

**CHAPTER 4**

**Proactive Disclosure under Section 4 (1)  
(b)(i) of the Right to Information Act, 2005**

**NORMS SET FOR DISCHARGE OF FUNCTIONS**

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#### 4) NORMS SET FOR DISCHARGE OF FUNCTIONS

- Details of standards set by the department for execution of various schemes/programs :
- Levels and kinds of inspection and examination before arriving at decisions :
- Use of IT in decision making process :
- Instructions / orders from superior office for executing programs :
- How is accountability of decision maker measured? :
- Norms set for ensuring citizen centric approach in decision making : Stakeholder are consulted to elicit their views through the Council Meetings/ Staff. Meetings/ PTA meetings/ IQAC Meetings.
- Time norms of the activities decided by the Organisation (May be the citizen's
- Charter if any) :
- Quality norms, if decided by the organisation like ISO 9000 etc. for service. Other examples- Work manual defining the quality of construction :