

As on 31.03.2021

Manual - 4

Norms set for discharge of Functions.

Sl. No. 1.4 -

1.4	Norms for discharge of function [Section 4(1) b (iv)]		
1.4.1	Nature of function/services offered	As per details given in para 1.1.4	
1.4.2	Norms/standards for functions/service delivery	As per relevant rules/regulations/instructions etc. of Govt. of India.	
1.4.3	Process by which these services can be accessed	As per rules/instructions of Govt. of India.	
1.4.4	Time-limit for achieving the targets	As mentioned at Sr. No. 1.3.4	
1.4.5	Process of redress of grievances	Grievances (if any) in r/o Adm.IV Section are received through the normal Grievance Redress channel of NITI Aayog (i.e. in CPGRAMS through Nodal Section/PGO of NITI). Grievances are examined and redressed/disposed of in CPGRAMS within stipulated time limit and with approval of competent authority.	www.pgportal.gov.in (OM & C) is Nodal Section for Public Grievances in NITI Aayog.