

Norms/ standards for functions/ service delivery and Process by which these services can be accessed

NCSCM is governed by the MoA and Bye-laws of NCSCM and Government of India norms.

(<https://www.ncscm.res.in/wp-content/uploads/download/MOA.pdf>)

Time-limit for achieving the targets

Efforts are made to deal any case as expeditiously as possible in accordance with the rules, regulations and other instructions issued from time to time by the competent authority

Process of redress of grievances

Grievance procedure is followed as per Government of India norms
(<https://darp.gov.in/>)