

## **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**