

ERNET India
(An Autonomous Society under Ministry of Electronics & Information Technology, GoI)
5th Floor, Block I, A Wing, DMRC IT Park, Shastri Park, Delhi-110053

1.4 Norms for discharge of functions [Section 4(1)(b)(iv)]

S. No.	Details of disclosure	Reference (If any)
1.4.(i)	Nature of functions/ services offered As provided in the MoA of ERNET	View
1.4.(ii)	Norms/ standards for functions/ service delivery As prescribed in MoA	
1.4.(iii)	Process by which these services can be accessed By visiting office and obtaining information from the website of ERNET as well as of MeitY, GoI	
1.4.(iv)	Time-limit for achieving the targets As prescribed by respective authorities from time to time	
1.4.(v)	Process of redress of grievances For redressal of grievances on internal matters of its employee, a grievance redressal system is in place. For outside grievance, the same is done as mentioned in the manual on office procedure (DoPT).	