

## Manual IV

### The norms set by it for the discharge of its functions;

[Section 4(1)(b)(iv)]

S.No.	Activity	Time – frame / Norm	Remarks
1.	Replying regular / routine correspondence	Normally within 5 working days	-
2.	Issuing Tariff Order after admitting the Annual Revenue Requirement (ARR) Petitions of the Licensees.	within 120 days	-
3.	Application made for seeking information under RTI Act, 2005.	within 30 days	-
4.	Providing information in response to notice received from Public Grievance Commission.	within 7 days	-
5.	Quarterly Status Report on RTI applications and Appeal received under RTI Act, 2005.	Quarterly on website of CIC	-