapuram Assistant, Public Information Officer, O/O Asst..Controller Senior Inspector Thiruvananthapuram Legal Metrology Legal Metrology 0471 2496227 . District Mangalasseri Lane Thiruvananthapuram kaimanam 時代 Pappanamkodu 695018 Thiruvananthapuram State Public Information Officer, O/O Asst. Controller Assistant Controller(FS) Thiruvananthapuram Legal Metrology Legal Metrology(FS) 0471 2494752 District Mangalasseri Lane Thiruvananthapuram kaimanam Pappanamkodu 695018 Thiruvananthapuram 10. Assistant Public Information Officer, O/O Asst..Controller Inspector (FS) Thiruvananthapuram Legal Metrology Legal Metrology(FS) 0471 2494752 District Mangalasseri Lane Thiruvananthapuram kaimanam Pappanamkodu 695018 Thiruvananthapuram 11. State Public Information Officer, O/O Assistant Controller Assistant Controller Kollam District Legal Metrology Legal Metrology 0474 2745631 Prathibha Jn, Kadappakada Kollam Kollam 691008 12. Assistant Public Information Officer, O/O Assistant Controller Senior Inspector Legal Metrology Legal Métrology Prathibha jn, Kadappakkada Kollam 🗧 🗧 Kollam 691008 13. State Public Information Officer, O/O Assistant Controller Assistant Controller(FS) Legal Metrology ! Legal Metrology (FS) Prathibha jn, Kadappakkada Kollam . Kollam 691008 12.5 14. Assistant Public Information Inspector('FS) Officer, O/O Assistant Controller Legal Metrology Legal Metrology (FS) Prathibhə jn, Kadappakkada Kollam Kollam 691008 $11 \cdot 16$ ц. 15. State Public Information ٠, Officer; O/O Assistant Controller Assistant Controller Pathanamthitta Legal Metrology Legal Metrology 04682 322853 District-Petta 5 × (Pathanamthitta Pathanamthitta 689645 16. Assistant Public Information શે તા Senior Inspector Officer, O/O Assistant Controller Legal Metrology Legal Metrology Petta Pathanamthitta Pathanamthitta 689645 . . · · j · · 17. State Public Information 2 I. Assistant Controller (F.S), ា 8281698035 : ~ 1 É. េះ ir, X 46-69. J÷. 5 -1-Icht : i 5. SV.

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Pathanamthitta Pathanamthitta Assistant Public Information Officer, O/Q Assistant Controller Inspector(FS) Legal Metrology(FS) Legal Metrology Pathanamithitta Petta Pathanamthitta 689645 19. State Public Information . - . . Officer, O/O Assistant Controller Assistant Controller Legal Metrology Legal Metrology Civil Station Alapuzha, Alapuzha 688013 20. Assistant Public Information Officer, O/O Assistant Controller Senior Inspector Legal Metrology Legal Metrology **Civil Station** Alapuzha Alapuzha 688013 21. State Public Information • • • • Officer, O/O Assistant Controller(FS) Assistant Controller(FS) Legal Metrology Legal Metrology **Civil Station** Alapuzha Alapuzha 688013 Assistant Public Information Officer, O/O Assistant Controller(FS) Inspector(FS) Legal Metrology Legal Metrology Civil Station Alapuzha Alapuzha 688013 22. State Public Information Officer, O/O Assistant Controller Assistant Controller Legal Metrology Legal Metrology Mini Civil Station Kottayam Kottayam-686001 23. Assistant Public Information Officer, O/O Assistant Controller Senior Inspector Legal Metrology Legal Metrology Mini Civil Station Kottayam Kottayam-686001 24. State Public Information Officer, O/O Assistant Controller Assistant Controller(FS) Legal Metrology (FS) Legal Metrology Mini Civil Station Kottayam Kottayam-686001 25. Assistant Public Information Officer, O/O Assistant Controller Inspector(FS) Legal Metrology. Legal Metrology (FS) Mini Civil Station Kottayam Kottayam-686001 26. Appeal Authority Legal Metrology Deputy Controller Legal Metrology Central Region **Central Region** 1 1 Kakƙanadu Ernakulam-682030 27. State Public Information Head Clerk Officer,O/O Dy.Controller Legal Metrology

Officer, 0/0 Assistant Controller

Legal Metrology(FS)

Kottayam District

Central Region (Ernakulam, Idukki Thrissur, Palakkad

Districts)

Dy.Controller Office Central Region

0484 2428761

0481 2582998

- 0477 2230647

Legal Metrology, Payyanametro, P.O. Muringamangalam, Konni

Legal Metrology Central Region

- 28. Assistant:Public Information Officer,O/O Dy.Controller Legal Metrology Central Region
- 29. State Public Information Officer, O/O Assistant Controller Legal Metrology Ernakulam
- 30. Assistant Public Information Officer, O/O Assistant Controller Legal Metrology Ernakulam
- 31. State Public Information Officer, O/O Assistant Controller Legal Metrology (FS) Ernakulam
- 32. Assistant Public Information Officer, O/O Assistant Controller Legal Metrology (FS) Ernakulam
- 33. State Public Information Officer, O/O Assistant Controller Legal Metrology (Net Content) Ernakulam . . .
- 34. Assistant Public Information Officer, O/O Assistant Controller Legal Metrology (Net Content) Ernakulam i

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- 35. State Public Information Officer, O/O Assistant Controller . Legal Metrology(Central lab) Ernakulam .1.8
- 36. Assistant Public Information Officel, O/O Assistant Controller Legal Metrology Ernakulam -1
- 37. State Public Information Office, O/O Assistant Controller Legal Metiology ldukki

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UD Clerk Legal Metrology Kakkanadu Ernakulam-682030 Assistant Controller Legal Metrology

Kakkanadu Ernakulam-682030

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Ernakulam

ⁱ District

Kakkanadu Ernakulam-682030 1. Senior Inspector Legal Metrology Kakkanadu 🦂 Ernakulam-682030 Assistant Controller(FS) Legal Metrology Kakkanadu Ernakulam-682030

- Inspector(FS) Legal Metrology Kakkanadu Ernakulam-68203D
- Assistant Controller(Net content) Kerala state Legal Metrology Kakkanadu Ernakulam-682030 , . Inspector(Net content)
- Legal Metrology Kakkanadu 🦯 Ernakulam-682030
- 11 Assistant Controller(Central Lab) Legal Metrology Kakkanadu Ernakulam-682030 Inspector(Vertical storage tank-1) Legal Metrology Kakkanadu
- Ernakulam-682030 ... 1910 Assistant Controller Legal Metrology Mini Civil Station, New Block
- Thodupuzha-685584 11: 7.1

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Kerala state

- ldukki
 - District

0486 2222638

0484 2423180

0484 2428772

0484 2428761

- 38. Assistant Public Information Officer, O/O Assistant Controller Legal Metrology Idukki
- State Public Information Officer Ø/O Assistant Controller (FS), Legal Metrology Idukki
- Assistant Public Information Officer, O/O Assistant Controller (FS), Legal Metrology Idukki
- State Public Information Officer,O/O Assistant Controller Legal Metrology Thrissur
- Assistant Public Information Officer,O/O Assistant Controller Legal Metrology Thrissur
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- 45. State Public Information Officer,O/O Assistant Controller Legal Metrology Palakkad
- Assistant Public Information Officer,O/O Assistant Controller Legal Metrology Palakkad
- State Public Information Officer,O/O Assistant Controller Legal Metrology(FS), Palakkad
- Assistant Public Information Officer, O/O Assistant Controller Legal Metrology(FS) Palakkadu

49. Appeal Authority Legal Metrology Northern iRegion

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Est e a g

- Senior Inspector Legal Metrology Mini Civil Station, New Block Thodupuzha-685584 . Assistant Controller Legal Metrology Mini Civil Station, New Block Thodupuzha-685584 . ' A ; Senior Inspector Legal Metrology. Mini Civil Station, New Block Thodupuzha-685584 Assistant Controller Legal Metrology Olarikkara PO Thrissur-680012 SeniorInspector Legal Metrology Olarikkara PO Thrissur-680012 5.1 Assistant Controller(FS) Legal Metrology Olarikkara PO Thrissur-680012 91.02.5.3 Inspector(FS) Legal Metrology Olarikkara PO j Thrissur-680012 ÷ Assistant Controller Legal Metrology Civil station Palakkad-678001 1 Senior Inspector : Legal Metrology Civil station Palakkad-678001 Assistant Controller(FS) Legal Metrology Civil station, Palakkad-678001 j :
- Inspector(FS) Legal Metrology Civil station (37) Palakkadu-678001 Deputy Controller Northern Region Legal Metrology Civil Station (14)

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Kozhikode Malappuram Kannur Kasargodu

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	Kozhikode 673020		<u> </u>
50. State Public Information		Wayanad Districts	-
Officeria	Head Clerk		
Officer, Dy. Controller Office		Dy.Controller Office	ч
Kozhikode	Dy.Controller Office	·	4
	Civil station		1,
	Kozhikode 673020		
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51. Assistant Public Information	UD Clerk	· · ·	2. .t
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52. State Public Information			- 7 10
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Legal Metrology, Kozhikode	Civil station	District	0.00 20/4203
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Kozhikode	Civil Station		<u>ر ل بن بن م</u>
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55. Assistant Public Information			· · · · ·
Officer O/O Aint	Inspector(FS)	•	· ·
Officer, O/O Assistant Controller	Legal Metrology	"	
	Cegar Metrology		"
Kozhikode	Civil station	† 	
	Kozhikode	• .	· ·
EC Carl a Li	•	-	• •
56. State Public Information		I	
Officer, O/@ Assstant#Controller	Assistant Controller		· ·
Malappuram	Legal Metrology	Malappuram	0483 2766157
, marabharani	Mini Civil station	District	0.000 2700137
	has in the station	· .	
	Manjeri 676123		•••
57. Assistant Public Information	· ·		
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Officer;O/O Assistant Controller	long inspector		. t
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en malappulant	Mini Civil station		•
· · · · · ·	Manjeri 676123		
58 State Bulling		1.	<i>c</i>
58. State Public Information	Assistant Controller(FS)		•
	Controller(FS)		
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Officer,O/@ Assistant Controller Legal Metrology (FS) Malaphuran	Legal Metrology	4 %	"
Legal Metrology (FS) Malappuram	Legal Metrology	400 ÷	a
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59. Assistant Public Information Officer, O/O Assistant Contact	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS)	и». і і и	"
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59. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology (FS) Malappuram	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology	40 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	"
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 State Public Information Officer, O/O Assistant Controller Legal Metrology (FS) Malappuram State Public Information Officer, O/O Assistant Controller 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller	4	"
 State Public Information Officer, O/O Assistant Controller Legal Metrology (FS) Malappuram State Public Information Officer, O/O Assistant Controller 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology Yogacala Bood	Kannur	"
 State Public Information Officer, O/O Assistant Controller Legal Metrology (FS) Malappuram State Public Information Officer, O/O Assistant#Controller Legal Metrology 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology Yogacala Bood	" " .Kannur District	" 0497 2706503
 State Public Information Officer, O/O Assistant Controller Legal Metrology (FS) Malappuram State Public Information Officer, O/O Assistant Controller 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology, Yogasala Road, Near olacherikayu		" 0497 2706503
 59. Assistant Public Information Officer, O/O Assistant Controller Legal Metrology (FS) Malappuram 60. State Public Information Officer, O/O Assistant@Controller Legal Metrology Kannur ¹, 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology Yogacala Bood		" 0497 2706503
 Assistant Public Information Officer, O/O Assistant Controller Legal Metrology (FS) Malappuram State Public Information Officer, O/O Assistant#Controller Legal Metrology Kannur i, Assistant Public Information 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology, Yogasala Road, Near olacherikavu Kannur-2		" 0497 2706503
 Assistant Public Information Officer, O/O Assistant Controller Legal Metrology (FS) Malappuram State Public Information Officer, O/O Assistant#Controller Legal Metrology Kannur i, Assistant Public Information 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology, Yogasala Road, Near olacherikavu Kannur-2		" 0497 2706503
 Assistant Public Information Officer, O/O Assistant Controller Legal Metrology (FS) Malappuram State Public Information Officer, O/O Assistant#Controller Legal Metrology Kannur i, Assistant Public Information Officer, O/O Assistant Controller 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology, Yogasala Road, Near olacherikayu		" 0497 2706503
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 Assistant Public Information Officer, O/O Assistant Controller Legal Metrology (FS) Malappuram State Public Information Officer, O/O Assistant#Controller Legal Metrology Kannur i, Assistant Public Information Officer, O/O Assistant Controller 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology, Yogasala Road, Near olacherikavu Kannur-2		" 0497 2706503
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 59. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology (FS) Malappuram 60. State Public Information Officer,O/O Assistant#Controller Legal Metrology Kannur 1, 1 61. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology 61. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology, Yogasala Road, Near olacherikavu Kannur-2		" 0497 2706503 "
 59. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology (FS) Malappuram 60. State Public Information Officer,O/O Assistant#Controller Legal Metrology Kannur 1, 1 61. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology 61. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology, Yogasala Road, Near olacherikavu Kannur-2		" 0497 2706503 "
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 59. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology (FS) Malappuram 60. State Public Information Officer,O/O Assistant#Controller Legal Metrology Kannur 1, 1 61. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology 61. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology, Yogasala Road, Near olacherikavu Kannur-2		"
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 59. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology (FS) Malappuram 60. State Public Information Officer,O/O Assistant#Controller Legal Metrology Kannur 1, 1 61. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology 61. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology, Yogasala Road, Near olacherikavu Kannur-2		"
 59. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology (FS) Malappuram 60. State Public Information Officer,O/O Assistant#Controller Legal Metrology Kannur 1, 1 61. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology 61. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology, Yogasala Road, Near olacherikavu Kannur-2		"
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 59. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology (FS) Malappuram 60. State Public Information Officer,O/O Assistant#Controller Legal Metrology Kannur 1, 1 61. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology 61. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology, Yogasala Road, Near olacherikavu Kannur-2		"
 59. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology (FS) Malappuram 60. State Public Information Officer,O/O Assistant#Controller Legal Metrology Kannur 1, 1 61. Assistant Public Information Officer,O/O Assistanti Controller Legal Metrology 61. Assistant Public Information Officer,O/O Assistanti Controller Legal Metrology 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology, Yogasala Road, Near olacherikavu Kannur-2		"
 59. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology (FS) Malappuram 60. State Public Information Officer,O/O Assistant#Controller Legal Metrology Kannur 1, i 61. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology 61. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology, Yogasala Road, Near olacherikavu Kannur-2		"
 59. Assistant Public Information Officer,O/O Assistant Controller Legal Metrology (FS) Malappuram 60. State Public Information Officer,O/O Assistant#Controller Legal Metrology Kannur 1, 1 61. Assistant Public Information Officer,O/O Assistanti Controller Legal Metrology 61. Assistant Public Information Officer,O/O Assistanti Controller Legal Metrology 	Legal Metrology Mini Civil Station, Manjeri 676123 Inspector(FS) Legal Metrology Mini Civil station, Manjeri 676123 Assistant Controller Legal Metrology, Yogasala Road, Near olacherikavu Kannur-2		"
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67 State Public of			
62. State Public Information Officer,0/0 Assistant Controller	Same as Above	"	0497 2706504
Legal Metrology (FS), Kannur			2706504
63. Assistant Public Information			
Officer,O/O Assistant Controller	Same as Above	· "	"
Legal Metrology(FS) Kannur:		·	
64 Stote Dubling a			
64. State Public Information Officer,O/O Assistanti Controller	Assistant Controller Legal Metrology	Wayanad	0493 6 203370
Legal Metrology Wayanad	Municipal Building	District	
. •	Kalppatta 673121		
65. Assistant Public Information	Senior Inspector	, ^ , // // `	
Officer,O/∅ Assistanti∕Controller Wayanad	Legal Metrology Municipal Building,		
	Kalpatta-673121	•	•
66. State Public Information	Assistant Controller		
 Officer, O/O Assistanti Controllar 	Legal Metrology	Wayanad District	0493 6 203370
Legal Metrology(Flying squad) Wayanad	Municipal Building	District	
67. Assistant Public Information	Kalppatta 673121	· .	· ·
Officer, O/O Assstanti Controller	Senior Inspector Legal Metrology	u	"
Legal Metrology(FS) Wayanad	Municipal Building,		
× *. *	Kalpatta-673121	۰.	
68. State Public Information	Assistant Controller	Kasargod	
Officer,O/O Assistant Controller Legal Metrology	Legal Metrology Civil Statîon	· District	04994 256228
Kasargod	Vidyanagar PO	·	
	Kasargod-671123	·	
69. Assistant Public Information	, <i>•</i>		
Officer, O/O Assistant Controller	Inspector(FS) Legal Metrology	**	
Legal Metrology	Civil Station		
ما بر د	Vidyanagar PO Kasargod-671123	r •	
70 State Dublish			
Officer, O/O Assistant Controller	Assistant Controller Legal Metrology	Kasargod	04994 256228
Legal Metrology(Flying squad)	Civil Station	District	
* 1 *	Vidyanagar PO	· · · · ·	· · · · ·
	Kasargod÷671123		
71. Assistant Public Information	nspector(FS)		
Officer, O/O Assistant Controller	egal Metrology	" 	, "
Korardo d' Li a k	Civil Station /idyanagar PO		1
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Services ensuring Consumer Protection

Taluk Level :-

Inspectorates functioning in taluk level to ensure the accuracy of weights and measures and conducting surprise inspections for protecting the interest of consumer. District Level:- Assistant controller (General) and Assistant Controller (Flying squad) are conducting verifications and surprise inspections. Also conducting enquiries regarding the complaints.

24

State Level:-

A complaint cell functioning at state level. In addition to special squads, inspection squads, vigilance squads etc are alo functioning .

Details regarding the redressal of Complaints and Immediate Services for the Public

- 1. Submit complaints directly to the taluk level inspector 2.
- Submit complaints directly to District level Assistant Controllers or Flying squad Assistant Controllers
- 3. Submit complaints to Regional level Deputy Controllers 4. If the complaints are not resolved in the above three levels, approach the vigilance officer through telephone or send a written complaint to him
- 5. Approach the law officer for the legal advice about departmental matters
- 6. Approach state public information officers of the department for matters connected with Right to
- 7. Complaints can also be registered with the e-mail ID or office telephone of the Controller i E-mail :-clmkerala@gmail.com

Kerala State Right to Service Act, 2012

Services rendered by Legal Metrology Department and the Designated Officers, Appellate authorities and stipulated time limit in respect of such services.

SI	Name of Service	<u> </u>				
No		Designated	Stipulated	1 st Appella	te	2 nd Appellate
1		Officer	time limit	Authority		Authority
	Re-verification and stamping of weight and measures (a) Camp/Office (b) Insitu(at the site of	Inspector/ Senior Inspector	Same day. Within 30	Assistant Controller		Deputy Controller
2	User)	·	working days			· .
	Original Verification and Stamping of weight or measure (a) Camp/Office	Assistant Controller	Same day.			
	(b) Insitu (at the sight of user)(c) Original verification or		Within 30 working days.	Deputy Controller		Controller
	Re verification of fuel dispensing stations and weigh bridges		Within 30 working days			
4	Registration of manufacturer/packer	Controller	Within 60 working days	Secretary, Consumer affairs Dept		Chief Secretary
5	Licensing of Manufacturer/ Repairer/Dealer Renewal of License of	Controller	Within 60 working days	Secretary, Consumer affairs Dept		Chief Secretary
6	repairer/dealer/manufacturer	Assistant Controller	Within 30 working days	Deputy Controller		Controller
	Alteration in registration certificates issued to Manufacturer/packer	Controller	Within 60 working days	Secretary, Consumer	1	Chief Secretary
7	Alteration of repair, dealer, manufacturing Licenses	Controller	Within 60 working days	affairs Dept Secretary, Consumer affairs Dept		Chief Secretary
<u> </u>	Issue of duplicate repair,	Controller	Within 15	Secretary,		Chief

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	dealer, manufacturing Licenses		working days	Consumer affairs Dept	Secretary
9	Complaints on Contravention of Legal Metrology Act and Rules received by Inspector/Senior Inspector	Inspector/ Senior Inspector	Within 30 working days	Assistant Controller	Deputy Controller
10	Complaints on Contravention of Legal Metrology Act and Rules received by Assistant Controllers	Assistant Controlder	Within 30 working days	Deputy Controller	Controller

Address and Telephone Numbers for Registering Consumer Complaints

SI No		Jurisdiction	Address	Phone At
1	Controller Office	Kerala State	Vikas Bhavan, Thiruvananthapuram Pin- 695033	Phone No 0471 2303821
	Deputy Controller	Southern Region (Thiruvananthapuram, Kollam,Pathanamthitta, Kottayam, Alapuzha Dist)	Mangalasseri Lane, Kaimanam, Pappanamkod PO Thiruvananthapuram 695018	0471 2495058
3	Assistant Controller (Flying squad)	Thiruvananthapuram Dist.	199 	0471 2494752
4	Assistant Controller	Thiruvananthapuram Dist.	0	0471 2496227
5	Senior Inspector	Thiruvananthapuram Taluk	il	0471-2496227
6	Senior Inspector (Auto)	Thiruvananthapuram Taluk		0471- 2496227
7	Inspector Circle-2	Thiruvananthapuram Taluk	1 1	0471- 2496227
8	Inspector Gircle-1	Neyyattinkara Taluk	Civil Station, Nayyattinkara-695121	0471 2224710
	Inspector Circle-2	Neyyattinkara Taluk		
	Inspector, Nedumangad	Nedumangad Taluk	Mancha, Nedumangad 695541	0472 2803965
	Inspector, Attingal	Attingal Taluk	Mini Civil Station, Attingal-695105	0470 2625499
	Assistant Controller (Flying Squad)	Kollam Dist	KMC 3/408, Frathibha Jn. Kadappakkada, kollam- 691008	0474 2745631
	Assistant Controller	Kollam Dist	H ²	<u> </u>
	enior Inspector	Kollam Taluk	<u> </u>	<u> </u>
	nspector Circle-2	Kollam Taluk		
16 ll	nspector Karunagapally	Karunagapally Taluk	Padayanar south, Karunagapally 690518	0476 2631231

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.] 1	7 Inspector Kottarakara	Kottarakara Taluk		
Í		Nottalakara faluk	XVI/466, Kizhakkerar	a 0474 2453330
	6		↓ TBJn, T	1
-			Kottarakkara 69150	5
1	8 Inspector Punalur	Pathanapuram Taluk		
1			Near Bharath matha IT	C, 0475 2220185
1	9 Inspector Kunnathur	· · · · · · · · · · · · · · · · · · ·	Punalur-691305	
-	- Inspegtor Kurmathur	Kunnathur Taluk	Kunnathoor,	
				0476 2834499
_ <u> </u>		<u></u>	Bharanikavu,	
20	Assistant Controller (Flyir	ng Rathanamthitta Dist	Sasthamkottah 69052	1 .
	squad)		Muringamangalam,	8281698035
		<i>A</i> • • • •	Payyanaman P.O., Konr	nil i
-			Pathanamthitta- 68969	
21	Assistant Controller	Pathanamthitta Dist		
			Petta, Pathanamthitta	0468-2322853
22	Senior Inspector		689645	
23		Kozhenchery Taluk	, II	
23	Inspector Mallapally	Mallapally Taluk	Naura attaine	
			Musarikkavala,	0469 2785064
24	Inspector Adoor		Mailapally 689594	
	hispector Adoor	Adoor Taluk	Revenue Tower, Adoor	0473 4 221749
			691523	04/54221/49
25	Inspector Ranni	. Ranni Taluk		
			Thottamon, Ranni	0473 5223194
- 20		- · Jr Į	689672	
26	Inspector Thiruvalla	Thiruvalla Taluk		
	17 1. 1	· · · · · · · · · · · · ·	Revenue Tower,	0469 2636525
27	Assistant Controller (Flying		Thiruvalla 689101	
	Isourd)	Alapuzha Dist	Civil Station,	0477 2230647
[squad)	1.	Thathampally P.O.,	[04/7 2230647
ļ	· · · · · ·			
28	Assistant Controller		Alappuzha-688013	
29	Senior Inspector			
<u> </u>		Ampalapuzha Taluk		
30	Inspector Chengannur	Chengannur Taluk		
	4		Mini Civil station,	0479 2457270
.31	Inspector Mavelikkara	- Atom	Chengannur 689121	
	mavelikkara	Mavelikkara Taluk	Mini Civil Station,	0470 22020 00
				0479 2309568
32	Inspector Karthikapally	Karthikanalle T. I. (Mavelikkara - 690101	
	The state of the s	Karthikapally Taluk	Rajavalsam Buildings,	0479 2418031
	[· ,		Opp.Govt.BHS, Kacheri	
			Junction, Harippad-	-
		· · · · · · · · · · · · · · · · · · ·		
33	Inspector Kuttanadu	Kuttanadu Taluk	695014	
		and a land	Thekkekkara,	0477,2703474
		「「「「「「「「「」」」」	Makkombu, Kuttanadu	
		【	688503	
34	Inspector Cherthala	Cherthala Taluk		
			Mini Civil Station,	0478 2818741
35			Cherthala - 688524	
	Assistant Controller (Flying	Kottayam Dist	Mini Civil Station,	0404 9595
	squad)			0481 2582998
36 ·	Assistant Controller		Kottayam 686001	
	Continue 1			11
		Kottayam Taluk	ų (, , , , , , , , , , , , , , , , , ,	H
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		38	Inspector Circle-2	Kottayam Taluk	·····	
		39	Inspector Pala	Meenachal Taluk	11	
		· 		· · · · · · · · · · · · · · · · · · ·	Chethimattom, Pala 686575	0482 2213860
		10	Inspector Vaikom	Vaikom Taluk	Vadakkenada,	10402 024 44 40
•		·		· · · ·	Kochalum chuvadu,	0482 9214140
	4	1	Inspector Kanjirapally	Kapiiranally T-1	Vaikom 686141	4
	-	_		Kanjirapally Taluk	KVMS Road, Ponkunna 686506	m 04828 225423
	. 4	2	Inspector Changanasseri	Changanasseri Taluk	Revenue Tower, 4 th	0481 2412155
					Floor,	
	- 43	3,	Assistant Controller	Idukki Dist	Changanasseri 686101	
					Mini Civil Station New	04862 222638
	<u> .</u>				Block, Thdupuzha	
	44		Assistant Controller (FS)	1 1 N		
	45		Senior Inspector	Thodupuzha Taluk		10 <u></u>
	46	5 li	nspector Munnar	Devikulam Taluk		
					Near KSRTC Bus Stand, Munnar 685612	0486 5232634
	47	lı	nspector Kattappana	11	• •	
			i in incuppella	Udumpumchola Taluk	Vellayamkudi	04868 251197
	· .				Kattappana-685515	
	48	In	spector Peerumedu	Doorume 1 m		
			, <u>, , , , , , , , , , , , , , , , , , </u>	Peerumedu Taluk	Near Police Station,	04869 233084
			e* -e		Peerumedu, Idukki Dist -	
	49	De	eputy Controller	Central Region (Ernakulam,	685531	
	•		the second s	ldukki, Thrissur, Palaghat	Legal Metrology Bhavan,	0484 2428761
*				Dist)	Kakkanadu, Ernakulam 682030	
1	50	As	sistant Controller (Flying	Ernakulam Dist	002U3U	
+		sq	uad)			0484 2428772
	51		sistant Controller	Ernakulam Dist.		
	52	Sei	nior Inspector	Kanayannur Taluk		0484 2423180
	53	Inș	pector Circle-2	11 3 - 21		"
	.54	Ass	sistant Controller (Central	Kerala State		11
-		Lar	7		33 3	0484 2428771
Ļ	55	Ser	nior Inspector(Auto)	Ernakulam Corporation.		
	56	Ser	Nor Inspector (Vehicle	Ernakulam	· -:	n
F		l an	ik)	· · · ·		1 1
F	57		pector (VST-1)			· · · · · · · · · · · · · · · · · · ·
┝			Dector (VST-2)	, H _{et}	H I	2
	59	insp	ector Kochi	Kochi Taluk	12/102-1	
					13/482E1, Saramariyam Building, Near St.Luke	0484 2227219
			1		Hospital, Chullikkal	
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60	Inspector, Aluva	Aluva Taluk	Mini Civil Station, Aluva Main 683101	0484 2621746
61	Inspector; North Paravur	Paravur Taluk	Mini Civil Station,	0484 2444676
15			Kacherippadi, Paravur Main 683613	1
62	Inspector Muvattupuzha	Muvattupuzha Taluk	Mini Civil Station,	0485 2812995
-			Vazhapilli, Mulavur PO Muvattupuzha - 686669	
<u></u>	Longeter Kethersprecher	Kothamangalam Taluk	Nellimattom PO,	0485 2859569
63	Inspector, Kothamangalam	Kothamangalam jaluk	Kothamangalam 686693	
		Perumbavur Taluk	Mini Civil Station,	0484 2596496
64	Inspector [;] Perumbavur		Perumbavur 683542	
65	Assistant Controller (Flying	Thrissur Dist.	Leegal Metrology	0487 2363615
	squad)		Bhavan,Olarikkara, Pullazhi PO, Thrissur -	
			680012	0487 2363612
	Assistant Controller			10487 2303012
	Senior Inspector	Thrissur Taluk	· · · · · · · · · · · · · · · · · · ·	
68	Inspector Circle-2		11	······································
69	Inspector (Water Meter)	Thrissur Dist.	Civil Station,	0480 2833744
<u>,</u> 70	Inspector Circle-1	Mukundapuram Taluk	Iringalakuda, 680121	
71	Inspector Circle-2	ii		u
72	Inspector, Wadakkamchery	Thalapilli Taluk	Govt.Office Complex, Opp.Police Station,	0488 4234205
		· · · · · · · · · · · · · · · · · · ·	Wadakkamcheri 680582	· ·
73	Inspector, Kodungallur	Kodungailur Taluk	Civil Station, Kodungallur - 680664	0480 2809065
74	Inspector, Chavakkadu	Chavakkadu Taluk	Civil Station, Chavakkadu 680506	0487 2502208
75	Assistant Controller (Flying squad) Palakkad	Palakkad Dist.	Civil Station, Palakkad - 678001	0491 2505268
76	Assistant Controller, Palakkad	and II a construction of the second s	n	11
-77	Senior Inspector, Palakkad	Palakkad Taluk	n .	1
78	Inspector Circle-1,	Ottappalam Taluk	Mini Civil Station,	0466 224979
,0	Ottappalam		Kanniyapuram, Ottappalam 679104	
				<u>н</u>
79	Inspector Circle-2	<u> </u>		0492 222578
80	Inspector, Alathur	Alathur Taluk	Puthiyangam PO, Alathu 678545	0492 222578
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81 Inspector, Chittur Chittur Taluk Mini Civil Station, 0492 3223344 Chittoor- 678101 82 Inspector, Mannarkad Mannarkad Taluk Mini Civil Station, 04924 226671 Kodathipadi, Mannarkadu 678582 Assistant Controller (Flying 83 Malappuram Dist. Mini Civil Station, squad); Mälappuram 0483 2766157 Kacheripadi, Manjeri, Malappuaram 676121 84 Assistant Controller, 1 11 Malappuram t 85 Senior Inspector Eranadu Taluk 86 inspector Circle-2 87 Inspector Circle-1, Tirur Tirur Taluk Block Panchayath Office 0494 2430101 Compound, Thekkumur PO, Tirur 676105 88 Inspector Circle-2 89 Inspector, Ponnani Ponnani Taluk Kodathipadi, Ponnani 0494 2665434 PO, Ponani 679583. 90 Inspector, Perinthalmanna Perinthalmanna Taluk Near randam kodathi 04933 224857 Perinthalmanna 679322 91 Inspector Nilambur Nilambur Taluk , Jyothippad, 04931 223114 Nilambur PO, 679329 92 Inspector Tirurangadi Tirurangadi Taluk 🛶 Mini Civil Station (First 0494 2464445 floor), Chemmad, Tirurangadi- 676306 93 Deputy Controller Northern Region Civil Station, B Block, Vth 0495 2371897 (Malappuram, · Floor, Kożhikodu, Wayanad, Kozhikodu 673020 Kannur, Kasaragodu Dist) Assistant Controller (Flying 94 Kozhikodu Dist. н squad) 0495 2371757 95 Assistant Controller Kozhikodu District . 96 Senior Inspector 0495 2374203 Kozhikodu Taluk 11 97 Senior inspector (Auto) Kozhikodu Corporation 4 -98 Inspector Circle-2 Kozhikodu Taluk ю. 99 Inspector Circle-3 4 н. 100 Inspector Circle-4 11 11

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Contraction of the second

OFFENCES

The following are Offences under Legal Metrology Act and Rules, which are Punishable.

1. Use of non standard weight or measure

2. Alteration of weight or measure

3. Manufacture or sale of non standard weight or measure

4. Making any transaction, deal or contract in contravention of the prescribed standards

5. Quoting or publishing etc of non standard units

6. Transactions in contravention of standard weight or measure

7. Non production of documents for verifications inspections

8. Failure to get model approval certificate of weights or measure submitted

9. Use of unverified weight or measure

10. Sale or delivery of commodities etc by non standard weight or measure or number

11. Rendering services by non standard weight or measure or number

12. Selling etc of non standard packages

13. Non registration by importer of weights or measures

14. Import of non standard weights or measures

15. Obstructing any Legal Metrology Officer from exercising his powers or discharging his functions

16. Giving false information or false return

17. Counterfeiting seals specified or under the Legal Metrology Act

18. Manufacture of weight or measure without license

19. Repair sale etc of weight or measure without license .

20. Tampering with any license issued or renewed under Legal Metrology Act or Rules

21. Selling Packaged commodities exceeding the Maximum Retail Price

22. Tampering declarations including MRP on the packages

23. Sale/exhibition for sale/ keeping for sale etc of packages without mandatory declarations such as

(a) The name and address of the manufacturer/Packer/Importer.

(b) The common or generic name of the commodities contained in the packages.

(c) Net quantity contained in the package.

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(d) Month and year in which the commodity is packed.

(e) Retail sale price of the package inclusive of all taxes.

(f) Dimensions of the commodities contained in the package.

(g) Name, address, telephone no. and e-mail address (if available) of the person who can be or the office which can be contacted in case of consumer complaints.

24. Non maintaining of electronic weighing machines of at least class III accuracy with smallest division 1g with facility to issue a printed receipt in the prominent place of the premises for the benefit of consumer by the trader who comes under VAT or TOT

25. Other offences coming under the Legal Metrology Act 2009 and Rules made there under

Offences and Penalties as per Legal Metrology Act 2009

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	Γ.	ted ted	T						ŀ	•	!	.'	
		violated	Offence		Penal Section	² Firs	t Of	fence		Secc	nd (Offence	
	-				Penal	Imprisonn	ient	Fine	. In	nprisonr	- <u>-</u> i	1	
			2	<u> </u>	3	4		5					
	8	(3)	Use of non standard weight or measure		25		 i	· · · · ·	<u> </u>	6	-		
			Alteration of weight or					2500	0	6 montł	s	2500	0.
		26	measure		26	:				6 to 12		+	
•		Ţ	Manufacture or sale of			· · · · · · · · · · · · · · · · · · ·		5000) [' · ·	months	1	5000	0
	8(4)	non standard weight or		27	1. 1. 1 <u>.</u>						 	
			measure		21			20000		3 years		2000	
			Making any										
	1(۰ I.	transaction, deal or	. .				•					
			contract in contravention	i []	28		· [:	10000					
		· s	of the prescribed				:	10000		1 year		" 10000	
Ī			Luoting or publishing, etc	_ <u> ·</u>		· .	•			•			.
	11	0	f non standard units	1 2	.9 ·	· · ·	-†-		╾┼╾┯				
		D	emanding or receiving	- <u> -</u>	<u> </u>			10000		1year		10000	1
		ai	ny article thing or	•	.]	1	1		+				
•	12	SE	ervice in excess or less	1		••••						•••	ŀ.,
		្រព	an the quantity	30) (10000	. ¹			`	1.
		sp	ecified by contract or	ļ.	1		1.		1 : -	year .		10000	
┝╌		1 aR	reement					·					
	•	Ro	anufactures, Dealers,				+				-		
	17	me	pairs of weights and asures to maintain	· 31			ľ		1				7.
		rec	ords and registers	51		a second		5000	1	year	1	5000	1
	ר. בי	Fail	lure to get model								1.	5000	
	3`2	app	proved	32	1.						+	: 	
-	24		of unverified weight			÷	2	0000	1,	/ear		20000 "	
	- T	orn	neasure	33			20	000 to			+		
_		Deli	very of commodition					0000	, 1 _. y	ear	1	10000	
3	4	etct	Dy non standard	34	4.		20	00 to	<u>-</u>				•
		weig	ht or measure	57	1	. [000	3 to		<u>F</u>	5000	
					<u>∱</u>				mor				

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			36 _		• .	
	Rendoring	r	,		Ì	
3	Rendering services by		,			i i
		35		.2000 to	3 to 12	5000
	measure or number			5000	months	5000 *
18(1) Selling etc of non	25/1			· · · · · · · · · · · · · · · · · · ·	
	standard Packages	36(1		25000	1 year	50000 to
1.00	Manufactures etc				l	100000
18(36(2)) .	10000 to		1
	with error in net quantity	, - '		50000	1 year	100000
	Non registration by	·	· · · · · · · · · · · · · · · · · · ·	+		
38	Importer of weight or	38		25000	L.	
	measure			25000	6 Months	25000
39	Import of non standard		+			-
	weight or measure	39	1	50000	1 year	50000
40	Obstructing Legal	- <u> </u>	·	· · · ·		50000
40	Metrology officers	40	2 years	1	5 years	
41	Giving false information		<u> </u>		Jyears	
41	and false return	41		5000	6 months	
	verification in	-{	· · · · · · · · · · · · · · · · · · ·		Uniontins	5000
43	contravention of Act and			- 1		
1.	Rules	43	1 year	10000	1 year	10000
	Counterfeiting of seals,	<u> </u>				
44	etc	44	6 to 12	· ·· ·· · · · · · · · · · · · · · · ·	6 months 5	
		<u> </u>	months		years	· ·
23	Manufacture of weight					
	and measure without	45	····	20000	1 year	20000
	licence		I		- year	20000
23	Repair, sale, etc of weight					
20	and measure without	46	Na ar	5000	1 year	5000
47	licence				- year	5000
	Tampering with licence	47	1 year	20000	1 year	
		1			ycai	20000
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		SI	Sectio	p /	+	•
	1	No.	violate	i i Ulence	Penal	Compoundin
	-		1		Section	n g Fee
				· · · · · · · · · · · · · · · · · · ·	3	4
		1	8(3)			
	ŀ			measure	25	5000
	.	3	8(4)	Manufacture or sale of non standard		
				weight or measure	27	4000
		4	10	Making any transaction deal or		
				contract in contravention of the	· 28	2000
		:	·	prescribed standards		
	5)	11	Quoting or publishing, etc of non		
				Standard units	29	2000
	6	-	12	Demanding or receiving any article		
	1		•• •••	Uning or service in excess or loss than	30	5000
				the quantity specified by contract or	· '.	
			; * * * ; -	agreement	· · ·	
	7		17	Non production 5 i	· · .	.
	9		24	Non production of documents	.31	1000
		ľ	•	Use of unverified weight or measure	33	5000
	10		34	Delivery of same		
		[Delivery of commodities etc by non	34	2000
ł				standard weight or measure		
1	11		35	Rendering services by non standard		
		.		weight, measure or number	35	2500
┝		<u> </u>				
	12		18(1)	Selling etc of non standard Packages	· ·	
Ļ.					36(1)	5000
	13		18(1)	Manufactures etc packaged		
•			•	commodity with error in net quantity	36(2)	10000
	<u>20</u>		23	Manufacture of weight and measure		· · · · · · · · · · · · · · · · · · ·
	21	_• <u> </u>		Without license	45	5000
•	21		23	Repair, sale etc of weight and measure	·	
_	<u></u>			WILDOUT Licenco	46	2500
-	22		47	Tampering with line		· · ·
			I		47	5000
				- i	•	

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Weights and Measures to be verified and stamped once in a year

- 1. Class I, II, III, IIII Electronic Balances
- 2. Peg Measure
- 3. Platform Balances
- 4. Weigh Bridges
- 5. Dispensing Pumps
- 6. Vehicle tanks

. Weights and Measures to be verified and stamped once in Two years

- 1. Beam Scales
- 2. Counter Balances
- 3. All types of weights
- 4. All types of Measures(Conical, Dip, Pouring etc)
- 5. Length Measures ٠.

Weights and Measures to be verified and stamped once in Five years

្រុះ គ្រ

1. Vertical Storage tanks

Fee Payable for verification and stamping of weights and measures and weighing measuring Instruments

(As per order No. GO(P) No-44/18/Fin Dt-17/03/2018 Government of Kerala has enhanced the schedule of verification fee and other fee)

(1) .Weights

(a). Bullion Weights		(1) -		 	· · · · · · · · · · · · · · · · · · ·
	——————————————————————————————————————	(b) Carat Wei	ghts		
Denomination	Fee per piece RS	Denemia	n Fee per piec	e RS	
10 kg	50	100 g (500 c)		<u> </u>	
5 kg	35	40 g (200C)	~ <u> </u>	ļ	· · · · · · · · · · · · · · · · · · ·
2 kg	35	20 g (100 c)	35	1	
1 kg	35	10 g (50 c)			
500 g	25		- 35		
200 g	25	4 g (20 c)	35		
100 g	25	2 g (10 c)	35		· · · · ·
50 g	25	$\frac{1g(5c)}{1g(5c)}$	35		41
20 g	25	400 mg (2 c)	35		4,
10 g	25-	200 mg (1 c)	35		
5 g	25	100 mg (.5 c)	35		· · · · · · · · · · · · · · · · · · ·
2·g	25	40 mg (.2 ε)	35		
1 g	25	20 mg (.1 c)	35		
500mg	20	10 mg (.05 c)	35		
200 mg	20	4 mg (.02 c)	35	· · ·	
100 mg	20	2 mg (.01 c)	35		
50 mg	20	1 mg (.0005 c)	35		
20 mg	20				
10 mg	20				
5 mg					
2 mg	20				
1 mg	<u></u> ./~				<u>.</u>
Cylindrical knob type weights	20	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·	<u> </u>	
	[[(d) [!] Sheet Metal v	veights		
	ree				
Denomination	per piece	Denomination	Fee per piece R		
· · · · · · · · · · · · · · · · · · ·	RS		ree per piece R		
10 kg			· .		· •
	<u>35</u>)500 mg	20		
			3		·
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	H la				2
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-					a)	•			:
		<i>.</i>		40		•	• .		•
	5kg		1				:	• .	•
	2 kg		- 35	200 mg	3	20	4	1	
	'1kg		15	100 mg	3	20			
•	500 g		10	50 mg	·	20			
	200 g		10	20mg		20	<u>-</u>	<u></u>	·
	100 g		10	10 mg 5 mg		. 20	:		
	50 g 20 g		10	2 mg:		20			
	10 g		10	1mg		20	ļ		
-	*5 g		10			20			
	2g		_10				 		
	1g		10				<u> </u>		
× [(e).Iron Hexagonalweights keel		10			·	<u>-</u>	-{	
	(e).Iron Hexagonalweights,knob	type w	<u>eights a</u>	nd parallelopi	ped wei	ghte	<u>+</u>	<u></u>	
	Denimonation	1		· · ·		511(5	<u> </u>		
	Definitionation	1	per lièce	Denomination		4 . -!			
-			RS.			ee per piece	RS		
. -	50'kg		40	700	· /· 、	• 			
[20 kg		35	200 g	<u> </u>	10			
			35	100 g	- <u>_</u>	10			
. [5 kg 2 kg		35	20 g		10		· · · · · · · · · · · · · · · · · · ·	
	2 kg	2	5	10 g		10			
	500 g		5	2 g	+	10			
	S	1	0	1g		10			
		, <u>t</u>		()	<u> </u>	10			
· /	2.Capacity Measures	,		араанын ар	a ¹				
						۳. ۱	-	· ·	2
1	Denomination	Fee per					7	8 <u>1</u>	·
-		piec		nomination	Fee		1		۲.
		RS		tran (to a)	1.00	per piece R	\$	•	
·		R	s 80 for	first 100	<u> </u>	· · · · · · · · · · · · · · · · · · ·		•	•:
·		1 14	Rs.15fc	on every Odl or part					
		addi	tional 1	Ool or part	, ;			4	v
	100 Litre and above	1,446	i ioi siir			;			•
	501	80	110111 0	Ks /875	÷ *		-		• •
	201	35		lop ml		15			
	101			50 ml		15		· , ·	
		35 15		20 ml	·	15		7	
[21	15		0 ml		15			
L	. 1	15		<u>emi</u>		15	-		
		 51	- 	<u> </u>		15	-1 '		
•	· / · ;	199 199	+	9 <u>-</u>		; ;]	-	·.,	
		877	• • • • • 	f 11			•.		
	·	租員	•• ••	1			5 * -		·
	د. د مراجعهما بیشان از این این این ا	ار المراجع و مراجع م	, i	naitean an an an	ا میشد.	a manan ang sa		~ -	·
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		• T- :	· · · ·	:
500ml	15	1 1 ml	15	
200 ml	15			
3. Length Measures	3			- :
(a). Non Flexible		(b)Fabric/Plas	tic/woven/steel t	apés
	Fee			
Denomination	per .			,
Denomination	piece	Accuracy Class	Fee per piec	e RS
· · · · · · · · · · · · · · · · · · ·	RS			
2 m	25	Class - I	15	i.
1 m	25	Claas- ii	10	· · ·
0.5 m	35	Class - III	10	_
Im graduated at every cm	45	n.		
· · · · · · · · · · · · · · · · · · ·	!	- 1.et	1	_
0.5 m graduated at every cm	45	- 1.a - 1.a - 1.a		
				·
c). Folding Scales		(d). Surveying cha	ain	
L m	15	-30 m	160	
).5 m	15	20 m	160	
. Beam Scale Class A & B		+ −−−−−−−−−−−−−−−−−−−−−−−−−−−−−−−−−−−−		
	Fee	i		
Denomination	per			•
Denomination	piece	Denomination	Fee per piec	e RS
	RS			
200 kg	630	10 kg	240	_
100 kg	475	5 kg	160	· ·
50 kg	240	2 kg	160	
111 20 kg	240	1 kg	160	
:		500g and below	95	
Beam Scale Class C & D		.	2	
	Fee			
Denomination	per			
	piece	Denomination	fee per pied	e RS
	RŞ			
1000 kg	315	20 kg	35	
500 kg	315	10 kg	35	,
300 kg	. 315	_ 5 kg	25	:
200 kg	160	2 kg	25	<u> </u>
100 kg	160	1 kg	25	1
50 kg	35	500g and below	15	;
- k"				
			•	
	·			

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6 Non Automatic Weigning Instrume	TITZ IMECI	latical (Analogue		 .
	Fee			1
Denomination	per	Denomination	Fee per piece	RS
Denormation	piece			
· · ·	RS			
400 t	5250	1500 kg	475	
300 t	3940	1000 kg	475	
200 t	<u> 3940 </u>	500 kg	475	<u> </u>
150 t	2625	300 kg	315	<u> </u>
100 t	2625	: 250 kg	315	
80 t	2625	200 kg	160	
60 t	2625	150 kg -	160	• •
50 t	22625	- 100 kg	160	
40 t	2625	50 kg	160	. <u> </u>
30 t	2625	30 kg	160	
25 t	2625	i : 25 kg	95	
20 t	2625	20 kg	. 95	
15 t	2625	15 kg	50	
10 t	1575	10 kg	50	
5 t	790	5 kg	50	
3.t	630	'3 kg	50	
2 t	630	2 kg	50	
	1: (1 kg	25	
· · · · · · · · · · · · · · · · · · ·		500 g and		
		below	25	
· · · · · · · · · · · · · · · · · · ·	- <u> </u>	1 1.		
in the second	÷.	*** * *** *		

6.Non Automatic Weighing Instruments Mechanical (Analogue) Class III & IV

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7.Non Automatic Weighing Instruments Mechanical (Electronic) Class III & IV

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Denomination	Fee per piece RS	. Denomination		Fee per pie	ce RS
400 t -	52,50	1500 kg		395	
	3940	1000 kg		395	
200 t	3940	500 kg		395	
150 t	2625	300 kg		- 395	ř
100 t	2625	,250 kg		395	;
80 t	2625	200 kg	-	315	
60 t	2625	150 kg		315	;
50 t	2625	100 kg		315	• ===
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			43			-	۰.
		·	1		045	, j	
1	40 t	2625	50 kg		315		•
	30 t	2625	30.kg		315		
	c 25 t	2625	25 kg.		315		
	20 t	2625	20_kg		160		
	15 t	2625	15 kg		160		
	10 t	1575	10 [°] kg		160		
	5 t	1575	5 kg:		160		
	3 t	790	3 kg		160		
	2 t	790	i2 kg		160	<u></u>	
		<u> </u>	j1 kg		160		•
			500 g and	1	160		-
		·	below	l			
-	· · · · ·	· .				•	
	8. Non Automatic Weighir	ng Instru	ments Electroni	c Class			
	Denominations	• •		<u> </u>	Rs	3940	
	Exceeding 50 t		3	<u> </u>	•	3940	· .
•	Not exceeding 50 t but exceeding 10			1	•	2625	
	t				<u> </u>	1575	
	Not exceeding 10 t but exceeding 1 t		<u> </u>	<u> </u>	<u> </u>		
	Not exceeding 1 t but exceeding 50			-	· .	790	
	kg	<u></u>	· · · · · · · · · · · · · · · · · · ·	<u> </u>	1 <u> </u>	750	
	Not exceeding 50 kg but exceeding	1* 1* 1* -1 -1 -1 -1 -1 -1 -1 -1 -1 -1 -1 -1 -1		ì	· ·	395	
-	10 kg	<u></u>		+	 -	315	•
	Not exceeding 10 kg				<u> </u>		·
•					:		•
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12. Linear M	/leasuri	ng Instruments					
Denomonations			· .	Rs			
Auto Rickshaw/Taxi meter				160	<u>!</u>		
Ruto Micking My Taxa Inc.		The total fee of the instrument is;-					
l l l l l l l l l l l l l l l l l l l		If loss than or equal to Rs 1260 then;					
		Bs 80 for the 1 st 1	LOO litres	plus Rs.1) tor		
<u>.</u>		every additional	100 litres	orpart			
		thereof	· .		; .		
Other Meters					. .		
		(ii) if more than o	or equal t	0 KS.126	_		
		then; Rs.70 for th	he 1 st -100) litres plu	5		
		Rs.10 for every a	idditional	TOO IIITE	of		
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··		Rs.10500	· ·				
13. Clinical Thermome	eter/Th	ermometer 1	<u>15 per uni</u>	<u>it</u>			
14. Water Meter		40 per unit	-1				
	<u> </u>			_ <u>.                                    </u>			
1	5.Peg N	/ieasure					
Denomonations		·	·	Rs			
30 ml	1	·		80			
60 ml				80			
100 ml	4			80			
16. CNG Disper	nsers	Rs.1050.00 per	unit				
				·			
17. LPG Disper	nsers	Rs.1050.00 per	unit				
	· ·						
18	Counte	r Machines					
Capacity		1		Rs			
Upto 1 Kg				25	٢.		
Above 1Kg to 10 kg				35			
Above 10 kg				· 80			
		1 1 1	· •				

If a weight or measure is presented to the Legal Metrology Officer for reverification after expiry of the validity of the stamp, an additional fee at half the rates of the fees shall be payable for every quarter of the year or part thereof.

If anyone uses or keeps for use unverified weights ot measures shall be punished with a compounding fee in addition to the additional fee.

4.334

# See Rule 25(2)

1	Fee for appeal to Government	Rs.500/-	<b>Rs.5</b> 25/-
2	Fee for appeal to Controller	Rs.200/-	Rs.210/-

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		Fees w.e.f. 01/10/14 as per GO(P) No.409/14/Fin dt,23/09/14	Enhanced w.e.f 01-04- 2018 as per GO(P) No- 44/18/Fin Dt-17/03/2018
	Licencing manufactures/rej Issue of licence/renewa	g and renewal fees to be pairers/dealers of weight of licence to	e paid by nts and measures
	(i) Manufacturer	Rs.5000/- per year	Rs.5250/- per year
	(ii) Repairer	(i) Rs.5000/- per year (including electronic equipments)	(i) Rs.5250/- per year (including electronic equipments)
		(ii) Rs.1000/- per year (excluding electronic equipments)	(ii) Rs.1050/- per year (excluding electronic equipments)
	(iii) Dealers	Rs.5000/- per year	Rs.5250/- per year
2	Alteration of licence	Rs.500/-	Rs.525/-
3	Issue of duplicate licence	Rs.250/-	Rs.265

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Compounding fee

### Information to the Consumer

Every consumer is a valued entity for the Department, so all the consumers are advised to be more vigilant and play active role in forcing the Department for timely action on the violations detected by them while in the market. When the consumers expect from the Department for prompt action on the issues raised by them, Department also wants a similar reciprocation from the consumer while making purchases of any item, the transaction which is governed by Legal Metrology Act 2009. So the request to the public is

- 1. Please participate in classes and seminars in connection with consumer protection and become aware of your rights
- 2. Extend your support and participation in the day to day functioning of the department for the effective enforcement of Legal Metrology legislation to protect consumer in a better way
- 3. If any discrepancy or malpractice regarding the Act and Rules of Legal Metrology is noticed by the public, Please inform the matter to the authority concerned
- 4. Suggestions and complaints regarding the functioning of the department may be intimated to the authority concerned

(17月2年) 1月19日 - 1月19日 -

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