

MANUAL 4 (1)

Norms set for the discharge of functions in Office

{Section 4 (1) (b) (iv) under RTI Act-2005}

P.R. SECTION

Sl. No.	Activity	Time Frame/ Norm	Remarks , if any
1.	Diary of letter	5 minutes per letter	
2.	Marking of dak	5 minutes per letter	
3.	Distribution of dak	15 minutes per letter	Registering dak including entry in peon book
4.	Putting up of letters proposals on files	10 to 30 minutes each	
5.	Typing job	20 -25 pages per day	
6.	Processing of bills	30 minutes per case	
7.	Press Clipping (cutting, pasting, entry and preparation of summery of news)	Depends on quantum 10 minutes each paper	
8.	Putting of Advt. For Newspaper and marking of Newspaper	30 minutes each case	
9.	Putting up of Advertisement bills.	One Hour	Each case involving 3 to 4 bills
10 .	Putting up of bills	One Hour	After giving bill
11 .	Entries in Bill Register	30 -40 minutes	
12 .	Preparation of C -Bill and put up	30 -40 minutes	After taking approval of
13 .	Preparation of Photographs	Same day	
14 .	Distribution of photographs (press/ officia l)	Same day to press Next day to officers	
15 .	Preparation and sending of press note	2-3 Hours	
16 .	Preparation of Circular/ Notice/ Invitation as per activities	One Hour	
17 .	Stock Entry / Stationary items	15 minutes	After receiving the challan/ bill
18 .	Distribution entry	15 minutes	Same day

19 .	Invitation cards distribution for various functions/ occasions	Half day	Depends on the quantum
20 .	Receiving of VIPs Letters	Immediately after receipt 5-10 minutes	Disposal as per requirement
21 .	Parliamentary Questions	Same day	Disposal as soon as possible

HINDI BRANCH

Sl. No.	Activity	Time Frame/ Norm	Remarks
Translation work			
1.	Agenda of Council	Before meeting	Monthly
2.	Circular/ Notice	same day	Routine
3.	File Proceeding	1-2 days	-do-
4.	Enquiry reports	2-3 days	- do -
5.	Assembly questions	Same day	Before session
6.	Lok Sabha/ Rajya Sabha Questions	Same day	- do -
7.	Reports on Estimate	Yearly	Demand by the Estimate Committee
8.	Budget / Audit reports	Yearly	Every year
9.	Letters of VIPs	Same day	Often
10 .	Reply to the letters record from Northern State's offices	1-2 days	- do -
11 .	Memos to Class -IV employees	Same day	- do-
12 .	Translation of documents/ Articles from English to Hindi. Translation of MHA report form English to Hindi	Time-Bound	Occasionally
Typing Work			
13 .	Department being centralized the whole typing work in NDMC in Hindi is done including mentioned in	After receiving within 1 - 2 days or nature of work	Routine work is being done

	above (1)		
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Publication of “Palika Samachar” and distribution

14.	Magazine Publish in Hindi	Quarterly house Journal	e-Book
15.	Availability	On the website of NDMC in e-Book form:- https://www.ndmc.gov.in/e-magazine.aspx	e-Book
16.	Receiving of Articles for publication from general public as well as from the writers.	Any time by post in the name of Secretary, NDMC or by hand in the office at 1209, Palika Kendra, Sansad Marg, New Delhi -110001 or on the mail of hindiofficer2012@gmail.com	After publishing the articles in the magazine remuneration is being paid to the writers by moneyorder.

MANUAL 4 (2)**Norms set for the discharge of *functions for Public Services****{Section 4 (1) (b) (iv) under RTI Act -2005}***Libraries**

S.No.	Activity	Time Frame/ Norm	Remarks
1.	Opening and Closing of Library	11 am to 6 p.m. for all libraries (except central library Palika Kendra)	Central library timing 10.30 a.m. to 7.00 p.m.
2.	Membership of Central Public Library at NDCC Phase-II, Palika Kendra and other libraries at Aliganj, Mandir Marg, North West Moti Bagh, Babar Road, Laxmibai Nagar, Kaka Nagar, Rohini	Card issuing within 15 minutes	On all working days (Aliganj Library is under construction)
3.	C.P.H., Moti Bagh WTI, Netaji Nagar	8.00 am to 4.00 p.m. 8.00 to am 4.00 p.m.	
4.	Application for membership	Central library 11 a.m. to 7 p.m.	In respective library during working hrs.
5.	Security deposit	Within 15 minutes	Central Library Rs.100/- + 25 (Annual Charges) & other libraries Rs.5/-
6.	Issue of membership cards	Within 15 minutes after completion of all formalities	In respective library
7.	Issuing of books	Within 5 minutes	If available
8.	Return of books	Within 5 minutes	After receiving
9.	Entry of Newspapers in stock register	Within 5 minutes	Immediately After receiving
10 .	Entry of magazine in stock register	Within 5 minutes	- do -
11 .	Reference availability	Immediately	If available

Centralized RTI Cell

S.No.	Activity	Time Frame/ Norm	Remarks
1	Receiving of Application	5 minutes	
2	Preparation of Challan	15 minutes	
3	Issuing of receipt of application	Immediately after fee deposited	
4.	Application receiving timing in RTI Cell	9.15 a.m. to 4.00 p.m. (All working days)	
