

GOVERNMENT ORDER

HOME DEPARTMENT – ARMS LICENSE RELATED SERVICES

The purpose of this Government Order is to ensure that the defined process of service delivery for providing the service of Arms License is followed. This would facilitate the electronic delivery of services through the instructions and guidelines as described in the following sections of the Government order.

The services covered under e-District project which are under the purview of Arm's license are:

1. Issuance of Arm's license
2. Renewal of Arm's license
3. Duplicate Arm's license
4. Cancellation of Arm's license
5. Entry of weapon in Arm's license
6. Retainer's entry in Arm's license
7. Deletion of Retainer's entry in Arm's license
8. Extension of Jurisdiction of Arm's license
9. Addition of weapon in Arm's license
10. NOC/Permission for sale of weapon.
11. Permission for deposit of weapon in death case
12. Sale/ Transfer of weapon in death case
13. Deletion of weapon
14. Carry permit of weapon
15. Extension of Cartridges
16. Cancellation of Arm's license
17. Change of address in Arm's license

The important components of service delivery process is being listed below –

1. Process for Registering service request related to Arms License:

The request related to Arms license can be accepted at the Common Services Centre established under Government of India 100000 Common Service Centre (CSC) scheme under NeGP and Suwidha centers operational in the state or any other arrangement made by Government for accepting the request, without discretion of any kind. The Government Official should now onwards accept the service requests through electronic channel only. The applicant has option to submit a service request through any of the below mentioned procedures:

Application at Common Service Center/ Suwidha centers	Application through Internet
<p>Request for Arms License from citizen should be acceptable in electronic form through any of the CSC/ Suwidha center. The systematic procedure for applying at a CSC/ Suwidha will be as follows:</p> <ol style="list-style-type: none"> i. The Applicant will submit his request for Arms License to the Authorized CSC/ Suwidha operator by providing him required details/ filling predefined service request form along with required supporting documents. ii. The Applicant will have to prove his identity to the Authorized Operator using any government issued ID Proof. iii. The Authorized CSC/ Suwidha Operator will login into the e-District Application using his User ID, Password and Biometric identification. iv. The Authorized CSC/ Suwidha Operator after receiving the request will fill up the form with the details provided by the Applicant. v. The Authorized CSC/ Suwidha Operator should scan (from original document) any supporting document provided by the Applicant and attach the same with the form. vi. The Authorized CSC/ Suwidha Operator should then take a photograph of the Applicant using a Web Camera attached with his workstation and attach it to the form. vii. The Applicant will check the details in the application form & if found correct will sign the application form 	<p>Any citizen will be able to apply for Arms License through internet. The systematic procedure for applying through internet will be as follows:</p> <ol style="list-style-type: none"> i. If the citizen is accessing the e-District Application for the first time, he/she will have to Register and provide all required details, after which he/she would be issued a User ID and Password. ii. The Applicant will login into the e-District Application using his User ID and Password & will select and open the Arms license Services Application form available on the e-District Application and fill in the required

<p>using an electronic pad or put his thumb impression using biometric device. Applicant will then pay the specified government fees and facilitation charges in cash to the Authorized CSC/ Suwidha Operator.</p> <p>viii. The Authorized CSC/ Suwidha Operator should collect the specified amount of fees and enter its details in the e-District Application & accordingly will submit the request into the e-District Application.</p> <p>ix. The Authorized CSC/ Suwidha Operator should then print the Acknowledgement Receipt, carrying unique acknowledgement number, generated automatically by the e-District Application, signs it and hand it over to the Applicant.</p> <p>x. This unique acknowledgement number is to be quoted by the applicant for any future reference regarding his service request.</p> <p>xi. The Authorized CSC/ Suwidha Operator should then prepare application case file, containing the supporting documents (attested copy) submitted by applicant & should dispatch or deliver, every day to the concerned office as indicated by the e-District application.</p> <p>xii. Dealing clerk in DC/ ADC office will receive the Application case files.</p> <p>xiii. These application case files should be made available to the DC/ ADC as and when required and otherwise should be securely stored in the relevant record room.</p>	<p>details.</p> <p>iii. The Applicant will scan and attach supporting documents, if any and will pay the fee using payment gateway. Upon successful payment of fee his request will be submitted on the e-District application.</p> <p>iv. Applicant will take a print of the acknowledgment receipt generated by the e-District application after submitting the service request.</p> <p>v. The Applicant will send the copy of supporting documents, if any to the concerned office through post</p>
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Supporting Documents

The applicant needs to attach attested copy of the following documents along-with his service request.

Services	Mandatory document	Optional document
New Arms License	Copy of residence proof attested by Gazetted Officer	In case of Ex-Serviceman, ID Card copy attested by Gazetted officer or Notary
	Medical Certificate	In case of Serving Army personnel, serving certificate from Commanding Officer
	Bank Statement	In case of Govt employee,

		NOC from concerned department
	Applicant's Photo	In case of Businessman, business certificate on company letter head
		Income Tax Return
		Jamabandi Form(In Case of farmer)
Renewal of Arms License	Arm's License	Applicant's Photo
	Copy of residence proof attested by Gazetted Officer	Delay Explanation Application
	Applicant's Signature	Any Other Attachment
Entry of Weapon	Arms License	Original Carry Permit
	Sale Certificate given by Ordnance Factory/ Arms Dealer	Attested copy (by Gazetted officer or notary) of the Sale permission/ NOC of the seller
	Bill of Purchase of Weapon/ Affidavit	Attested copy of Arms License of seller
	Applicant's Signature	Any Other Attachment
Addition of Weapon	Arms License	Any Other Attachment
	Applicant's Signature	
NOC/Permission for Sale of Weapon	Arms License Copy attested by gazetted officer	Any Other Attachment
	Applicant's Signature	
Deletion of Weapon	Arms License	Certificate by the Dealer

	Sale Permission/NOC by DM	Affidavit by the seller
	Applicant's Signature	Affidavit by the buyer
		Any Other Attachment
Retainer's Entry	Arms License	Any Other Attachment
	Retainer's Address Proof	
	Retainer's DOB proof	
	Retainer's Photograph	
	Applicant's Signature	
Extension of Jurisdiction	Residence Proof	Business/Property Proof
	Arms License	Copy of Pan Card/IT Return
	Applicant's Signature	NOC from Commanding officer
	Documentary proof for requirement of extension	Serving certificate Copy
		Any Other Attachment
		Response to DO letter
		DO Letter
Carry Permit of Weapon	Intent of Purchase of weapon	Any Other Attachment
	Arms License Copy attested by gazetted officer	
	Applicant's Signature	
Change of Bore	Arms License	Any Other Attachment

	Applicant's Signature	
Duplicate Arms License	Affidavit	Arms License
	Applicant's Signature	FIR
		Any Other Attachments
Change of Address	Arms License	Any Other Attachment
	Copy of residence proof attested by Gazetted Officer	
	Applicant's Signature	
Permission for Sale of Weapon in Death Case	Deceased person's Arms License copy attested by gazetted officer	Applicant's Photo
	Receipt of Deposit of Weapon	Any Other Attachment
	Applicant's Signature	
	Death Certificate copy	
	Affidavit from Legal Heirs	
Extension of Cartridges	Applicant's Signature	Any Other Attachment
	Arms License	Proof of Participation in Sports
Deletion of Retainer Entry	Arm's License	Any Other Attachment
	Applicant's Signature	
Cancellation of Arm's License by	Arm's License	Any Other Attachment

Licensee		
	Applicant's Signature	
Permission for deposit of weapon in death case	Death Certificate copy	Applicant's Photo
	Deceased person's Arms License copy attested by gazetted officer	Any Other Attachment
	Applicant's Signature	Affidavit from Legal Heirs
Cancellation of Arms License (Recommended by SSP)		Any other Attachment
		Request from SSP
		Notice to Licensee

2. Process of issuance of Arms License & related services

All Government officers, directly or indirectly accountable for processing of Arm's License request will have log in ID and Password for discharging their responsibility. The procedure for application and processing Arm's License service will be as follows.

1) Issuance of New Arm's License:

- i. Once the Arm's License request has been registered the e district application would forward the application to PLC (Passport and Licensing Clerk)
- ii. PLC will log into his/her account daily, and receives the service requests. He examines the complete application details, based on which he takes following steps:
 - a. Sends backs to Suwidha in case of document deficiency.
 - b. Prints verification letter to be sent to SSP.
- iii. PLC receives verification report from SSP and uploads in e-District application. He will also update the interview date for the applicant on the service request and mark it to PLA (Passport & Licensing Agent) He enters his remarks and sends to PLA
- iv. PLA logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the service request, add his remarks & mark it to DC.

- v. DC logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application details & conducts the interview of the applicant. Basis on which he either approves or rejects the service request.
- vi. If DC proceeds to accept the service request, the e-District Application will present a Arm's License for the DC to sign. The DC should check the details on the license and if satisfied should digitally sign it. He should then submit the same back into the e-District Application to save it in the Arm's License Database and delivery to the Applicant through CSC/ Suwidha.
- vii. If the DC rejects the Application he must provide a reason for the same and digitally sign his response.
- viii. PLC receives & retrieves the approved application details and print stickers to be pasted in license. He pastes the sticker in license book and updates the application. PLC sends the Arm's license to e-District cell (In Suwidha centre) for final delivery to applicant.

2) Renewal of Arm's License (with in Grace period)

- i. Once the Arm's License request has been registered the e district application would forward the application to Executive Magistrate at Suwidha center for inspection of weapon.
- ii. Executive Magistrate at Suwidha center will inspect the weapon and update his remarks against the service request onto e-District application.
- iii. PLC will log into the e-District application using ID & Password mechanism and retrieve application details. He takes following action
 - a. Sends backs to Suwidha in case of document deficiency.
 - b. If documents are ok, adds his remarks and sends the file to PLA.
- iv. PLA logs into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and takes following action.
 - a. Sends back the file to PLC with remarks or
 - b. adds his remarks and mark to AC (G)
- v. AC (G) logs into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and takes following action.
 - a. Sends back the file to PLC with remarks or
 - b. Adds his remarks and mark to ADC.
- vi. ADC logs into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and remarks of PLC, PLA & AC(G). Basis on which he takes the following action:

1. If he is satisfied he will go ahead and approve the renewal of the license using his digital signature.
 2. Otherwise he will reject the application giving his rejection remarks using his digital signature.
- ii. PLC receives & retrieves the approved application details and print stickers to be pasted in license.
 - iii. PLC sends the Arm's license to e-District cell (In Suwidha centre) for final delivery to applicant.

3) Renewal of Arm's License (Outside Grace period)

- i. Once the Arm's License request has been registered the e district application would forward the application to Executive Magistrate at Suwidha center for inspection of weapon.
- ii. Executive Magistrate at Suwidha center will inspect the weapon and update his remarks against the service request onto e-District application.
- iii. PLC will log into the e-District application using ID & Password mechanism and retrieve application details. He takes following action
 - a. Sends backs to Suwidha in case of document deficiency or
 - b. Prints verification letter for SSP and sends a notice to license holder to deposit the weapon in police office.
- iv. PLC receives the verification report from SSP office. He also receives receipt from license holder regarding deposit of weapon in Police Station. PLC will update the verification report in e-District application and add his remarks and send to PLA.
- v. PLA logs into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and takes following action.
 - a. Sends back the file to PLC with remarks or
 - b. adds his remarks and mark to AC (G)
- vi. AC (G) logs into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and takes following action.
 - a. Sends back the file to PLC with remarks or
 - b. adds his remarks and mark to ADC
- vii. ADC logs into the e-District application using ID & Password mechanism and retrieve application details. He will review the verification report and remarks of PLC, PLA & AC(G). Basis on which he takes the following action:
 1. If he is satisfied with the verification report he will go ahead and approve the renewal of the license using his digital signature.

2. Otherwise he will reject the application using his digital signature and also giving his rejection remarks.
- ii. In case of approval, PLC receives & retrieves the approved application details and print stickers to be pasted in license.
- iii. PLC sends the Arm's license to e-District cell (In Suwidha centre) for final delivery to applicant.

4) Deletion of Weapon/ Deletion of Retainer's Entry/ Change of Bore/ Conversion of Weapon/ Duplicate Arm's License

- i. Once the Arm's License request has been registered the e district application would forward the application to PLC.
- ii. PLC will log into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and adds his remarks.
- iii. PLA logs into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and adds his remarks and mark to AC (G).
- iv. AC (G) logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and add remarks for further action by ADC.
- v. ADC logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and remarks against the application and accordingly takes the following action:
 1. If he is satisfied with the remarks & application details, he will approve the request using digital signatures.
 2. If he is not satisfied with the remarks & application details, he will reject the request using digital signatures giving his rejection remarks.
- ii. PLC receives & retrieves the approved application details and print stickers to be pasted in license. PLC sends the Arm's license to e-District cell for final delivery to applicant.

5) Entry of Weapon

- i. Once the Arm's License request has been registered the e district application would forward the application to Executive Magistrate at Suwidha center for inspection of weapon.

- ii. Executive Magistrate at Suwidha center will inspect the weapon and update his remarks against the service request onto e-District application.
- iii. PLC will log into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and takes following actions
 - a. Sends backs to Suwidha in case of document deficiency.
 - b. If documents are ok, adds his remarks and sends the file to PLA.
- iv. PLA logs into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and adds his remarks and mark to AC (G).
- v. AC (G) logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and adds remarks for further action by ADC or he may send it back to PLC with remarks.
- vi. ADC logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and remarks against the application and accordingly takes the following action:
 - 1. If he is satisfied with the remarks & application details, he will approve the request using digital signatures.
 - 2. If he is not satisfied with the remarks & application details, he will reject the request using digital signatures giving his rejection remarks.
- ii. Upon approval, PLC receives & retrieves the approved application details and print stickers to be pasted in license. He sends the Arm's license to e-District cell for final delivery to applicant.

6) NOC/ Permission for Sale of Weapon

- i. Once the Arm's License request has been registered the e district application would forward the application to PLC.
- ii. PLC will log into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and takes following steps:
 - a. Sends backs to Suwidha in case of document deficiency or
 - a. Prints verification letter for SSP
- iii. PLC receives the verification report from SSP office and update the same in e-District application, add his remarks and send to PLA.
- iv. PLA logs into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and adds his remarks and mark to AC (G).
- v. AC (G) logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and adds remarks.

- vi. ADC logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and remarks against the application and accordingly takes the following action:
 - 1. If he is satisfied with the remarks & application details, he will approve the request using digital signatures.
 - 2. If he is not satisfied with the remarks & application details, he will reject the request using digital signatures giving his rejection remarks.
- vii. E-District application is updated on the action of the ADC.
- viii. In case of **Addition of Retainer's entry & Change of Address** Upon approval, PLC receives & retrieves the approved application details and print stickers to be pasted in license. He sends the Arm's license to e-District cell for final delivery to applicant.

7) Addition of Weapon

- i. Once the Arm's License request has been registered the e district application would forward the application to PLC.
- ix. PLC will log into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and takes following steps:
 - a. Sends backs to Suwidha in case of document deficiency or
 - b. Prints verification letter for SSP
- ii. PLC receives the verification report from SSP office and updates the same in e-District application. He also fixes a time and date for interview of applicant & updates the service request. add his remarks and send to PLA
- iii. PLA logs into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and adds his remarks and sends to DC.
- iv. DC logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and adds remarks.
- v. DC logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and remarks against the application. He also interviews the applicant personally and updates his remarks into the system. Basis on that he takes the following action:
 - a. If he is satisfied with the verification report/ Interview remarks, he will approve the request using digital signatures.
 - b. If he is not satisfied with the verification report/ Interview remarks, he will reject the request using digital signatures giving his rejection remarks.
- vi. E-District application is updated on the action of the DC.

8) Carry Permit of Weapon

- i. Once the Arm's License request has been registered the e district application would forward the application to PLC.
- ii. PLC will log into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and adds his remarks.
- iii. PLA logs into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and adds his remarks and mark to AC (G).
- iv. AC (G) logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and adds remarks.
- v. ADC logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and remarks against the application and accordingly takes the following action:
 1. If he is not satisfied with the remarks & application details, he will reject the request using digital signatures giving his rejection remarks.
 2. If he is satisfied, he will approve the service request using digital signatures.
- vi. E-District application is updated on the action of the ADC.

9) Deposit of Weapon in Death Case/ Extension of Cartridges

- i. Once the Arm's License request has been registered the e district application would forward the application to PLC.
- ii. PLC will log into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and adds his remarks.
- iii. PLA will log into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and adds his remarks.
- iv. AC (G) logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and accordingly takes the following action:
 1. If he is satisfied, he will approve the service request using digital signatures.
 2. If he is not satisfied with the remarks & application details, he will reject the request using digital signatures giving his rejection remarks.
- v. In case of **Extension of Cartridges,** Upon approval, PLC receives & retrieves the approved application details and print stickers to be pasted in license. He sends the Arm's license to e-District cell for final delivery to applicant

10) Permission for Sale of Weapon in Death Case/ Transfer of weapon in death case

- i. Once the Arm's License request has been registered the e district application would forward the application to PLC.
- ii. PLC logs into the e-District application using ID & Password mechanism and retrieve application details. He marks the verification letter to concerned Tehsildar for further verification.
- iii. Tehsildar logs into the e-District application using ID & Password mechanism and retrieves verification letter. He may mark the file to patwari for conducting the applicant's verification or carry out the same on his own. He updates the verification report against the service request.
- iv. PLC will log into the e-District application and retrieve verification report. He reviews the report and adds remarks.
- v. PLA logs into the e-District application and adds his remarks and mark to AC (G).
- vi. AC (G) logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the report and adds remarks.
- vii. ADC logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and remarks against the application and accordingly takes the following action:
 1. If he is satisfied, he will approve the service request using digital signatures.
 2. If he is not satisfied with the remarks & application details, he will reject the request using digital signatures giving his rejection remarks.
- viii. E-District application is updated on the action of the DC/ ADC.

11) Extension of Jurisdiction

- i. Once the Arm's License request has been registered the e district application would forward the application to PLC.
- ii. PLC will log into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and adds his remarks.
- iii. PLA logs into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and adds his remarks and mark to AC (G).
- iv. AC (G) logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and adds remarks.
- v. ADC logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and adds remarks.

- vi. DC logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and remarks against the application and accordingly takes the following action:
 - 1. If he is satisfied, he will approve the service request using digital signatures.
 - 2. If he is not satisfied with the remarks & application details, he will reject the request using digital signatures giving his rejection remarks.
- vii. In case application is approved, PLC will prepare a D.O. letter and mark to ADC for approval.
- viii. ADC will log into the e-District application & retrieve details. He will approve the D.O. letter using digital signature.
- ix. PLC will print the approved D.O. letter and send it to Secretary Home Dept for further approval.
- x. Secretary Home adds remarks and sends it back to PLC.
- xi. PLC will log into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and adds his remarks.
- xii. AC (G) logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and adds remarks.
- xiii. ADC logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and remarks against the application and accordingly takes the following action:
 - 1. If he is satisfied, he will approve the service request using digital signatures.
 - 2. If he is not satisfied with the remarks & application details, he will reject the request using digital signatures giving his rejection remarks.
- xiv. E-District application is updated upon the action of ADC.

12) Cancellation of Arm's License (request by SSP) and Cancellation of Arm's License by License Holder

- i. Once the Cancellation of Arm's License request has been registered the e district application would forward the application to PLC. Otherwise the SSP office will send a request for cancellation of Arm's license which will be received and updated by PLC into the system. PLC would add his remarks against the application and send it to PLA
- ii. PLA logs into the e-District application using ID & Password mechanism and retrieve application details. He checks the entire application and adds his remarks and mark to AC (G).
- iii. AC (G) logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and adds remarks.

- iv. ADC logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and adds remarks.
- v. DC logs into the e-District application using ID & Password mechanism and retrieve application details. He reviews the application detail and remarks against the application and accordingly takes the following action:
 - 1. If the request is raised by the license holder himself, DC will cancel the license using digital signature.
 - 2. If the request has been raised by SSP office, DC may or may not cancel the license.
- vi. If the license is cancelled, application is updated.
- vii. If the request has been raised by SSP office, PLC will generate a notice and send it to the license holder asking him to deposit the weapon.
- viii. PLC receives the deposit receipt from license holder and upload the same in e-District application.

****During all the steps mentioned above, PLC, PLA, AC(G), ADC & DC will have an access to various other electronic databases which they could refer to verify the credentials of the applicant.***

3. Process for delivery of Arms License

- i. To receive the Arm’s License the applicant should visit the Suwidha center (District Level) and provide the Acknowledgement receipt carrying the application number.
- ii. The Authorized CSC/ Suwidha Operator should login in to the e-District Application, type the Application Number and update the final status of the request as delivered.
- iii. In case of services where the Arm’s license book is not required and the final service output is in the form of approved letter, the applicant may visit any of the CSC/ Suwidha centers and collect the approval letter.

4. Service Level for Arms license related services

The overall service levels for all the processes have been clearly defined and it is preferable for all the concerned officials to observe the service levels as provided below.

Pls Note: The Department of Home is requested to provide the breakup of Service levels on the individual officer/ official basis.

S. No.	Name of Service	Service Level (from date of service request)
1.	Issuance of New Arm’s license	45 th day
2.	Renewal of Arm’s license	• 15 days

	<ul style="list-style-type: none"> • Within Grace Period • Outside Grace Period 	<ul style="list-style-type: none"> • 45 days
3.	Entry of weapon	7 days
4.	Addition of weapon	7 days
5.	NOC/ Permission for sale of Weapon	39 days
6.	Permission for Deposit of weapon in Death case	5 days
7.	NOC/ Permission for sale of Weapon	30 days
8.	Deletion of Weapon	7 days
9.	Retainer's Entry	20 days
10.	Deletion of Retainer's entry	7 days
11.	Extension of Jurisdiction	45 days
12.	Carry Permit	7 days
13.	Extension of Cartridges	11 days
14.	Change of Bore of weapon	11 days
15.	Duplicate Arm's license	11 days
16.	Change of Address	42 days
17.	Cancellation of Arm's license <ul style="list-style-type: none"> • Applicant's Request • SSP's Request 	<ul style="list-style-type: none"> • 11 days • 42 days

5. MIS format for monitoring of Arms License related service request

The e-District application is capable of generating MIS reports on various parameters. These computer generated reports should be referred by the concerned official for various purposes.

6. Escalation Matrix

Escalation matrix for the critical process activities has been clearly defined below and it is mandatory for all the concerned officials to take action on the computer generated escalations so as to meet the predefined service levels.

S.No	Officer/ Official	Service Level	L1		L2		L3	
			Designation	Time	Designation	Time	Designation	Time
1.	PLC	Service dependent	AC (G)	2 days	ADC	2 days	DC	2 days
2.	PLA		AC (G)	2 days	ADC	2 days	DC	2 days
3.	Executive Magistrate		ADC	2 days	DC	2 days	--	--
4.	AC (G)		DC	2 days	--	--	--	--
5.	ADC		DC	2 days	--	--	--	--
6.	DC		--	--	--	--	--	--