

CHAPTER 4

NORMS SET FOR THE DISCHARGE OF FUNCTIONS

[Section 4(1) b (i)]

SECURITY AND VIGILANCE DEPARTMENT

SL NO	Function /Service	Norms standards of performance set	Time frames	Powers
1.	Annual business plan preparation and carrying out the same.	Targets are assigned to the officers/officials for achievement of envisaged in plan of action.	Monthly periodical review of work done by the officer,s/ official,s	As per delegation of powers.

TRAFFIC (OPERATIONAL) DEPARTMENT

Sl No.	Function/ service	Norms standards of performance set	Time Frame	Reference documents prescribing the norms (Citizen's charter Service, Chapter).
1	Student Pass Issue	As prescribed by GOK. (to persons availing formal education from primary to post graduation level)	Across the table	<ul style="list-style-type: none"> ❖ Application forms ❖ Print media ❖ Citizen charter
2	Differently abled & blind persons	As prescribed by GoK.	Across the table	<ul style="list-style-type: none"> ❖ Govt notification. ❖ Print media

	pass issue	(to persons with level disability as prescribed by GOK and in possession of relevant supporting documents)		
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CENTRAL DIVISION

SL No	Function/service	Norms standards of performance set	Time frame	Reference document prescribing the norms (citizion's Charter, Service Chapter etc)
01	Student Pass Issue	As prescribed by GOK. Across the table education from primary to graduate student	Across the table	Application forms Print media
02	Differently abled & blind	As prescribed by GoK. Across the table (to persons with level disability as prescribed by GOK and in possession of relevant supporting documents) Print media	Across the table	Citizen chart Application forms Print media

EAST DIVISION

SL No	Function/service	Norms standards of performance set	Time frame	Reference document prescribing the norms (citizion's Charter, Service Chapter etc)
01	Student Pass Issue	As prescribed by GOK. Across the table education from primary to graduate	Across the table	Application forms Print media

		student		
02	Differently abled & blind	As prescribed by GoK. Across the table (to persons with level Print media disability as prescribed by GOK and in possession of relevant supporting documents)	Across the table	Citizen chart Application forms Print media