

GOVERNMENT OF NAGALAND LEGAL METROLOGY & CONSUMER PROTECTION DEPARTMENT



ANNUAL ADMINISTRATIVE REPORT 2023-24

PREFACE

The Annual Administrative Report of the Department of Legal Metrology & Consumer Protection, Government of Nagaland, provides a gist of the activities of the department and the achievements made by it during the financial year 2023-24. The Hon'ble Members of the Nagaland Legislative Assembly and all the persons who read this report may find the information useful.

Sd/-

LIMAWABANG JAMIR (NCS)

Secretary

*Legal Metrology & Consumer Protection Deptt,
Government of Nagaland.*

CONTENTS

PREFACE

	Page No.
1. PROFILE	3
2. FUNCTIONS	4
3. PUBLIC INFORMATION OFFICERS	5-6
4. LABORATORIES	7-8
5. CONSUMER DISPUTES REDRESSAL AGENCIES	9

Nagaland State Consumer Protection Council

District Consumer Protection Council

State Commission

District Consumer Forum

Nagaland State Consumer Helpline

6. ACHIEVEMENTS DURING 2023-24	10-15
7. BUDGET ALLOCATION DURING 2023-24	16

PROFILE

The Department of Legal Metrology & Consumer Protection was established in the year 1968. The nomenclature of the department was changed from Weights & Measures to Legal Metrology & Consumer Protection on 2nd June, 1995. The Department enforces the Legal Metrology Act, 2009 passed by the Parliament as well as by the Nagaland Legislative Assembly, along with the allied Acts and Rules, viz - The Nagaland Legal Metrology (Enforcement) Rules 2011, the Legal Metrology (General) Rules 2011, the Legal Metrology (Packaged Commodities) Rules 2011, the National Standards Rules, 2011, as well as the Consumer Protection Act, 2019.

The main function of the department is to enforce the Acts and Rules under Legal Metrology and Consumer Protection in order to safeguard the rights of the consumers in the state with the various powers vested under the above listed Acts & Rules. It is also the Nodal Department for the Nagaland State Consumer Disputes Redressal Commission (State Commission), District Consumer Disputes Redressal Commission (District Commission), and the Nagaland State Consumer Helpline (Consumer Helpline). The Directorate and the Districts staff strength as of date stands at **191**. The Nagaland State Consumer Disputes Redressal Commission (State Commission) and the District Consumer Disputes Redressal Commission (District Commission) staff strength is **33 (thirty three)** i.e **1** (one) President, **22** District Commission Members, **2 (two)** State Commission Members and **8** Contractual Staff of the State Commission. The Nagaland State Consumer Helpline (Helpine) staff number is **13 (thirteen)**.

FUNCTIONS

The Department of Legal Metrology & Consumer Protection plays dual role of a technical as well as a law enforcing department. It enforces the provisions of the Legal Metrology Act 2009, the Legal Metrology (Packaged Commodities) Rules 2011, the Legal Metrology (General) Rules 2011, the Nagaland Legal Metrology (Enforcement) Rules 2011, the National Standards Rules 2011, and acts as the nodal department for the implementation of the Consumer Protection Act 2019 for better protection of consumers rights in the state.

The department performs the annual verification and stamping of weights, measures, and all weighing and measuring instruments used by traders, hawkers, LPG agencies, petrol pumps, other government departments, and industrial establishments in the state. As such, defaulters are booked and prosecuted for offences under the Legal Metrology Act & Rules. It also performs the calibration of vehicle tanks which transport petroleum products to different parts of the state, and the calibration of storage tanks of oil corporations in the state.

The department provides better protection of consumer rights in the state through the various consumer courts - the Nagaland State Consumer Disputes Redressal Commission (State Commission) at the State Capital Kohima and the District Consumer Disputes Redressal Commission (District Commission) in each district of the state. Consumers seek redressal of their consumer grievances by lodging complaints in these consumer courts.

In order to create mass awareness about consumer rights, the department organizes consumer awareness campaigns and seminars and also provides financial assistance to set up consumer clubs in schools and higher secondary schools to sensitize students to be alert during the purchase of goods and services. It also grants aid to Voluntary Consumer Organizations (VCOs) and Consumer Societies in the state for strengthening the consumer movement.

PUBLIC INFORMATION OFFICERS AND ASSISTANT PUBLIC INFORMATION OFFICERS AT THE ADMINISTRATIVE HEAD OF DEPARTMENT (AHOD), LM&CP DEPARTMENT.

Under Section 5 of the Right to Information Act 2005 and in pursuance of Government Notification No.AR-3/Gen-147/2005 dt. 04-10-2005, the appointed Appellate Authority, Public Information Officers and Assistant Public Information Officers of the department are as follows -

• ADMINISTRATIVE HEAD OF DEPARTMENT (GOVERNMENT LEVEL)

- | | | |
|---------------------|---|--|
| Appellate Authority | - | Smti. Limwabang Jamir
Secretary to the Government of Nagaland. |
| 1. | | Public Information Officer (PIO)
Shri. Vekhoyi Chakhesang
Deputy Secretary to the Government of Nagaland. |
| 2. | | Assistant Public Information Officer (APIO)
Shri. Tokai V. Sumi
Under Secretary to the Government of Nagaland. |

PUBLIC INFORMATION OFFICERS AND ASSISTANT PUBLIC INFORMATION OFFICERS

Under Section 5 of the Right to Information Act 2005 and in pursuance of Government Notification No.AR-3/Gen-147/2005 dt. 04-10-2005, the appointed Appellate Authority, Public Information Officers and Assistant Public Information Officers of the department are as follows -

• DIRECTORATE LEVEL

- | | | |
|---------------------|---|---|
| Appellate Authority | - | Shri. K. Takeeth Imchen
Additional Controller |
| 1. | | Public Information Officer (PIO)
Shri. Relise Sangtam, Joint Controller (Hq) |
| 2. | | Assistant Public Information Officer (APIO)
Shri. Limatoshi Jamir, Deputy Controller |

• **DISTRICT LEVEL**

1. Kohima district	: PIO & Assistant Controller	Shiloh Kath
2. Dimapur district	: PIO & Assistant Controller	Shri. Ngangshimakok
3. Mokokchung district	: PIO & Assistant Controller	Shri. Ngangshimakok (Addl Charge)
4. Tuensang district	: PIO & Assistant Controller	Shri. Chullen Chang
5. Wokha district	: PIO & Assistant Controller	Shri. T. Aimong
6. Phek district	: PIO & Assistant Controller	Shri. Shiekhozo
7. Zunheboto district	: PIO & Assistant Controller	Shri. T. Aimong (Addl Charge)
8. Mon district	: PIO & Assistant Controller	Shri. Ngangshimakok (Addl Charge)

LABORATORIES

The Department of Legal Metrology & Consumer Protection has set up the following laboratories-

1. NAGALAND SECONDARY STANDARD LABORATORY

The Nagaland Secondary Standard Laboratory is located at Kohima in the premises of the Directorate of Legal Metrology & Consumer Protection. The laboratory is equipped with standard sophisticated instruments such as the Secondary Standard Weights, Secondary Standard Balances, Secondary Standard Metre Bar, Secondary Standard Capacity Measures, and Clinical Thermometer Calibrators.

These weighing and measuring instruments have been verified at the National Physical Laboratory, New Delhi and the Regional Reference Standards Laboratory, Guwahati. These high precision instruments are used for the calibration of Working Standard instruments of the Working Standard Laboratories in the district offices of the state.



**Secondary Standard Weights, Balances, and Capacity Measures
at the Secondary Standard Laboratory, Kohima.**

Clinical Thermometer Calibrator at the Secondary Standard Laboratory, Kohima



2. WORKING STANDARD LABORATORY

Working Standard Laboratories have been set up in eight districts of Nagaland and are attached to the Office of the Assistant Controller of Legal Metrology & Consumer Protection in the districts. Each Working Standard Laboratory has Working Standard Weights, Working Standard Capacity Measures, Working Standard Metre Bar, and Working Standard Balances to verify commercial weights and measures and instruments.



Working Standard Weights and Capacity Measures at the Working Standard Laboratory, Kohima.



Mechanical Working Standard Balance and Electronic Working Standard Balances at the Working Standard Laboratory, Kohima.

CONSUMER DISPUTES REDRESSAL AGENCIES

Various consumer disputes redressal agencies have been constituted in the state -

NAGALAND CONSUMER PROTECTION COUNCIL.

The Nagaland Consumer Protection Council headed by the Chief Minister of Nagaland was constituted on July 27, 2004 and re-constituted in 2022. The Council works to promote and protect the rights of consumers laid down in the Consumer Protection Act, 2019.

DISTRICT CONSUMER PROTECTION COUNCIL

The District Consumer Protection Council was constituted in each district of the state vide Notification No.LM/CP-13/11/2004 dated 6th Aug' 2004 for the protection of consumer rights in the state and re-constituted in 2022.

NAGALAND STATE CONSUMER DISPUTES REDRESSAL COMMISSION (STATE COMMISSION).

The Nagaland Consumer Disputes Redressal Commission, also known as the State Commission was set up under the provisions of the Consumer Protection Act, 2019. It is headed by a retired Judge of the High Court. It addresses complaints of goods or services of values above ₹ 1 (one) Crore. Justice (Retd) Hukato Swu is the President of the Nagaland State Consumer Disputes Redressal Commission. The President of the State Commission is assisted by (two) Members i.e 1 (one) Male Member and 1 (one) Lady Member.

DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION.

The District Consumer Disputes Redressal Commission also known as District Commission is set up in each district and is presided by the Additional District & Sessions Judge. It solves consumer complaints lodged by the consumers of the district in which it is located. It addresses complaints of goods or services of values upto ₹ 1 (one) Crore. The President of the District Commission is assisted by (two) Members i.e 1 (one) Male Member and 1 (one) Lady Member.

NAGALAND STATE CONSUMER HELPLINE.

The Nagaland State Consumer Helpline is an alternate consumer disputes redressal agency and has the Toll Free No. 1800-345-3701 and Phone No. 0370-2292232 (Normal call charges). Citizens of the state can seek guidance, information, advice and counseling on consumer related problems regarding various services like postal and courier services, banking, insurance, telecom, LPG, PDS, and transport services.

ACHIEVEMENTS DURING 2023-24

1. Significant achievements of the Department.

A total of 9647 number of weights and measures and weighing & measuring instruments were verified. The department realized annual verification fees of ₹ 21,61,730/- through the verification and stamping of weighing and measuring instruments. 32 no. of cases compounded and realised compounding fees of ₹ 49,500/-. License fees from dealers, and repairers of weights & measures and packers was ₹ 6600/-. The aforementioned verification, compounding and license fees have been deposited to the State Revenue Account.

The Nagaland State Consumer Disputes Redressal Commission (State Commission) has disposed of 8 consumer cases and no pending cases during the current year. The District Consumer Disputes Redressal Commission (District Commission) has filled 12 number of consumer cases and disposed of 6. 56 backlog cases still pending. The Nagaland State Consumer Helpline Office has been receiving regular calls for guidance/counselling.

The Department has successfully organized the World Consumer Rights Day on the 15th March 2023 and the National Consumer Day on the 24th of December 2023 in collaboration with the consumer organisation all across the state.

2. Activities & programmes to be taken up during 2023-24.

The LM&CP Department have started constructing the office of the Nagaland State Consumer Disputes Redressal Commission at Kohima which is being funded by the Ministry of Consumer Affairs under CSS scheme. An amount of ₹ 120.00 lakhs (Rupees one crore twenty lakhs) only have been sanctioned from the Ministry and the whole amount has been utilised for the project. To complete the project, the department prepared revised DPR with recommendation of the High Powered Committee submitted proposal to the Ministry for additional fund.

The department plans to conduct more stringent enforcement activities such as the verification, inspection and seizure of non-standard weights, weighing and measuring instruments and packaged commodities not conforming to the standard as per the Legal Metrology Act and Rules for better protection of Consumer Rights in the state. The department plans to put hoardings and signboard on consumer rights and distribute pamphlets/booklets on consumer education to all possible corners of the state. For this programme the department earmarked fund for publication/printing and organising awareness campaign.

**CONSUMER AWARENESS PROGRAMMES CONDUCTED BY
THE DEPARTMENT THROUGH SEMINARS, POSTERS
CAMPAIGN IN 2023-24**





Secondary Standard Capacity Measures



SSL Directorate



**Secondary Standard Lab
Directorate**



Secondary Standard Balance



Working Standard Lab, Dimapur



Working Standard Lab, Dimapur



Clinical Thermometer Calibration Bath

BUDGET ALLOCATION DURING 2023-2024

The Department of Legal Metrology & Consumer Protection received a budget of ₹ 909.56/- Lakhs under Non Development and ₹ 150.00 Lakhs under Plan during the financial year 2023-2024.

Sd/-
Secretary
Government of Nagaland
Legal Metrology & Consumer Protection Department.

Printed at : Rali Printing Press, Kohima; Nagaland