

**Service Level Agreement (SLA)**  
**Norms set for the Discharge of Functions**  
(w.e.f. 04.09.2018)

<b>Norms/Standards set by the public authority for the discharge of its functions/delivery of services:</b>			
S. No	Service	Service delivery Standards / time frame	Authority responsible
1	Verification/re-verification and stamping of Weights and Measures	15 days from the date of production of the articles	Inspector / Assistant Controller Legal Metrology
2	Issue of registration of Manufacturers/ Packers of pre-packed commodities.	Within 21 days of <i>from the date of receipt of application</i>	Controller, Legal Metrology
3	Alterations in the manufacturers/packers in registration certificates	Within 21 days from the date of receipt of application	Controller of Legal Metrology
4	Registration of shorter address of manufacturer or packer of commodity in packed form	Within 21 days from the date of receipt of application	Controller, Legal Metrology
5	Issue of Skilled Worker Certificate	Within 21 days from the <i>date of receipt of application</i>	Controller, Legal Metrology
6	Issue of fresh licence for dealers, repairers and manufacturers	Within 21 days from the date of <i>receipt of application</i>	Controller, Legal Metrology
7	Renewal of Licences of repairers, dealers and manufacturers	Within 21 days from the date of <i>receipt of application within the time limit specified by the Act and the Rules</i>	Controller / Joint Controller / Deputy Controller
8	Alteration / changes to be made in the licences of dealers, repairers and manufacturers of Weights and Measures	Within 21 days from the date of receipt of application	Controller, Legal Metrology
9	Issue of duplicate licence to dealers, repairers, and manufacturers of Weights and Measures	Within 21 days from the date of receipt of application	Controller, Legal Metrology
10	Action on complaint for violation of provisions of Weights and Measures laws	Within 15 days from the date of receipt of complaints	Officer to whom the complaint is made
11	Permission to break the seal for repair of weight or measure	Within 3 days from the date of receipt of application	Deputy Controller, Legal Metrology
12	Permission to dismantle and shifting of weight or measure	Within 3 days from the date of receipt of application	Deputy Controller, Legal Metrology
13	Permission to sale of any weight or measure under Rule 23(8) of A.P. Legal Metrology Enforcement Rules 2011.	Within 3 days from the receipt of application	Deputy Controller, Legal Metrology