

1.4 Norms for discharge of functions

The Norms set for discharge of functions:

The Company has well defined procedures and guidelines for discharge of various functions. These are highlighted below:

1) Structured Policies and Guidelines

HAL is having well-structured policies and guidelines governing major activities of the Company. While discharging the functions, the officers follow these laid down policies and guidelines.

2) Manuals

HAL has procedural manuals covering all important activities viz Purchase Manual, Accounts Manual, Human Resources Manual, etc. These manuals ensure carrying of activities in a systematic and standardized manner and eliminate the scope of exercise of discretion. While discharging the functions, the Manuals facilitate the employees in carrying out their duties effectively.

3) Guidelines of Department of Public Enterprises

HAL being a Public Sector Enterprise follows the guidelines of Department of Public Enterprises and directives of Government of India issued from time to time.

4) Guidelines of Central Vigilance Commission

HAL being a Public Sector Enterprise follows the guidelines of Central Vigilance Commission.

5) Compliance of provisions of Statutes, etc.

While discharging the respective functions, officers are required to comply with the provisions of all applicable Statutes and relevant Rules & Regulations.

6) Process by which these services can be accessed

The services being provided by HAL are not available to general public due to the nature of business.

7) Time limit for achieving the targets

The time limit for achieving the targets are set as per the customer requirements / contracts.

8) [Process of redress of grievances](#)