**NATIONAL METROLOGY DIVISION (NMD) SERVICE CHARTER**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **NATIONAL METROLOGY DIVISION** | **SERVICE RENDERED** | **CUSTOMER OBLIGATIONS** | **TIMELINE** | **USER CHARGER** |
| National metrology Division | Calibration and verification of equipment at RSB promises and issuance of calibration and verification certificates | -Deliver the equipment at RSB with its technical manual (s )  -pay the applicable fee  -collect the calibrated or verified equipment from RSB | 3 working days after payment of service charges | As per calculated charges( refer to the service charger uploaded on RSB and RRA Websites) on fiscal revenue payment portal <https://nonfiscal.rra.org.rw/> |
| On site calibration and verification of equipment | -Make request  -pay the applicable fee  -collect the calibration or verification certification from RSB | 15 working days after payments of charges frees  NB. Depending on the complexity of the calibration service requested, time to calibrate equipment can go beyond 15 days (eg: storage tanks) | As per calculated charges( refer to the service charger uploaded on RSB and RRA Websites) on fiscal revenue payment portal <https://nonfiscal.rra.org.rw/> |
|  | Ionizing radiation survey and quality assurance of radiological medical diagnostics machine | Make request  -pay the applicable fee  -collect the calibration certification from RSB | Within 3 working days |  |