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MANUAL AT S.NO.4

**THE NORMS SET BY THE ORGANISATION/OFFICE FOR
THE DISCHARGE OF ITS FUNCTIONS**

1. In general as per Manual of Office Procedure (Chapter XIV), no Official shall keep a case pending with him or her for more than seven working days unless higher limits have been prescribed for specific type of cases through departmental instruction.
2. As per the Manual of Officer procedure Chapter VII, communications received from a Member of Parliament will be replied within 15 days.
3. Assurances given to Parliament are required to be fulfilled within the three months from the date of the Assurance given.
4. Instructions on procedural requirement issued by the Cabinet Secretariat vide their OM dated 01.12.2004 are being followed, in preparation of Cabinet Notes.