

Norms set for discharge of functions

Details of disclosure	Relevant Information furnished	Remarks
Norms set for discharge of functions		
Nature of function/services offered	Functions/duties of Admin II at Annexure IV	
Norms/standards for functions/service delivery	Functions are discharged based on the relevant records (orders, sanctions etc.) of each case as well as relevant or applicable rules/regulations /instructions/ Manual of Office Procedure/ Record retention schedule etc. of Government of India, issued by Department of Personnel and Training, Department of Administrative Reforms and Public Grievances, Ministry of Finance, Ministry of Health and Family Welfare and the concerned Nodal Departments/ Ministries, as amended from time to time, and departmental instructions (if applicable) like Channel of Submission & Level of Disposal of NITI Aayog, Delegation of financial and administrative powers issued by OM&C section of NITI Aayog or Departmental instructions issued by other competent authority, as amended from time to time	Channel of Submission & Level of Disposal of NITI Aayog, Delegation of financial and administrative powers are issued/compiled by OM&C section of NITI Aayog
Process by which these services can be accessed	-do-	
Time-limit for achieving the targets	Time limit for taking a decision depends on case to case or matter to matter basis and as per time limit stipulated (if any) under relevant rules/instructions of Government of India and competent authorities of NITI Aayog, as applicable.	
Process of redressal of grievances	Grievances (if any) are received through the normal Grievance Redress channel of NITI Aayog (i.e. in CPGRAMS portal through Nodal Section/Public Grievance officer of NITI Aayog). Grievances are examined and redressed/disposed of in CPGRAMS portal within the stipulated time limit and with the approval of the competent authority.	www.pgportal.gov.in OM & C section, NITI Aayog is the Nodal Section for Public Grievances in NITI Aayog.