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

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Details of disclosure</th>
<th>Reference (If any)</th>
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</table>
| 1.4.(i) | Nature of functions/ services offered  
As provided in the MoA of ERNET           |                    |
| 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). |                    |