

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

RAJYA SABHA

STARRED QUESTION NO. *195

TO BE ANSWERED ON 18.03.2025

DEVELOPMENT OF E-MAAP

*195. SHRI SUJEET KUMAR

Will the MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether Government has conducted consultations with key stakeholders, including Industry Associations and State Legal Metrology Departments, during the development of National Legal Metrology Portal (eMaap), if so, the details thereof;
- (b) the current status of the eMaap development and the timeline for its full implementation; and
- (c) the measures taken to ensure that the portal is user-friendly for traders, manufacturers, packers, importers of packaged commodities, as well as manufacturers, dealers, and repairers of weighing and measuring instruments?

ANSWER

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

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

STATEMENT REFERRED IN REPLY TO PARTS (a) TO (c) OF RAJYA SABHA STARRED QUESTION NO.*195 FOR 18.03.2025 REGARDING DEVELOPMENT OF E-MAAP ASKED BY SHRI SUJEET KUMAR.

The National Legal Metrology Portal (eMaap) has been developed by the Government to create a unified, digital platform for all Legal Metrology services across India. Previously, different States and Union Territories maintained separate portals for licensing, verification & stamping of weights and measures and registration of manufacturers, packers & importers of packaged commodities, resulting in fragmented and inconsistent processes.

The eMaap portal integrates all State Legal Metrology Departments and their portals into a single national system, ensuring a seamless, transparent, and efficient process for businesses, industries and consumers. Key Benefits of e-Maap portal are:

- (1) It is a single point for all Legal Metrology Services throughout the country. Businesses and industries can apply for and obtain approvals, licenses and registration certificates online through a single platform. It eliminates the need for multiple registrations across different state portals and ensures a uniform and centralized approach to legal metrology approvals and compliance.
- (2) It facilitates a paperless, faceless, and seamless system for regulatory approvals and enhances transparency & ease of doing business by reducing compliance burden. It encourages compliance by making the process more accessible and streamlined.
- (3) Consumers can verify the authenticity of certificates, including model approval and verification certificates on the portal. It can be ensured that weighing and measuring instruments in trade are accurate and legally compliant and increases consumer confidence by ensuring fairness in trade practices.
- (4) It provides facilities of data-driven decision-making and strengthens compliance monitoring & enforcement activities through real-time tracking. It ensures greater accountability by making records accessible to relevant authorities.

Government has conducted extensive consultations with key stakeholders, including Industry Associations, State Legal Metrology Departments and Voluntary Consumer Organisations (VCOs) during the development of the National Legal Metrology Portal (eMaap) through virtual and in-person meetings. These consultations were held to ensure that the portal aligns with industry needs and regulatory requirements. Stakeholders provided valuable insights, helping to shape a system that effectively meets both industry expectations and compliance standards.

The eMaap portal launched on National Consumer Day on 24th December, 2024 and currently serves as a single point of contact for licensing, verification and approvals. 12 States viz. Andhra Pradesh, Bihar, Chandigarh, Chhattisgarh, Gujarat, Haryana, Karnataka, Maharashtra, Puducherry, Punjab, Rajasthan and Uttar Pradesh have been on-boarded on the portal.

The eMaap portal has been designed to be seamless, accessible and efficient for stakeholders. To ensure that eMaap is user-friendly for traders, manufacturers, packers, importers of packaged commodities, as well as manufacturers, dealers, and repairers of weighing and measuring instruments, the following measures have been implemented:

- (1) The portal integrates various State Legal Metrology services into a single platform, eliminating the need for multiple registrations. A single sign-on (SSO) mechanism simplifies access to services, ensuring hassle-free operations.
- (2) The portal enhances User Interface (UI) and User Experience (UX). It is designed with a mobile-friendly, responsive, and GIGW-compliant structure. Intuitive navigation and a structured layout to enhance ease of use. Optimized website structure for fast loading times.

- (3) Online submission and tracking of applications for model approvals, licenses, registrations, and verifications. Digital issuance of certificates to reduce paperwork and manual processing time.
- (4) A comprehensive FAQ section and instructional guides for step-by-step assistance makes the portal more user friendly.
- (5) Real-time dashboards and detailed reports help businesses track application status, compliance records, and other key metrics. Insights derived from analytics improve regulatory decision-making and enforcement strategies.
- (6) Application Programming Interface (APIs) are published for integration with stakeholders, industries, and state-specific customization. Ensures seamless communication between eMaap and other relevant government platforms.
- (7) Stakeholders can verify certificates, track approval statuses, and check compliance reports online. Consumers can authenticate verification details of weighing and measuring instruments, fostering trust and accountability.

The implementation of eMaap is a significant step towards digital transformation in legal metrology. By leveraging technology, it ensures transparency, reduces administrative burden, and enhances compliance. The portal benefits traders, industries, and consumers alike by providing a seamless, efficient, and reliable system for legal metrology services across India.
