



राजस्थान सरकार  
उपभोक्ता मामले विभाग

F89/W&M Veri./LM-09(01)/2017-II-00526

Jaipur Date: Signed date

**Unified Guidelines Regarding Fuel Dispensing unit (DU)**

Under the chairmanship of the Principal Secretary, Consumer Affairs Department, Government of Rajasthan, a meeting was held on **October 10, 2024**, Secretariat Main Building for the Legal Metrology Cell agenda. Representatives of the stakeholders -the Rajasthan Petroleum Dealers Association (RPDA), Oil Marketing Companies (OMCs) (IOCL, HPCL, BPCL, Reliance and Nayara), all Oil Companies and Dispenser Unit (DU) OEMs (Gilbarco Veeder-Root, Tokheim) were present along with Legal Metrology Cell HQ Officials.

Suggestions were sought from the stakeholders and incorporating them with directions issued periodically by the Central and State Governments pertaining to Fuel Dispenser Units, the following unified guidelines as per the **Legal Metrology Act, 2009**, and the rules made there under it are hereby issued for all stakeholders:

1. All communication details of Legal Metrology Officers (LMOs) and transfer orders must be uploaded on the official website by the Departmental IT Cell. Communication details of OMC officials must be communicated to LM Cell and LMOs by all Oil Companies.
2. The Verification Service of the Department has been notified under the **Public Services Guarantee Act 2011** to perform its duty within that timeline LM Department must be provided the DU in complete (after repair/ kit up gradation/ software updation, if any) on scheduled prescribed date. Many a times due to unavailability of any, department couldn't provide service in prescribed time frame. All Oil Companies must ensure that calibration/ repair, up gradation/ updation of DU must be performed by LM licensee engineer, DU Manufacturer/ OEM employee.

It's must for DU Manufacturer to submit details of their Back End Employees (State/Regional Head, TCSD, ASM etc) and Field Service engineers (FSE) to the LM Department within 30 days of this letter, and communicates to the LM Cell any change in it through OMC officers.

3. No local or repaired spare parts to be installed in DU without certification of OEMs.





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4. All software upgrades should be mentioned in report by OEMs and must be shared with LMOs and RO dealers.
5. Any action taken in the absence or without prior intimation to Legal Metrology Cell pertaining to tapering in DU and LM seals will be deemed invalid under the **Legal Metrology Act, 2009**, and its associated rules. Any such incidents must be immediately reported to the Legal Metrology Cell and LMOs for further action.
6. In instances of the LM seal of a DU is found to be broken or tampered, any action taken without the presence of the concerned LMOs will automatically be considered illegal and invalid and appropriate action would be taken on defaulters.
7. In cases of tampering of LM seals or DU, all actions must be supervised by the LMO. Such incidents, if necessary, may also be investigated through government laboratories, i.e. **C-DAC or any other forensic labs** which would be decided only by the LM Cell.
8. For instance if a DU's LM seal or DU itself is tampered, such incidents are generally known only to the all Oil Companies and OEM but are not reported to the Legal Metrology Cell/ LMO. However, as per the **Legal Metrology Act**, such matter falls under the jurisdiction of LM. All Oil Companies and OEMs must ensure that any change in the **K-factor** without LMO presence must be communicated to both the LM Cell and the concerned LMO.
9. While inspecting Retail Outlets (RO), OMC officials often use 5 or 10 litres capacity measures as Standards. However, as per the **Legal Metrology Act** only LMOs are authorized to perform verifications, inspections for commercial purposes. (Refer: Departmental Order dated **04.12.2024**). Thus, based on the tests performed using commercial capacity measures action should be taken related to accuracy of DU; it must be referred to the concerned LMO.
10. DU user must submit application on the department's online portal 30 days prior to due date. The applicant himself must provide the names and contact details of the licensed fitter and company officials. In case of discrepancies or changes in the provided details, the all Oil Companies and OEMs must provide accurate details to the LM Cell. The applicant, all Oil Companies and OEMs must ensure that LM licensee engineer present on site with necessary approvals / spare parts / kits/ devices on schedule given to their application online by concerned LMO.



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11. All stakeholders must comply with these guidelines and all directions issued time to time by the Government of India (No.: I-9/21/2022 W&M, dated **07.08.2023**) and the Government of Rajasthan.

**(Poonam Prasad Sagar)**  
Controller (Legal Metrology)

**Copies sent to the following for information and necessary action:**

1. Personal Secretary to the Principal Secretary, Consumer Affairs Department, Rajasthan.
2. Personal Secretary to the Director (Consumer Affairs) & Controller (Legal Metrology), Consumer Affairs Department, Rajasthan.
3. Deputy Director, Consumer Affairs Department, Rajasthan, Jaipur.
4. Deputy Controller, Legal Metrology, Consumer Affairs Department, Rajasthan, Jaipur.
5. State President / General Secretary, Rajasthan Petroleum Dealers Association, Jaipur.
6. State Head, BPCL/IOCL/HPCL/Reliance/Nayara.
7. State Head, GVR/MIDCO, TOKHEIM/Wyne.
8. All Assistant Controllers/Inspectors, Legal Metrology Cell, Jaipur.
9. Guard file.

**Controller (Legal Metrology)**