

Manual 4
Norms set for the discharge of functions

[Section 4(1) (b)(iv)]

Details of norms and standards set out can be given in respect of various activities. Some of the norms are indicated below as an illustration:

Illustration

S.No	Activity	Time frame / Norm	Remarks
1.	Diary of letter	3 minutes per letter	
2.	Dispatch of letter	5 minutes per letter	Registered dak including entry in dak peon book etc.
3.	Scrutiny of PUC and it's submission on relevant files	15 minutes to 1 hours normally and in some cases extra time also.	
4.	Scrutiny of file submitted	8 minutes to depending upon the subject.	
5.	Scrutiny of file submitted	6 minutes to depending upon the subject.	
6.	Sanction / approval of application	4 minutes onwards	
7.	Proposals for various policy matter, court cases and others administrative matters.	2-3 hours normally	
8.	Approval of cases and submission of policy matters to Secretary and other Senior officers.	2-3 hours normally	
9.	Putting office order no. and dispatch no. on various files.	3 minutes per file / letter.	
10.	Sorting and dispatching to relevant departments and individuals	15 minutes to 3 hours.	
11.	Placement of files at proper place	3 minutes	
12.	Public dealing and verbal queries	At least 2 hours per day.	

Deputy Director
(N.S.E.S)