

DELHI COMMISSION FOR WOMEN

Right to Information Act, 2005

Manual 4

Norms set for discharge of functions

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

1. Time frame and norms for disposal of files/letters/dak relating to administrative, financial and other matters concerning programmes/projects etc.

The inward files/letters/dak are received at the Reception counter and send to the respective officers whom they are marked. Each entry take average 5-10 minutes. These are examined and submitted to the Chairperson/Member Secretary through Assistant Secretaries of the Commission for final decision.

Outward file/letters/dak are also send through the Reception counter after making necessities entries in the File Movement or Dispatch Register. It takes an average 4 minutes for each entry in the registers concerned.

2. Time frame and norms relating to hearing of complaints in Sahyogini and Helpline.

The complaints from aggrieved women are received by the Staff handling the Helpline. A definite time frame could not be fixed for the process, because the cases are registered after hearing them out. It is not practicable set a time frame for each complainant. It depends on the nature of the complaint and the gravity of the situation. Time frame for dealing with complaints are not fixed because of the different nature of complaints.