

## **CALIBRATION/VERIFICATION PROCESS**

- The customer submits the request for calibration/verification of equipment to metrology liaison office
- The liaison checks out if metrology and material testing unit has the capacity to calibrate/verify the equipments
- If the unit has the capacity the liaison officer prepares the proforma request to finance unit and the finance unit prepares the invoice for the client/customer
- The client takes the invoice and makes the payment in RRA
- After payment is done the customer submits proof of payment to liaison office/finance unit and thereafter the metrology unit offers the service
- When metrology unit has no capacity to offer the service, the client is advised to prepare for sub contraction after submitting the proof of payment
- For the case of equipments calibrated/verified certificate(s) of calibration/verification is prepared.
- The certificates are checked, verified and signed by the head of unit and stamped for dispatch
- The certificates are submitted to the liaison officer who gives them to the client
- In case of any mistake /complaint/appreciation or customer feedback is given through the liaison office who later gives the feedback to the client on his concern