

Manual 4
[Section 4(1)(b)(iv)]
Norms set for the Discharge of Functions

S.No.	Activity	Time Frame/Norm	Remarks
1.	Development of Application Software for various NDMC departments	Time frame depends on the nature of software	-
2.	Maintenance of Hardware / Software	Generally, the complaints must be attended on the same day. In case of serious complaints, specific time frame is indicted.	-
3.	Data Entry Work	Approx. 50000 characters entered.	Depending upon complexity of data.