

MANUAL – 4
Norms for 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: -

1	2	3	4
1	Receipt and Diary of the letter in Central Dak Distribution Section.	Same day.	Sent to the concerned Branch Officer.
2	Receipt in the Concerned Section	No time frame.	Classification by the section Officer and ear marketing in the name of the Assistant to deal with the cases.
3	Diary in the Section	Same day.	Handed over to the concerned Dealing Assistant after diarizing.
4	The dealing Assistant records. The receipts of the letter in the log book.	Same day	
5	Submit the case after examining to the section officer, Records movement of The file in the file registers.	Within 3 days.	As per the provision Outlined in the Sectt. instruction the dealing assistant examines the case and submit the file to the S.O. within 3 days from the date of receipt of the letter except in cases where urgency warrants immediate Submission of letter.
6	The Section Officer is required to examine the cases submitted by the dealing assistant in accordance with the existing and submits the file with his suggestions to the immediate authority	No time frame.	The Section Officer is required to submit the file after examining the case as early as possible and records movement of The file at his level.
7	The Under Secretary on receipt of the file from the concerned section officer take action either disposal of the case or for orders of higher authority as per powers delegated to him.	No time frame.	The decision making process initiate at the level of the Under Secretary
8	After receipt of the order, passed.	No time frame.	If any order is required to be issued.