

**STANDING COMMITTEE ON CONSUMER AFFAIRS,
FOOD AND PUBLIC DISTRIBUTION (2024-2025)**

3

EIGHTEENTH LOK SABHA

**MINISTRY OF CONSUMER AFFAIRS, FOOD
AND PUBLIC DISTRIBUTION
(DEPARTMENT OF CONSUMER AFFAIRS)**

{Action Taken by the Government on the Observations/ Recommendations contained in the Thirty Ninth Report of the Committee (Seventeenth Lok Sabha) on the subject 'Regulation of Weights and Measures with specific reference to Dispensing Machines at Fuel Stations' pertaining to the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs)}

THIRD REPORT



**LOK SABHA SECRETARIAT
NEW DELHI**

December, 2024/ Agrahayana, 1946 (Saka)

THIRD REPORT

**STANDING COMMITTEE ON CONSUMER AFFAIRS, FOOD
AND PUBLIC DISTRIBUTION (2024-2025)**

(EIGHTEENTH LOK SABHA)

**MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(DEPARTMENT OF CONSUMER AFFAIRS)**

{Action Taken by the Government on the Observations/ Recommendations contained in the Thirty Ninth Report of the Committee (Seventeenth Lok Sabha) on the subject 'Regulation of Weights and Measures with specific reference to Dispensing Machines at Fuel Stations' pertaining to the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs)}

Presented to Lok Sabha on 02.12.2024

Laid in Rajya Sabha on 02.12.2024



**LOK SABHA SECRETARIAT
NEW DELHI**

December, 2024/ Agrahayana, 1946 (Saka)

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**Composition of the Standing Committee on Consumer Affairs, Food and Public
Distribution (2024-25)**

Smt. Kanimozhi Karunanidhi - Chairperson

**MEMBERS
LOK SABHA**

2. Shri Anto Antony
3. Shri Sudip Bandyopadhyay
4. Shri Jaswantsinh Sumanbhai Bhabhor
5. Smt. Malvika Devi
6. Shri Manish Jaiswal
7. Shri Saumitra Khan
8. Shri Manoj Kumar
9. Shri Sunil Kumar
10. Shri Bharat Singh Kushwah
11. Shri Ajendra Singh Lodhi
12. Shri Neeraj Maurya
13. Shri Bastipati Nagaraju
14. Shri Haribhai Patel
15. Shri Ashok Kumar Rawat
16. Shri Buntty Vivek Sahu
17. Shri Rao Rajendra Singh
18. Shri Ujjwal Raman Singh
19. Shri Bajrang Manohar Sonwane
20. Dr. Indra Hang Subba
21. Shri Rajmohan Unnithan

RAJYA SABHA

22. Smt. Sumitra Balmik
23. Shri Prakash Chik Baraik
24. Shri Rambhai Harjibhai Mokariya
25. Shri Baburam Nishad
26. Smt. Ranjeet Ranjan
27. Shri Arun Singh
28. Vacant
29. Vacant
30. Vacant
31. Vacant

SECRETARIAT

1. Dr. Ram Raj Rai - Joint Secretary
2. Dr. Vatsala Joshi - Director
3. Dr. Mohit Rajan - Deputy Secretary
4. Shri Abdul Khan - Assistant Committee Officer

INTRODUCTION

I, the Chairperson of the Standing Committee on Consumer Affairs, Food and Public Distribution (2024-2025) having been authorized by the Committee to submit the Report on their behalf, present this Third Report on Action Taken by the Government on the Observations/Recommendations contained in the Thirty Ninth Report of the Committee (Seventeenth Lok Sabha) on the subject 'Regulation of Weights and Measures with specific reference to Dispensing Machines at Fuel Stations' pertaining to the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs)}.

2. The Thirty Ninth Report was presented to Lok Sabha and laid in Rajya Sabha on 07.02.2024. The Government has furnished its replies indicating Action Taken on the recommendations contained in the Report on 10.07.2024.

3. The Report was considered and adopted by the Committee at their sitting held on 28.11.2024.

4. An analysis of the action taken by the Government on Observations/Recommendations contained in the Report is given in **Appendix II**.

5. For facility of reference and convenience, the Observations/Recommendations of the Committee have been printed in thick type in the text of the Report.

NEW DELHI;
28 November, 2024
07 Agrahayana, 1946 (Saka)

Kanimozhi Karunanidhi,
Chairperson,
Standing Committee on
Consumer Affairs, Food and Public Distribution

REPORT

CHAPTER - I

This Report of the Standing Committee on Food, Consumer Affairs and Public Distribution deals with the action taken by the Government on the Observations/Recommendations contained in the Thirty Ninth Report of the Committee (2023-2024), (17th Lok Sabha) on the subject, 'Regulation of Weights and Measures with specific reference to Dispensing Machines at Fuel Stations' pertaining to the Department of Consumer Affairs.

1.2 The Thirty Ninth Report was presented to the Lok Sabha and laid in the Rajya Sabha on 07.02.2024. It contained 09 Observations/ Recommendations.

1.3 Action taken replies in respect of all the Observations/Recommendations contained in the Report have been received and categorized as follows:-

- (i) Observations/Recommendations which have been accepted by the Government:
Para Nos.: 1, 2, 3, 4, 5, 6, 7, 8 & 9

Total: 09
Chapter-II
- (ii) Observations/Recommendations which the Committee do not desire to pursue in view of the Government's replies:
Para No.: Nil

Total: 0
Chapter-III
- (iii) Observations/Recommendations in respect of which replies of the Government have not been accepted by the Committee and which require reiteration:
Para No.: Nil

Total: 0
Chapter-IV
- (iv) Observations/Recommendations in respect of which final replies of the Government are still awaited:
Para No.: Nil

Total: 0
Chapter-V

1.4 The Committee trust that utmost importance will be given to the implementation of the Observations/Recommendations accepted by the Government. The Committee desire that final action taken notes to the Observations/Recommendations contained in Chapter I of this Report should be furnished to them not later than three months of the presentation of this Report.

1.5 The Committee will now deal with action-taken by the Government on some of their Recommendations that require reiteration or merit comments.

Recommendation (Sl. No. 6)

1.6 The Committee had recommended as under:

The Committee note that there has been a shift towards the adoption of digital solutions and technology for the process of verification, inspection and monitoring of weighing and measuring instruments. The Committee desire that a system should be constructed wherein all fuel dispensed should be monitored and any irregularities in the process be reported instantly to the concerned agencies. As Central Consumer Protection Authority (CCPA) is authorized to regulate matters relating to violation of rights of consumers and unfair trade practices, the Committee, therefore, recommend that in the event of such irregularity in the fuel station, an instant alert should go to the agency, i.e. the CCPA for its necessary action.

1.7 In its action-taken reply, the Ministry has stated as under:

“The Government emphasizes its commitment to leveraging digital solutions for real-time monitoring of fuel dispensing activities. Implementing a system that alerts the CCPA or relevant enforcement agencies about irregularities ensures swift intervention and appropriate action against any violations of consumer rights or unfair trade practices at fuel stations. Government is working closely with relevant stakeholders i.e. Oil Marketing Companies and Retail Outlet Dealers for implementation of this recommendation effectively, fostering a fair and trustworthy marketplace for all consumers.

It will also be ensured that wherever possible/ required in the event of any irregularity in the fuel station, information/ case may be filed with Central Consumer Protection Authority (CCPA) for necessary action.”

1.8 The Committee had specifically recommended that in the event of irregularity in the fuel station, an instant alert should go to the agency, i.e. the CCPA for its necessary action. In response thereto, the Ministry has expressed its commitment to leveraging digital solutions for real-time monitoring of fuel dispensing activities which includes implementing a system that alerts the Central Consumer Protection Authority (CCPA) or relevant enforcement agencies about irregularities, ensuring swift intervention and appropriate action against any violations of consumer rights or unfair trade practices at fuel stations. The Ministry further mentioned that it is working closely with relevant stakeholders, such as Oil Marketing Companies and Retail Outlet Dealers, to effectively implement this recommendation, fostering a fair and trustworthy marketplace for all consumers. Additionally, it has been ensured that in the event of any irregularities at fuel stations, information or cases may be filed with the CCPA for necessary action. The Committee, therefore, urge the Ministry to ensure the implementation of such measures across all fuel stations nationwide to maximize its impact and benefit consumers on a large scale. The Committee may be apprised of the progress made in this direction and the final outcome accordingly.

Recommendation (Sl. No. 8)

1.9 The Committee had recommended as under:

The Committee note that Fuel pump calibration is crucial to safeguarding the consumer interest and a slight variation of millilitres in the amount of fuel being dispensed can add up to several litres of fuel being under-dispensed or over-dispensed. The Committee also learn that calibration of fuel dispensing units is done once in 12 months. Also, the Government have come up with a unique temper proof technology for such calibration which involves secure and consumer-friendly technologies, such as the use of One Time Password (OTP) authentication systems involving fuel station operator, fuel station system and second operator or system and demonstrates a commitment to enhancing security and protecting consumers from fraudulent activities at fuel stations. To accommodate potential delays in remote areas with weak signal strength, the validity period of OTPs is extended to provide more time in remote areas to receive and input the authentication code, reducing the

likelihood of authentication failures. While the OTP system significantly enhances accountability and security. In this regard, the Committee, therefore, recommend that the Government should ensure the scrupulous adherence to the OTP system and meanwhile explore the possibility of roping in other advance technology for yearly calibration of dispensing machines.

1.10 In its action-taken reply, the Ministry has stated as under:

“Government understands the importance of scrupulous adherence to the One Time Password (OTP) system for ensuring secure transactions and preventing fraud in various sectors, including fuel dispensing. Strengthening the implementation of the OTP system has enhanced security measures and bolster consumer trust in the accuracy and fairness of fuel transactions. This approach not only safeguards against unauthorized use but also ensures that consumers receive the correct amount of fuel for their purchases, reinforcing transparency and reliability in the fuel dispensing process.

Government is committed to explore advanced technologies for the yearly calibration of dispensing machines by adopting state-of-the-art calibration methods to improve the accuracy and precision of measurements, aligning with international standards and best practices. By leveraging advanced technology, such as automated calibration systems and remote monitoring capabilities, Government is committed to streamline regulatory processes and enhance efficiency in verifying and maintaining the accuracy of dispensing machines. These efforts shows the Government's dedication to modernize regulatory frameworks and embracing innovative solutions that benefit both consumers and industry stakeholders alike.”

1.11 In response to the Committee's recommendation, the Ministry has stated that it has been implementing the OTP system to enhance security measures and bolster consumer trust in the accuracy and fairness of fuel transactions and has expressed its commitment to exploring advanced technologies for the annual calibration of dispensing machines. This effort aims to improve the accuracy and precision of measurements, aligning with international standards and best practices. Additionally, the Ministry is leveraging advanced technology, such as automated calibration systems and remote monitoring capabilities, to streamline regulatory processes and enhance efficiency in verifying and maintaining the accuracy of dispensing machines. In this regard, the Committee urge that they may be apprised of the actual steps taken

for adherence and success of the One Time Password (OTP) system for ensuring secure transactions and preventing frauds in fuel dispensing and the specific state-of-the-art calibration methods adopted or explored by the department to ensure measurement accuracy and precision, alignment with international standards and the impact thereof, along with the implementation status.

CHAPTER – II

RECOMMENDATIONS/ OBSERVATIONS WHICH HAVE BEEN ACCEPTED BY THE GOVERNMENT

Recommendation (Sl. No. 1)

The Committee observe that in achieving goal of fair practices, the authorities and stakeholders face many challenges like accurate measurement, tempering and fraud, lack of regular inspection, consumer awareness, difficulties in remote monitoring, technological advancement and complex supply chain etc. In Committee's view, in order to address these challenges and ensure fair practices at fuel stations, it is essential for Central and State regulatory authorities, fuel retailers, consumer advocacy groups and technology providers to work in better coordination. The Committee, therefore, recommend that the Government should make efforts to bring all these stakeholders on a single platform and establish a coordination mechanism involving representatives of all the stakeholders for regulation of fair practices with regard to weights and measures relating to dispensing machines at fuel stations.

Reply of the Government

2.2 Government is committed to bring together all relevant stakeholders, including Central and State Legal Metrology authorities, Oil Marketing Companies, fuel retailers, consumer advocacy groups, and technology providers, on a unified platform, which are already working together. This initiative has established a robust coordination mechanism that involves representatives from each sector to regulate fair practices related to weights and measures in fuel dispensing machines at fuel stations. By fostering collaboration and open communication among these stakeholders, Government has developed and enforced standardized practices that ensure accuracy and fairness in fuel dispensing, to address various concerns and perspectives, leading to more effective and cohesive regulatory measures.

Creating a transparent and fair environment in the fuel dispensing sector is a primary objective of the Government. By ensuring that fuel is dispensed accurately and consistently, the Government aims to protect consumer interests and build trust in the system. This initiative is not only enhancing regulatory oversight but also promoting technological advancements and innovations in fuel dispensing practices. A well-coordinated and transparent system is developed to provide consumers with confidence in the fairness and accuracy of fuel measurements, fostering a reliable and trustworthy fuel dispensing sector.

[Ministry of Consumer Affairs, Food & Public Distribution (Department of Consumer Affairs)

OM NO- N-19/3/2024-P&C dated 08.07.2024]

Recommendation (Sl. No. 2)

2.3 The Committee understand that Legal Metrology Act 2009 aims to establish standards for weights and measures and regulate trade and commerce concerning goods sold or distributed by weight, measure or number. The Committee appreciate the efforts of the Government in amending the provisions of Legal Metrology Act through Jan Vishwas (Amendment of Provisions) Act, 2023 that has a significant legislative development. The Committee consider that the amendment in various sections of Legal Metrology Act 2009 with regard to penalty sections is a praiseworthy effort of the Government.

The Committee are confident that under ‘The Jan Vishwas (Amendment of Provisions) Act, 2023’ the decriminalization of large number of minor offences and replacing them with monetary penalties will have long term impact in the country. The Committee firmly believe that the Act would not only make lives and businesses easier, deter non-compliance, promote fair trade practices, but also reduce judicial burden at large. The Committee hope that the Government shall ensure the implementation of the Act in letter and spirit so that all these objectives are achieved.

Reply of the Government

2.4 The implementation of the Legal Metrology Act, 2009 has made lives simple and business operations easy by deterring non-compliance and promoting fair trade practices. By establishing clear standards and farming rules for weights and measures, the Act aims to

create a level playing field for businesses and protect consumer rights. It reduces the prevalence of fraudulent practices in the marketplace, ensuring that consumers receive accurate and fair measurements in their transactions.

Government is committed to ensure the effective implementation of the Legal Metrology Act, 2009 in both letter and spirit. The achievement of the objectives of the Act, is not only fostering a transparent and equitable business environment but also alleviating the judicial system's burden by reducing disputes related to weights and measures. The Government's commitment to enforcing this Act is crucial in realizing its potential benefits, ultimately enhancing trust and fairness in commercial practices across the country.

[Ministry of Consumer Affairs, Food & Public Distribution (Department of Consumer Affairs)

OM NO- N-19/3/2024-P&C dated 08.07.2024]

Recommendation (Sl. No. 3)

2.5 The Committee note that Advancements in technology have significantly impacted weighing and measuring instruments in India over the last decade. These advancements have improved accuracy, efficiency and transparency in trade transactions. They also note that Oil Marketing Companies (OMC) have upgraded their fuel dispensers to meet the updated security features stipulations from Legal Metrology and that all new procurements are done as per the latest security upgrades. The Committee further note with appreciation that all dispenser configurations are tested thoroughly for software and hardware integrity and security features at Centre for Development of Advanced Computing (CDAC), Government of India before deployment in Retail Outlets (RO). They hope that the Government and the OMCs will continue their collaborative exercise so as to uphold the interests of consumers. They also desire that while patronizing the existing technological breakthroughs, the Government should consistently encourage more research to keep pace with the march of technology.

Reply of the Government

2.6 Government, in collaboration with Oil Marketing Companies (OMCs), is dedicated to upholding consumer interests through ongoing cooperative efforts. This partnership aims to ensure that consumers receive fair and accurate services at fuel stations, benefiting from the latest technological advancements. By maintaining a close working relationship, the Government and OMCs strive to enhance the efficiency and transparency of fuel dispensing operations, thereby fostering consumer trust and satisfaction.

Furthermore, Government is committed to not only supporting existing technological breakthroughs but also actively encouraging continuous research and innovation in the sector. Keeping pace with technological advancements is essential to address emerging challenges and improve service quality. By promoting ongoing research, the Government aims to ensure that the fuel dispensing sector remains at the forefront of technological progress, ultimately benefiting consumers through enhanced accuracy, reliability, and convenience in their transactions.

[Ministry of Consumer Affairs, Food & Public Distribution (Department of Consumer Affairs)
OM NO- N-19/3/2024-P&C dated 08.07.2024]

Recommendation (Sl. No. 4)

2.7 The Committee note that OMCs have implemented their Standard Operating practices at the Retail Outlets (ROs) whereby the deliverymen at dispensing units have been advised to Show “0” before the delivery is started and that the customers visiting fuel stations are made to stand in such a way that they can see the display screen directly and that staff at the fuel stations request the customers to see “Zero” display on the screen to ensure fair transaction at fuel stations. They also note that Complaint / Suggestion books are available at all the Fuel Stations for consumers who may raise their grievances w.r.t the facilities / services / or any other issue. While appreciating the existence of consumer grievance Redressal system in the Retail Outlets (ROs), the Committee desire that the mandate of consumer’s right to be protected in all possible ways. The Committee understand that customers visiting fuel stations don’t have much time for seeking Redressal of grievances and on many of

the retail outlets, vehicles are made to park in such a way that the fuel vent of cars remain adjacent to the pipes which causes display screen slightly behind the driver's seat and a bit higher for driver's sight. The Committee, therefore, desire that necessary directions should be issued so that display screen at dispensing machines are placed to be made visible to the driver and if need be, a longer fuel pipe should be used for fuelling the vehicles.

Reply of the Government

2.8 Government understand the importance of protecting consumers' rights in every possible way, particularly when they visit fuel stations. It is recognized that customers often have limited time to address grievances and the current setup at many retail outlets can impede their ability to monitor fuel dispensing accurately. Specifically, vehicles are often parked so that the fuel vent remains adjacent to the pipes, positioning the display screen slightly behind the driver's seat and higher than the driver's line of sight. This arrangement makes it difficult for drivers to verify the amount of fuel being dispensed, potentially leading to dissatisfaction and mistrust.

To address these concerns, Government and Oil Marketing Companies issues necessary directions time to time ensuring that the display screens on dispensing machines are placed in a manner that is easily visible to drivers to allow consumers to monitor the fuel dispensing process conveniently. If required, longer fuel pipes ranges from 3 to 5 meter as per standard practice are allowed to be used to facilitate better positioning of vehicles, making the display screens more accessible. The transparency and trust at fuel stations ensures that consumers can verify their fuel purchases with ease and confidence.

[Ministry of Consumer Affairs, Food & Public Distribution (Department of Consumer Affairs)
OM NO- N-19/3/2024-P&C dated 08.07.2024]

Recommendation (Sl. No. 5)

2.9 The Committee note that the regulatory framework for weights and measures in India is established to ensure accuracy, fairness and transparency in trade

transactions. It encompasses the LM Act and rules that govern the use of measuring instruments etc. while acknowledging the significant progress made in these areas. The Committee understand that there might still be ongoing challenges and opportunities for further enhancement in the regulatory landscape of legal metrology in the country. Therefore, the Committee desire that regulatory landscape need to be adapted to the changes of modern times to ensure that advancements are harnessed effectively while safeguarding consumer interests and maintaining fair trade practices. The Committee may be apprised accordingly.

Reply of the Government

2.10 All necessary efforts are made to adopt regulatory landscape to the changes of modern times to ensure that advancements are harnessed effectively while safeguarding consumer interests and maintaining fair trade practices.

The efforts include integrating advanced technologies such as OTP based calibration, magnetic self-destructive pulser, family integrity in dispensing systems, digital payments, continuously updating dispensing units to reflect new developments, fostering collaboration between Government, Oil marketing Companies, industry and consumer groups, and enhancing consumer protection through transparency and digital mechanisms.

Additionally, Government in association with Oil Marketing Companies if organizing training programs for operators, developed real-time monitoring system and innovations to ensure that advancements are effectively harnessed while maintaining fair trade practices and safeguarding consumer interests at petrol stations.

[Ministry of Consumer Affairs, Food & Public Distribution (Department of Consumer Affairs) OM NO- N-19/3/2024-P&C dated 08.07.2024]

Recommendation (Sl. No. 6)

2.11 The Committee note that there has been a shift towards the adoption of digital solutions and technology for the process of verification, inspection and monitoring of weighing and measuring instruments. The Committee desire that a system should be constructed wherein all fuel dispensed should be monitored and any irregularities in

the process be reported instantly to the concerned agencies. As Central Consumer Protection Authority (CCPA) is authorized to regulate matters relating to violation of rights of consumers and unfair trade practices, the Committee, therefore, recommend that in the event of such irregularity in the fuel station, an instant alert should go to the agency, i.e. the CCPA for its necessary action.

Reply of the Government

2.12 The Government emphasizes its commitment to leveraging digital solutions for real-time monitoring of fuel dispensing activities. Implementing a system that alerts the CCPA or relevant enforcement agencies about irregularities ensures swift intervention and appropriate action against any violations of consumer rights or unfair trade practices at fuel stations. Government is working closely with relevant stakeholders i.e. Oil Marketing Companies and Retail Outlet Dealers for implementation of this recommendation effectively, fostering a fair and trustworthy marketplace for all consumers.

It will also be ensured that wherever possible/ required in the event of any irregularity in the fuel station, information/ case may be filed with Central Consumer Protection Authority (CCPA) for necessary action.

[Ministry of Consumer Affairs, Food & Public Distribution (Department of Consumer Affairs)
OM NO- N-19/3/2024-P&C dated 08.07.2024]

Comments of the Committee

(Please see Para No.1.8 of Chapter-I of the Report)

Recommendation (Sl. No. 7)

2.13 The Committee observe that Legal Metrology is the application of legal requirements to measurements and measuring instruments to ensure public guarantee from the point of view of security and accuracy of the weighments and measurements, to builds confidence in trade, industry & consumer and to create harmonious environment for conducting business. They also note that Section 24 provides for verification and stamping of weight or measure. The Act encompasses

various aspects related to metrology, verification and stamping of instruments, enforcement and penalties, consumer protection, etc. Being covered under the ambit of Legal Metrology Act, 2009, the fuel dispensing pumps also adhere to the standards, thus exhibiting consistency and reliability in their measuring system ensuring protection of consumer interests at fuel stations. The Committee hope that while implementing the Act, the Government will ensure public guarantee from the point of view of accuracy of the weighments and measurements so as to create a harmonious atmosphere for trade and industry to flourish and at the same time to build consumer trust.

Reply of the Government

2.14 Government is committed to ensure public confidence in the accuracy of weighments and measurements by enforcing the Legal Metrology Act, 2009. Accuracy and reliability in trade transactions are essential for fostering a conducive environment where both trade and industry can thrive. By upholding stringent standards/ provisions of rules and implementing effective monitoring mechanisms, the Government aims to instill trust among consumers and businesses alike.

Ensuring public guarantee of accuracy not only enhances the credibility of weighments and measurements but also reinforces fair trade practices. The Government is committed to build a harmonious atmosphere where transparency and accountability are paramount. This approach not only supports economic growth but also safeguards consumer interests, promoting a sustainable and trustworthy marketplace for all stakeholders involved. The Government is dedicated to implement and enforce the Legal Metrology Act with these principles in mind, ensuring that weighments and measurements meet stringent standards that inspire confidence and foster prosperity across sectors.

[Ministry of Consumer Affairs, Food & Public Distribution (Department of Consumer Affairs)

OM NO- N-19/3/2024-P&C dated 08.07.2024]

Recommendation (Sl. No. 8)

2.15 The Committee note that Fuel pump calibration is crucial to safeguarding the consumer interest and a slight variation of millilitres in the amount of fuel being dispensed can add up to several litres of fuel being under-dispensed or over-dispensed. The Committee also learn that calibration of fuel dispensing units is done once in 12 months. Also, the Government have come up with a unique temper proof technology for such calibration which involves secure and consumer-friendly technologies, such as the use of OTP authentication systems involving fuel station operator, fuel station system and second operator or system and demonstrates a commitment to enhancing security and protecting consumers from fraudulent activities at fuel stations. To accommodate potential delays in remote areas with weak signal strength, the validity period of OTPs is extended to provide more time in remote areas to receive and input the authentication code, reducing the likelihood of authentication failures. While the OTP system significantly enhances accountability and security. In this regard, the Committee, therefore, recommend that the Government should ensure the scrupulous adherence to the OTP system and meanwhile explore the possibility of roping in other advance technology for yearly calibration of dispensing machines.

Reply of the Government

2.16 Government understands the importance of scrupulous adherence to the One Time Password (OTP) system for ensuring secure transactions and preventing fraud in various sectors, including fuel dispensing. Strengthening the implementation of the OTP system has enhanced security measures and bolster consumer trust in the accuracy and fairness of fuel transactions. This approach not only safeguards against unauthorized use but also ensures that consumers receive the correct amount of fuel for their purchases, reinforcing transparency and reliability in the fuel dispensing process.

Government is committed to explore advanced technologies for the yearly calibration of dispensing machines by adopting state-of-the-art calibration methods to improve the accuracy and precision of measurements, aligning with international standards and best practices. By leveraging advanced technology, such as automated calibration systems and

remote monitoring capabilities, Government is committed to streamline regulatory processes and enhance efficiency in verifying and maintaining the accuracy of dispensing machines. These efforts shows the Government's dedication to modernize regulatory frameworks and embracing innovative solutions that benefit both consumers and industry stakeholders alike.

[Ministry of Consumer Affairs, Food & Public Distribution (Department of Consumer Affairs)

OM NO- N-19/3/2024-P&C dated 08.07.2024]

Comments of the Committee

(Please see Para No.1.11 of Chapter-I of the Report)

Recommendation (Sl. No. 9)

2.17 The Committee observe that there have been discussions and efforts towards centralized monitoring of fuel stations, especially in terms of technological solutions and digital platforms to enhance transparency and efficiency in the fuel industry. The Committee applaud the Government for conducting a round table workshop on “measurement of petroleum products and related issues” which was held on 09.06.2023 with stakeholders’ viz. representatives of Oil Marketing Companies, representatives of the Petroleum Dealers Associations, Controllers of Legal Metrology of all States/ UTs, representative of Centre for Development of Advanced Computing (C-DAC) and Forest College & Research Institute (FCRI), etc. The Committee note with satisfaction that various issues of the Petroleum Retail Outlet Dealers were resolved during the workshop. The Committee also note that a meeting with Petroleum Dealers Associations, Oil Marketing Companies and State Legal Metrology Departments of Andhra Pradesh, Karnataka, Kerala and Tamil Nadu was held on 29.9.2023 to discuss and resolve the issues of petroleum dealers and to ensure the correct quantity to the consumers. The Committee therefore desire that a concrete plan to monitor the functioning of the Retail Outlets all over the country should be brought out in a time bound phased manner. The Committee may also be apprised about the progress made in this direction.

Reply of the Government

2.18 Government is committed to monitor retail outlets across the country leveraging provisions already available in the Legal Metrology Act, 2009 and the Legal Metrology (General) Rules, 2011. These provisions provide a robust framework for ensuring the accuracy and fairness of trade transactions, including fuel dispensing operations. The provisions under the Act and Rules provide systematic inspections, audits, and technological solutions to monitor compliance with legal metrology requirements.

Progress is monitored at the State and Central Government level by the Legal Metrology and Oil Marketing Companies. This includes implementation of the provisions of the Act and Rules, detailing the monitoring mechanisms and establishing clear metrics for evaluating compliance. Regular monitoring ensures about the milestones achieved, challenges encountered, and corrective measures taken. By adhering to the provisions of the Legal Metrology Act and leveraging modern monitoring tools, the Government aims to enhance regulatory oversight, protect consumer interests, and foster a fair and transparent marketplace across all retail outlets nationwide.

Hence, the regulatory framework developed under the Legal Metrology Act, 2009 and the Legal Metrology (General) Rules, 2011 has the comprehensive framework to monitor retail outlets across the country. The advanced technologies such as OTP based calibration, magnetic self-destructive pulser, family integrity in dispensing systems and digital payments, data analytics for real-time monitoring, has been integrated. The directions/ advisories/ detailed standard operating procedures have been issued. The monitoring system is expanded nationwide, prioritizing high-risk areas.

[Ministry of Consumer Affairs, Food & Public Distribution (Department of Consumer Affairs)
OM NO- N-19/3/2024-P&C dated 08.07.2024]

CHAPTER – III

RECOMMENDATIONS/ OBSERVATIONS WHICH THE COMMITTEE DO NOT DESIRE TO PURSUE IN VIEW OF THE GOVERNMENT'S REPLIES

- NIL -

CHAPTER – IV

**RECOMMENDATIONS/ OBSERVATIONS IN RESPECT OF WHICH REPLIES OF THE
GOVERNMENT HAVE NOT BEEN ACCEPTED BY THE COMMITTEE**

- NIL -

CHAPTER - V

**RECOMMENDATIONS/ OBSERVATIONS IN RESPECT OF WHICH THE FINAL REPLIES
OF THE GOVERNMENT ARE STILL AWAITED**

- NIL -

**NEW DELHI;
28 November, 2024
07 Agrahayana, 1946 (Saka)**

**(KANIMOZHI KARUNANIDHI)
Chairperson,
Standing Committee on Consumer
Affairs and Public Distribution**

APPENDIX I

MINUTES OF THE FOURTH SITTING OF THE STANDING COMMITTEE ON CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (2024-2025) HELD ON THURSDAY, 28TH NOVEMBER, 2024

The Committee sat from 1500 hrs. to 1530 hrs. in Committee Room No. 'D', Parliament House Annexe, New Delhi.

PRESENT

Smt. Kanimozhi Karunanidhi - Chairperson

Members

Lok Sabha

2. Smt. Malvika Devi
3. Shri Manish Jaiswal
4. Shri Manoj Kumar
5. Shri Sunil Kumar
6. Shri Ajendra Singh Lodhi
7. Shri Haribhai Patel
8. Shri Buntly Vivek Sahu
9. Shri Rao Rajendra Singh
10. Shri Ujjwal Raman Singh
11. Shri Bajrang Manohar Sonwane
12. Dr. Indra Hang Subba
13. Shri Rajmohan Unnithan

Rajya Sabha

14. Smt. Sumitra Balmik
15. Shri Prakash Chik Baraik
16. Shri Baburam Nishad
17. Smt. Ranjeet Ranjan
18. Shri Arun Singh

SECRETARIAT

- | | | |
|----------------------|---|------------------|
| 1. Dr. Ram Raj Rai | - | Joint Secretary |
| 2. Dr. Vatsala Joshi | - | Director |
| 3. Dr. Mohit Rajan | - | Deputy Secretary |

2. At the outset, Hon'ble Chairperson welcomed the Members to the sitting of the Committee convened for consideration and adoption of the following Draft Reports of the Committee:

- (i) XXXX XXXX XXXX XXXX
- (ii) XXXX XXXX XXXX XXXX
- (iii) Third Report on Action Taken by the Government on the Observations/ Recommendations contained in the Thirty Ninth Report of the Committee (Seventeenth Lok Sabha) on the subject 'Regulation of Weights and Measures with specific reference to Dispensing Machines at Fuel Stations' of the Ministry of Consumer Affairs, Food and Public Distribution (Department of Consumer Affairs); and
- (iv) XXXX XXXX XXXX XXXX

3. Thereafter, the Committee took up for consideration the above mentioned Draft Reports of the Committee.

4. After deliberations, the Committee adopted the above mentioned Draft Reports without any amendments/modifications.

5. The Committee then authorized Hon'ble Chairperson to finalize and present the aforesaid Reports.

The Committee then adjourned.

XXXX Matter does not pertain to report

APPENDIX II

(Vide Para No. 4 of Introduction of the Report)

ANALYSIS OF THE ACTION TAKEN BY THE GOVERNMENT ON THE OBSERVATIONS/RECOMMENDATIONS CONTAINED IN THE THIRTY SEVENTH REPORT OF THE STANDING COMMITTEE ON FOOD, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION (2023-2024)

(SEVENTEENTH LOK SABHA)

- (i) Total number of Recommendations: 09
- (ii) Observations/Recommendations which have been accepted by the Government : 09
Para Nos.:- 1, 2, 3, 4, 5, 6, 7, 8 & 9

(Chapter – II, Total 09)
Percentage: 100%
- (iii) Observations/Recommendations which the Committee do not desire to pursue in view of the replies received from the Government:
Para No. Nil

(Chapter – III, Total - NIL)
Percentage : 0%
- (iv) Observations/Recommendations in respect of which replies of the Government have not been accepted by the Committee and which require reiteration:
Para No. Nil

(Chapter – IV, Total NIL)
Percentage : 0%
- (v) Observations/Recommendations in respect of which the interim replies of the Government have been received.
Para No. Nil

(Chapter – V, Total NIL_)
Percentage : 0%