

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

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

i) Nature of functions/ services offered

As provided in the MoA of ERNET

Memorandum of Association - [View](#)

ii) Norms/ standards for functions/ service delivery

As prescribed in MoA

Memorandum of Association - [View](#)

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

iv) Time-limit for achieving the targets

As prescribed by respective authorities from time to time

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).