

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 letters	3-5 Minutes	-
2.	Marking of dak	5 Minutes	-
3.	Distribution of dak	10 Minutes	Register/outgoing Dak within and outside the deptt including entry in the peon book.
4.	Putting of letter/proposals on the file	5 days	-
5.	Typing Job	As per work load	-
6	Processing of files	40-50 minutes per case	-
7	To issue order on receipt of the approval of the authority on the issue in file	Same day	-
8.	Request for transfer of tehbazari on legal heir basis.	Depends on confirmation of the documents by the applicant.	-
9.	Transfer of Massonry taxi booth on partnership basis	Depend upon confirmation of the documents by executants.	-
10	Application received through PR deptt under Right to Information Act.	Within prescribed time.	-