

**Manual 4**  
**Norms set for the discharge of functions in SANT GADGE BABA AMRAVATI UNIVERSITY, AMRAVATI**  
**[Right to Information Act,2005, Section 4(1)(b)(iv)]**

<b>Sr.No.</b>	<b>Function / Activity</b>	<b>Time frame/ Norm</b>	<b>Authority Responsible</b>	<b>Authority for Grievance Redressal in case of failure</b>	<b>Section</b>	<b>Remarks</b>
<b>1</b>	Acknowledgement of Dak	Immediate	Jr. Asstt./ Sr.Asstt.	Respective Controlling Officer	All Deptt.	
<b>2</b>	Inward of letter	Immediate	Jr. Asstt. / Sr. Asstt.	--"--	All Deptt.	
<b>3</b>	Submission of Dak to HOD	On the day of .....	Jr. Asstt./ Sr.Asstt.	--"--	All Deptt.	
<b>4</b>	Disposal of Urgent letter	within 2 days from the remarks	Jr. Asstt./Sr.Asstt. Section Incharge/ HOD	--"--	All Deptt.	Including Typing
<b>5</b>	Disposal of Immediate Cases	within 4 days	Jr.Asstt./ Sr.Asstt.	--"--	All Deptt.	Including Typing
<b>6</b>	Disposal of General Letters	within 5 Days	Jr. Asstt./ Sr.Asstt.	--"--	All Deptt.	Including Typing
<b>7</b>	Replies to Star questions	At the earliest	Jr. Asstt./Sr.Asstt./ Section Incharge/ HOD	--"--	All Deptt.	Including Typing
<b>8</b>	Dispatch of Letters	On the day of receipt	Concerned Staff	--"--	All Deptt.	Including address on Envelope and Entry in Messenger Book
<b>9</b>	Preparation of note	1 to 2 hours per Note	Jr. Asstt./ Sr.Asstt.	Respective Controlling Officer	All Deptt.	Including Typing

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<b>10</b>	Preparation of information required by Higher Authority	1-2 hrs/per information	Jr. Asstt./ Sr.Asstt./ SO	--"--	All Deptt.	
<b>11</b>	movement of internal notes	Within 3 days	both section incharge	--"--	All Deptt.	
<b>12</b>	Submission of Notes to Higher Authority through S.O.	same day after preparation of note	Jr. Asstt./ Sr.Asstt.	--"--	All Deptt.	
<b>13</b>	Submission of notes to HOD with remarks by S.O. to H.O.D.	2 days	S.O.	--"--	All Deptt.	
<b>14</b>	Submission of notes with remarks by H.O.D. to higher authority	2 days	H.O.D.	--"--	All Deptt.	
<b>15</b>	An order on note by higher Authority	3 days	higher Authority	--"--	All Deptt.	
<b>16</b>	Implementation of orders	within 2 days from the remarks	Incharge of the section	higher Authority	All Deptt.	
<b>17</b>	Discussion on file	within 24 hours from the remarks	Incharge of the section	higher Authority	All Deptt.	
<b>18</b>	Submission of items before various authorities for decision	immediately after due approval or as directed by Higher Authority	Incharge of the section	higher Authority	All Deptt.	to be Submitted to Concern section

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<b>19</b>	Preparation of AGENDA for Various Meetings	As per provisions laid down in Statue, Ordinances, Directions, Act	Jr. Asstt. / Steno / S.O. / HOD	Respective Controlling Officer/ Higher Authority	All Deptt.	
<b>20</b>	Preparation of MINUTES otherthan Senate	at the earliest	Jr. Asstt. / SO/ Steno /	Respective Controlling Officer	All Deptt.	
<b>21</b>	Circulation of MINUTES/ Resolution to various sections	Next day of its approval	Section Incharge	Respective Controlling Officer	All Deptt.	
<b>22</b>	Complainces on resolutions of various authorities	Within 5 days from the receipt of resolution	Incharge of the section		All Deptt.	
<b>23</b>	Xeroxing of Paper	Minimum 700 to 800 pages per day	Zerox operator		All Deptt.	
<b>24</b>	Coping on Gestetner	Minimum 2000 copies per Hour	Concern Machine Operator		All Deptt.	
<b>25</b>	Typing Job	Minimum 25 pages per day			All Deptt.	
<b>26</b>	Parawise infromation supplied to the Law Section	As required	Concerned HOD		All Deptt.	
<b>27</b>	Data Entry of Forms	Minimum 500 Forms per day	DATA entry Operator		All Deptt.	Depending on Data Fields

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<b>28</b>	Data Entry of Numeric	Minimum 2000 Entry per day	DATA entry Operator		All Deptt.	Depending on Nmu.Fields
<b>29</b>	Activities which are performed annually	70 days	Jr. Asstt. / Steno / Section Incharge		All Deptt.	Including Calling information type setting, approval final printing and binding
<b>30</b>	Scrutiny and passing of Challan	15 minutes per challans	Concerned Staff		All Deptt.	
<b>31</b>	recording of Measurment of works	Same day	Concerned Staff		All Deptt.	
<b>32</b>	Entries in Service Books	15 Minutes per entry	Concerned Staff		Administration	
<b>33</b>	Preparation of Personal Files & Service Books of New Joined Employees	2 Hours per candidate	Concerned Staff		Administration	
<b>34</b>	Filling of Log Book	Same day / Time to time	Concern Driver		Administration	Immediately after starting and compleation of Journy
<b>35</b>	Acceptence of Roster registers and proposals from affilated colleges	Same day	Jr. Asstt./ S.O.		B.C.Cell	
<b>36</b>	Checking of Reservation of the Posts in the advertisment.	Two days after receipt of the avt. From verious Depts.	Section officer		B.C.Cell	

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<b>37</b>	Enrollment of names of reserved category candidates in the registrar	15 Minutes per enrollment	Jr. Asstt. / S.O.		B.C.Cell	
<b>38</b>	Supply of List of Candidates belonging to reserve category to affiliated Colleges	Within 2 days from the date of receipt of demand	Section officer		B.C.Cell	
<b>39</b>	Scrutiny of Eligibility forms	Minimum 300 forms per day/table	Concerned Staff		Eligibility	
<b>40</b>	Retotalling marks of Answer Books	40 Answer Book per day	Section Incharge		Exam	
<b>41</b>	Preparation of Zerox copies of Answer Books	Minimum 15 Answer books per day	Zerox operator and Section Incharges		Exam	
<b>42</b>	Entries of Change of Marks in Tab. Register	5 Minutes per Subjects	Concern Staff		Exam	
<b>43</b>	Process of inviting Tenders	Within 5 days from demand	Purchase Officer		Finance	
<b>44</b>	Preparation of Cheque	05 Minutes per Cheque	Concern Staff		Finance	
<b>45</b>	Passing or Cash Voucher	Two Hours per Vouchers	Concern Staff		Finance	Including preparation in Scrutiny

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<b>46</b>	Issue of No Dues Certificate to students	3 Hours per Certificate	Concern Staff		Finance	
<b>47</b>	Payment of Cash per Voucher	5 Minutes per Voucher	Cashier		Finance	
<b>48</b>	Acceptance of Cash and Issue of Receipt	5 Minutes	Cashier		Finance	
<b>49</b>	Issue of Stationery (or publication against receipt)	10 Minutes	Cashier		Finance	
<b>50</b>	Xerox Work	Minimum 300 Copies per Hour	Xerox operator		G.A.D.	
<b>51</b>	Entries in accession Register	10 minutes per entry	Concerned Staff		Knowledge Resource Centre	
<b>52</b>	Numbering on Books	5 minutes per book	Concerned Staff		Knowledge Resource Centre	
<b>53</b>	Issues of Books	5 minutes per book	Concerned Staff		Knowledge Resource Centre	Including Entry in book card
<b>54</b>	Issue of I-Card	15 minutes per card	Concerned Staff		CASU	
<b>55</b>	Classification of Thesis	15 thesis per Hour	Concerned Staff		Knowledge Resource Centre	
<b>56</b>	Preparation of labels	5 Minutes per label	Concerned Staff		Knowledge Resource Centre	

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<b>57</b>	Stamping process	5 Minutes per book	Concerned Staff		Knowledge Resource Centre	
<b>58</b>	Carring and selving of books	Minimum 70 books per day	Concerned Staff		Knowledge Resource Centre	
<b>59</b>	Allotment of Circule No, and Entry in Registrar	5 Minutes per letter	Jr. Asstt. / SO/ Steno		Meeting & records	
<b>60</b>	Receipt of Record for Record Room	One hour per file	Jr. Asst.		Record Room	Including Verification of page Nos.
<b>61</b>	Keeping on Record in record Room	One hour per Bundel	Jr. Asst.		Record Room	Including Classification