

Admn. II

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 1.2.5	
1.4.2	Norms/standards for functions/service delivery	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 Govt. 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	
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	<p>Grievances (if any) in r/o Adm.II Section are received through the normal Grievance Redress channel of NITI Aayog (i.e. in CPGRAMS through Nodal Section/PGO of NITI).</p> <p>Grievances are examined and redressed/disposed of CPGRAMS within stipulated time limit and with approval of competent authority.</p>	<p>www.pgportal.gov.in</p> <p>(OM & C) is Nodal Section for Public Grievances in NITI Aayog.</p>