

Manual 4

Norms set for the discharge of functions
[Section 4 (1) (b) (iv)]

Sl. 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 messenger book.
3.	Dealing of letter in file by Dealing Assistant and send it to S.O. level	Within 3 days receipt of letter in the Section after Diary.	
4	Dealing of file at SO level	-	SO examines the matters in which decision to be taken and suggest accordingly
5	Dealing of file at the level of Branch officer	-	Branch Officer initiate the action to be taken in the file
6	Dealing of file at the level of first supervisory Officer	-	First supervisory Officer gives his/her remarks in the file. In certain case some files are also disposed at this level.
7	Dealing of file at the level of second supervisory Officer(at the level of Decision making authority)	-	The second supervisory Officer examines the suggestions of the preceding officer and gives his/her remarks in the file . In most of the cases the file is disposed at this level.
8	Dealing of file at the level of Hon"ble Ministers in charge of the Deptt	-	Hon"ble Ministers gives their remarks in the file

