

Admin 1A Section

1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	
1.4.1	Nature of functions/ services offered	As per relevant rules /regulations/instructions etc. of Govt. of India.
1.4.2	Norms/ standards for functions/ service delivery	
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	Immediate or within the prescribed time limit as per time limit stipulated (if any) under relevant rules/ instructions of Govt. of India.
1.4.5	Process of redress of grievances	Grievances (if any) in r/o Adm.1A 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 the competent authority.

Admn.3 Section

1.4	Norms for discharge of functions[Section 4(1)(b)(iv)]	
1.4.1	Nature of functions/ services offered	Service matters of incumbents of 170 posts Senior Research Officers, Research Officer Economic Officers, Technical Officer Research Assistant, Official Language Officer Senior Associates, Associates, Section Officer Assistant Section Officers, etc.
1.4.2	Norms/ standards for functions/ service delivery	Adm.3 follows extant norms/ standards of Govt. of India for functions/ service delivery.
1.4.3	Process by which these services can be accessed	Adm.3 follows extant procedures of Govt. of India.
1.4.4	Time-limit for achieving the targets	Adm.3 adheres to prescribed time-limit for achieving the targets as per extant instructions of Govt. of India.
1.4.5	Process of redress of grievances	Adm.3 follows extant procedure of Govt. of India for redressal of grievances.

Agriculture Division

1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	
1.4.1	Nature of functions/ services offered	<p>Technical analysis and recommendations on agriculture-related R&D, mechanization, seeds, extension, sustainability, natural farming, etc.</p> <p>Coordination with ICAR, SAUs, KVKs and ministries for technology evaluation and adoption</p> <p>Documentation and dissemination of innovation success stories</p>
1.4.2	Norms/ standards for functions/ service delivery	<p>Evidence-based inputs grounded in field data and research</p> <p>Inter-ministerial coordination and stakeholder consultations</p> <p>Responsiveness to State-specific demands and national strategies</p>
1.4.3	Process by which these services can be accessed	<p>Through official communications by Ministries, State Governments, autonomous institutions, Parliament questions, or references from Hon'ble VC/Member/CEO, NITI Aayog.</p> <p>Participation in Working Groups, Committees, and Consultations organized by NITI Aayog</p> <p>Review meetings, workshops, and written submissions from stakeholders including research institutions and civil society organizations</p>
1.4.4	Time-limit for achieving the targets	Time-bound tasks are adhered to as per directives from higher authorities or inter-ministerial deadlines
1.4.5	Process of redress of grievances	<p>Grievances are routed via the Central Public Grievance Redress and Monitoring System (CPGRAMS)</p> <p>Nodal officers or concerned officers handle public grievances and VIP references on a case-to-case basis</p>

Rural Development Division

1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	
1.4.1	Nature of functions/ services offered	The norms set out for all Government of India offices by the Department of Personnel & Training/Department of Administrative Reforms and Public Grievances is followed
1.4.2	Norms/ standards for functions/ service delivery	
1.4.3	Process by which these services can be accessed	
1.4.4	Time-limit for achieving the targets	
1.4.5	Process of redress of grievances	