

Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs

LOK SABHA

STARRED QUESTION NO. *394

TO BE ANSWERED ON 20.08.2025

ONLINE LEGAL METROLOGY SERVICES

*394. SMT. SMITA UDAY WAGH:
SHRI GODAM NAGESH:

Will the Minister of **CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION** be pleased to state:

- (a) whether the Government has launched a centralised online platform for Legal Metrology services to streamline registrations, licenses and compliance processes in the country;
- (b) if so, the details thereof and the key features of such portals including their availability in regional languages;
- (c) whether this digital transition has improved efficiency, transparency and ease of doing business in Legal Metrology operations especially for Micro, Small and Medium Enterprises (MSMEs) and traders in districts like Jalgaon (Maharashtra) and if so, the details thereof;
- (d) the details and the number of stakeholders from Maharashtra benefited from online Legal Metrology services since its implementation; and
- (e) whether the Legal Metrology (Packaged Commodities) Rules, 2011 have been amended recently to permit QR codes on certain products and if so, the details thereof along with the expected benefits of this move for consumers and manufacturers alike?

ANSWER

THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI PRALHAD JOSHI)

(a) to (e) : A Statement is laid on the Table of the House.

**STATEMENT REFERRED IN REPLY TO PARTS (a) TO (e) OF LOK SABHA
STARRED QUESTION NO.*394 FOR 20.08.2025 REGARDING ONLINE LEGAL
METROLOGY SERVICES.**

The Government has developed the **National Legal Metrology Portal (eMaap)** to provide a unified and digital platform for all Legal Metrology services across India. Earlier, each State and Union Territory maintained separate portals for licensing, verification & stamping of weights & measures and registration of manufacturers, packers, and importers of packaged commodities, leading to fragmented and inconsistent processes. The eMaap portal integrates these services into a single national system, eliminating duplication, ensuring uniformity and streamlining compliance for businesses, industries and consumers.

The portal serves as a single point of contact for all Legal Metrology services, enabling businesses to obtain approvals, licenses and registration certificates online through a single sign-on mechanism. It offers a paperless, faceless and seamless system for regulatory approvals, improving transparency and ease of doing business while reducing the compliance burden. Consumers can also verify the authenticity of model approval and other certificates, ensuring the accuracy and legal compliance of weighing and measuring instruments, which in turn builds trust in trade practices. Real time dashboards, APIs for integration, multilingual options in some States and detailed user guides further enhance the user experience.

Since its launch on **National Consumer Day, 24 December 2024**, the portal has onboarded 18 States and Union Territories, including Maharashtra, which was among the first to adopt it. The shift to an integrated system has significantly benefited stakeholders, including MSMEs and traders in remote districts like Jalgaon, by reducing the need for physical visits, speeding up application processing, lowering compliance costs and ensuring uniform procedures across States.

The Government has amended the **Legal Metrology (Packaged Commodities) Rules, 2011** to allow the use of QR codes for certain declarations on **electronic products**. Under the amended rules, packages must display essential information such as the manufacturer's name and telephone number and e-mail address, while other details like the full address, product specifications, size, etc. may be provided through a QR code. This approach reduces packaging clutter, simplifies compliance for manufacturers, promotes digital labelling, and enables consumers to access complete, accurate, and up-to-date product information conveniently, contributing to both ease of business and environmental sustainability.
