## Self appraisal report for Year (2022-23)

**Auditor Agency: Virender Kumar Bharti** 

**Ministry Name: Ministry of Social Justice & Empowerment** 

**Department Name:** 

**Public Authority Name: National Handicapped Finance and Development Corporation** 

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
1	Organisation and Function							
1.1	Particulars of its organisation, functions and	duties[Section	n 4(1)(b)(	i)]				
1.1.1	Name and address of the Organization	Fully Met	1.28	1.28	http://www.nhf dc.nic.in/conta ct-us	_	1.28	Okay
1.1.2	Head of the organization	Fully Met	1.28	1.28	http://www.nhf dc.nic.in/abou -nhfdc/manag ement-profile	t	1.28	Okay
1.1.3	Vision, Mission and Key objectives	Fully Met	1.28	1.28	http://www.nhfdc.nic.in/abour-nhfdc/our-organisation	, ,	1.28	Okay
1.1.4	Function and duties	Fully Met	1.28	1.28	http://www.nhfdc.nic.in/upload-rti/Option1	_	1.28	Okay
1.1.5	Organization Chart	Fully Met	1.28	1.28	https://www.n hfdc.nic.in/abc ut-nhfdc/orgar isation-chart		1.28	Okay
1.1.6	Any other details-the genesis, inception, formation of the department and the HoDs from	Fully Met	1.28	1.28	http://www.nhf dc.nic.in/uploa	_	1.28	Okay

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
	time to time as well as the committees/ Commissions constituted from time to time have been dealt				d/Duties_res.p			
1.2	Power and duties of its officers and employee	s[Section 4	(1) (b)(ii)]					
1.2.1	Powers and duties of officers (administrative, financial and judicial)	Fully Met	1.54	1.54	http://www.nh dc.nic.in/uploa d/Duties_res.p	a	1.54	Okay
1.2.2	Power and duties of other employees	Fully Met	1.54	1.54	http://www.nh dc.nic.in/uploa d/Duties_res.p	a	1.54	Okay
1.2.3	Rules/ orders under which powers and duty are derived and	Fully Met	1.54	1.54	http://www.nh dc.nic.in/uploa d/Duties_res.p df	a	1.54	Okay
1.2.4	Exercised	Fully Met	1.54	1.54	yes	Fully Met	1.54	Okay
1.2.5	Work allocation	Fully Met	1.54	1.54	http://www.nh dc.nic.in/uploa d/Duties_res.p	a	1.54	Okay
1.3	Procedure followed in decision making proce	ss [Section 4	4(1)(b)(iii)	1				
1.3.1	Process of decision making Identify key decision making points		1.54	1.54	http://www.nh dc.nic.in/uploa d/rti/Option3.p df	a	1.54	Okay
1.3.2	Final decision making authority	Fully Met	1.54	1.54	http://www.nh dc.nic.in/uploa d/rti/Option3.p df	a	1.54	Okay
1.3.3	Related provisions, acts, rules etc.	Fully Met	1.54	1.54	https://www.n hfdc.nic.in/Ru		1.54	Okay

Sr. No	Details of disclosure	Category	Marks	Obtained Mark			Auditor Marks	Auditor Remarks/URL
					es			
1.3.4	Time limit for taking a decisions, if any	Not Met	1.54	0	empty		0	Okay
1.3.5	Channel of supervision and accountability	Fully Met	1.54	1.54	http://www.nhtdc.nic.in/upload/rti/Option3.pdf	1	1.54	Okay
1.4	Norms for discharge of functions[Section 4(1	)(b)(iv)]						
1.4.1	Nature of functions/ services offered	Fully Met	1.54	1.54	http://www.nhfdc.nic.in/upload/rti/Option1.pdf	1	1.54	Okay
1.4.2	Norms/ standards for functions/ service delivery	Fully Met	1.54	1.54	http://www.nhfdc.nic.in/upload/rti/Option4.pdf	1	1.54	Okay
1.4.3	Process by which these services can be accessed	Fully Met	1.54	1.54	http://www.nht dc.nic.in/sche mes	Fully Met	1.54	Okay
1.4.4	Time-limit for achieving the targets	Not Applica	ble0	0	empty	Not Applicable	0	Okay
1.4.5	Process of redress of grievances	Fully Met	1.54	1.54	https://www.n hfdc.nic.in/Re dressal	Fully Met	1.54	Okay
1.5	Rules, regulations, instructions manual and r	ecords for d	ischargin	g function	s[Section 4(1)	(b)(v)]		
1.5.1	Title and nature of the record/ manual /instruction.	Fully Met	1.92	1.92	http://www.nht dc.nic.in/Rule s	Fully Met	1.92	Okay
1.5.2	List of Rules, regulations, instructions manuals and records.	Fully Met	1.92	1.92	http://www.nht dc.nic.in/Rule s	Fully Met	1.92	Okay
1.5.3	Acts/ Rules manuals etc.	Fully Met	1.92	1.92	http://www.nht dc.nic.in/Rule s	Fully Met	1.92	Okay

Sr. No	Details of disclosure	Category	Marks	Obtained Mark		Auditor Category	Auditor Marks	Auditor Remarks/URL
1.5.4	Transfer policy and transfer orders	Not Applicabl	e0	0		Not Applicable	e0	Okay
1.6	Categories of documents held by the authority	under its co	ntrol[Se	ection 4(1)(	(b) (vi)]			
1.6.1	Categories of documents	Fully Met	3.85	3.85	yes	Fully Met	3.85	Okay
1.6.2	Custodian of documents/categories	Partially Met	3.85	1.93	yes	Partially Met	1.93	Okay
1.7	Boards, Councils, Committees and other Bodi	es constitute	d as pa	rt of the Pu	blic Authority	[Section 4(1)	(b)(viii)]	
1.7.1	Name of Boards, Council, Committee etc.	Fully Met	0.96	0.96	http://www.nhf dc.nic.in/uploa d/rti/Option8.p df	Fully Met	0.96	Okay
1.7.2	Composition	Fully Met	0.96	0.96	http://www.nhfdc.nic.in/upload/rti/Option8.pdf	1	0.96	Okay
1.7.3	Dates from which constituted	Fully Met	0.96	0.96	http://www.nhfdc.nic.in/upload/rti/Option8.pdf	1	0.96	Okay
1.7.4	Term/ Tenure	Not Applicabl	e0	0	empty	Not Applicable	e0	Okay
1.7.5	Powers and functions	Fully Met	0.96	0.96	http://www.nhf dc.nic.in/uploa d/rti/Option8.p df	1	0.96	Okay
1.7.6	Whether their meetings are open to the public?	Fully Met	0.96	0.96	http://www.nhf dc.nic.in/uploa d/rti/Option8.p df	1	0.96	Okay
1.7.7	Whether the minutes of the meetings are open to the public?	Not Met	0.96	0	empty	Not Met	0	Okay
1.7.8	Place where the minutes if open to the public are available?	Not Met	0.96	0	empty	Not Met	0	Okay
1.8	Directory of officers and employees[Section 4	(1) (b) (ix)]						
1.8.1	Name and designation	Fully Met	3.85	3.85	http://www.nhf	Fully Met	3.85	Okay

Sr. No	Details of disclosure	Category	Marks	Obtained Mark		Auditor Category	Auditor Marks	Auditor Remarks/URL
					dc.nic.in/uploa d/rti/Option9.p df			
1.8.2	Telephone , fax and email ID	Fully Met	3.85	3.85	http://www.nhfdc.nic.in/upload/rti/Option9.pdf		3.85	Okay
1.9	Monthly Remuneration received by officers &	employees	including	system of	compensation	n[Section 4(	1) (b) (x)]	
1.9.1	List of employees with Gross monthly remuneration	Fully Met	3.85	3.85	http://www.nhfdc.nic.in/upload/rti/Option10.pdf	a l	3.85	Okay
1.9.2	System of compensation as provided in its regulations	Fully Met	3.85	3.85	http://www.nhfdc.nic.in/upload/rti/Option10.pdf	1	3.85	Okay
1.10	Name, designation and other particulars of pu	blic informa	ation offic	ers[Section	n 4(1) (b) (xvi)	]		
1.10.1	Name and designation of the public information officer (PIO), Assistant Public Information officer (APIO) & Appellate Authority	Fully Met	3.85	3.85	http://www.nhfdc.nic.in/upload/rti/Option13.pdf		3.85	Okay
1.10.2	Address, telephone numbers and email ID of each designated official.	Fully Met	3.85	3.85	http://www.nhf dc.nic.in/uploa d/rti/Option13. pdf	1	3.85	Okay
1.11	No. Of employees against whom Disciplinary	action has b	een prop	osed/ take	n(Section 4(2)	)		
1.11.1	No. of employees against whom disciplinary action has been (i) Pending for Minor penalty or major penalty proceedings	Fully Met	3.85	3.85	1	Fully Met	3.85	Okay
1.11.2	(ii) Finalised for Minor penalty or major penalty proceedings	Fully Met	3.85	3.85	in process	Fully Met	3.85	Okay
1.12	Programmes to advance understanding of RT	I(Section 26	)					

Sr. No	Details of disclosure	Category	Marks	Obtained Mark		Auditor Category	Auditor Marks	Auditor Remarks/URL
1.12.1	Educational programmes	Fully Met	1.92	1.92	https://www.n hfdc.nic.in/upl oad/nhfdc/Fin al%20Guidelir e.pdf		1.92	Okay
1.12.2	Efforts to encourage public authority to participate in these programmes	Fully Met	1.92	1.92	yes	Fully Met	1.92	Okay
1.12.3	Training of CPIO/APIO	Fully Met	1.92	1.92	yes	Fully Met	1.92	Okay
1.12.4	Update & publish guidelines on RTI by the Public Authorities concerned	Fully Met	1.92	1.92	yes	Fully Met	1.92	Okay
1.13	Transfer policy and transfer orders[F No. 1/6/2	011- IR dt. 15	.4.2013					
1.13.1	Transfer Policy And Transfer Orders[F No. 1/6/2011- IR Dt. 15.4.2013]	Not Applicable	e0	0	empty	Not Applicable	e0	Okay
Total			88	83		88	83	
2	Budget and Programme							
2.1	Budget allocated to each agency including all 4(1)(b)(xi)]	plans, propo	sed exp	enditure a	nd reports on	disbursement	s made e	etc.[Section
2.1.1	Total Budget for the public authority	Fully Met	10	10.00	http://www.nhtdc.nic.in/abounhfdc/mou	,	10.00	Okay
2.1.2	Budget for each agency and plan & programmes	Fully Met	10	10.00	yes	Fully Met	10.00	Okay
2.1.3	Proposed expenditures	Fully Met	10	10.00	http://www.nhtdc.nic.in/abou	,	10.00	Okay
2.1.4	Revised budget for each agency, if any	Partially Met	10	5.00	http://www.nhtdc.nic.in/abounhfdc/mou	•	5.00	Okay
2.1.5	Report on disbursements made and place where the related reports are available	Fully Met	10	10.00	http://www.nht dc.nic.in/achie vements/year- wise-total- disbursement		10.00	Okay

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks	Auditor Category	Auditor Marks	Auditor Remarks/URL
2.2	Foreign and domestic tours(F.No. 1/8/2012- IR	dt. 11.9.2012	)					
2.2.1	Budget	Not Applicable	e0	0	empty	Not Applicab	e0	Okay
2.2.2	Foreign and domestic Tours by ministries and officials of the rank of Joint Secretary to the Government and above, as well as the heads of the Department (a) Places visited, (b) The period of visit, (c) The number of members in the official delegation, (d) Expenditure on the visit	Not Applicable		0	empty	Not Applicab	e0	Okay
2.2.3	Information related to procurements- (a) Notice/tender enquires, and corrigenda if any thereon, (b) Details of the bids awarded comprising the names of the suppliers of goods/ services being procured, (c) The works contracts concluded – in any such combination of the above-and, (d) The rate/ rates and the total amount at which such procurement or works contract is to be executed.	Not Applicable	e0	0	empty	Not Applicab	e0	Okay
2.3	Manner of execution of subsidy programme [S	Section 4(i)(b)	(xii)]					
2.3.1	Name of the programme of activity	Not Applicable	e0	0	empty	Not Applicab	e0	Okay
2.3.2	Objective of the programme	Not Applicable	e0	0	empty	Not Applicab	e0	Okay
2.3.3	Procedure to avail benefits	Not Applicable	e0	0	empty	Not Applicab	e0	Okay
2.3.4	Duration of the programme/ scheme	Not Applicable	e0	0	empty	Not Applicab	e0	Okay
2.3.5	Physical and financial targets of the programme	Not Applicable	e0	0	empty	Not Applicab	e0	Okay
2.3.6	Nature/ scale of subsidy /amount allotted	Not Applicable	e0	0	empty	Not Applicab	e0	Okay
2.3.7	Eligibility criteria for grant of subsidy	Not Applicable		0	empty	Not Applicab		Okay
2.3.8	Details of beneficiaries of subsidy programme (number, profile etc)	Not Applicable		0	empty	Not Applicab		Okay
2.4	Discretionary and non-discretionary grants [F	. No. 1/6/2011	-IR dt. 1	5.04.2013]				
2.4.1	Discretionary and non-discretionary grants/ allocations to State Govt./ NGOs/other institutions	Not Applicable	e0	0	empty	Not Applicab	e0	Okay
2.4.2	Annual accounts of all legal entities who are provided grants by public authorities	Not Applicable	e0	0	empty	Not Applicab	e0	Okay

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks		Auditor Marks	Auditor Remarks/URL
2.5	Particulars of recipients of concessions, perm	its of authoriz	ations	granted by	y the public	authority[Sectio	n 4(1) (b)	(xiii)]
2.5.1	Concessions, permits or authorizations granted by public authority	Not Applicable	0	0	empty	Not Applicable	0	Okay
2.5.2	For each concessions, permit or authorization granted - (a) Eligibility criteria, (b) Procedure for getting the concession/ grant and/ or permits of authorizations, (c) Name and address of the recipients given concessions/ permits or authorizations, (d) Date of award of concessions/ permits of authorizations	Not Applicable	90	0	empty	Not Applicable	e0	Okay
2.6	CAG & PAC paras [F No. 1/6/2011- IR dt. 15.4.2	2013]						
2.6.1	CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of both houses of the parliament.	_	0	0	empty	Not Applicable	0	Okay
Total			50	45		50	45	
3	Publicity Band Public interface					·		'
3.1	Particulars for any arrangement for consultation formulation of policy or implementation there	•		•		•	elation to	the
3.1.1	Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens	Fully Met	12.5	12.50	yes	Fully Met	12.50	Okay
3.1.2		Fully Met	12.5	12.50	yes	Fully Met	12.50	Okay
3.1.3	Public- private partnerships (PPP)- Details of Special Purpose Vehicle (SPV), if any	Not Applicable	0	0	empty	Not Applicable	0	Okay
3.1.4	Public- private partnerships (PPP)- Detailed project reports (DPRs)	Not Applicable	0	0	empty	Not Applicable	90	Okay

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks		Auditor Marks	Auditor Remarks/URL
3.1.5	Public- private partnerships (PPP)- Concession agreements.	Not Applicable	0	0	empty	Not Applicable	<b>9</b> 0	Okay
3.1.6	Public- private partnerships (PPP)- Operation and maintenance manuals	Not Applicable	0	0	empty	Not Applicable	e0	Okay
3.1.7	Public- private partnerships (PPP) - Other documents generated as part of the implementation of the PPP	Not Applicable	0	0	empty	Not Applicable	e0	Okay
3.1.8	Public- private partnerships (PPP) - Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorisation from the government	Not Applicable	0	0	empty	Not Applicable	90	Okay
3.1.9	Public- private partnerships (PPP) -Information relating to outputs and outcomes	Not Applicable	0	0	empty	Not Applicable	e0	Okay
3.1.10	Public- private partnerships (PPP) - The process of the selection of the private sector party (concessionaire etc.)	Not Applicable	0	0	empty	Not Applicable	e0	Okay
3.1.11	Public- private partnerships (PPP) - All payment made under the PPP project	Not Applicable	0	0	empty	Not Applicable	<b>•</b> 0	Okay
3.2	Are the details of policies / decisions, which a	ffect public, ir	formed	to them[S	Section 4(1)	(c)]		
3.2.1	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive - Policy decisions/ legislations taken in the previous one year	Fully Met	16.67	16.67	yes	Fully Met	16.67	Okay
3.2.2	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive - Outline the Public consultation process	Fully Met	16.67	16.67	yes	Fully Met	16.67	Okay
3.2.3	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive- Outline the arrangement for	Fully Met	16.67	16.67	yes	Fully Met	16.67	Okay

r. No	Details of disclosure	Category	Marks	Obtained Mark			Auditor Marks	Auditor Remarks/URL
	consultation before formulation of policy							
3.3	Dissemination of information widely and in su	ch form and m	anner	which is e	asily accessib	le to the public	Section	n 4(3)]
3.3.1	Use of the most effective means of communication - Internet (website)	Fully Met	50	50.00	yes	Fully Met	50.00	Okay
3.4	Form of accessibility of information manual/ h	andbook[Sect	ion 4(1	)(b)]				
3.4.1	•	_	25	25.00	website	Fully Met	25.00	Okay
3.4.2	Information manual/handbook available in Printed format	Fully Met	25	25.00	yes	Fully Met	25.00	Okay
3.5	Whether information manual/ handbook availa	ble free of cos	st or no	t [Section	4(1)(b)]			
3.5.1		Not Applicable		0		Not Applicable	0	Okay
3.5.2	List of materials available At a reasonable cost of the medium	Not Applicable	0	0		Not Applicable		Okay
Total	·		175	175		175	175	
4	E-Governance							
4.1	Language in which Information Manual/Handb	ook Available	[F No.	1/6/2011-IF	R dt. 15.4.2013			
4.1.1	English		14.29	14.29	http://www.nhf dc.nic.in/rti		14.29	Okay
4.1.2	Vernacular/ Local Language	Fully Met	14.29	14.29	http://www.nhf dc.nic.in/rti	Fully Met	14.29	Okay
4.2	When was the information Manual/Handbook I	ast updated?[	F No. 1	/6/2011-IR				
4.2.1			28.57	28.57		Fully Met	28.57	Okay
4.3	Information available in electronic form[Section	-		'	,	,		, ,
4.3.1	Details of information available in electronic form		9.52	9.52	http://www.nhf dc.nic.in/rti	Fully Met	9.52	Okay
4.3.2	Name/ title of the document/record/ other information	Fully Met	9.52	9.52	http://www.nhf	Fully Met	9.52	Okay
4.3.3		Fully Met	9.52	9.52	http://www.nhf	Fully Met	9.52	Okay
4.4	Particulars of facilities available to citizen for o	obtaining info	mation	Section 4				'
4.4.1			7.14	7.14	http://www.nhf dc.nic.in/webs		7.14	Okay

Sr. No	Details of disclosure	Category	Marks	Obtained Mark		Auditor Category	Auditor Marks	Auditor Remarks/URL
					ite			
4.4.2	Details of information made available	Fully Met	7.14	7.14	yes	Fully Met	7.14	Okay
4.4.3	Working hours of the facility	Fully Met	7.14	7.14	all time	Fully Met	7.14	Okay
4.4.4	Contact person & contact details (Phone, fax email)	Fully Met	7.14	7.14	http://www.nhtdc.nic.in/upload/rti/Option13.pdf	a	7.14	Okay
4.5	Such other information as may be prescribed	under Sectio	n 4(i) (b)	(xvii)				
4.5.1	Grievance redressal mechanism	Fully Met	3.57	3.57	https://www.n hfdc.nic.in/Re dressal	-	3.57	Okay
4.5.2	Details of applications received under RTI and information provided	Fully Met	3.57	3.57	https://www.n hfdc.nic.in/rti	Fully Met	3.57	Okay
4.5.3	List of completed schemes/ projects/ Programmes	Fully Met	3.57	3.57	http://www.nht dc.nic.in/sche mes	•	3.57	Okay
4.5.4	List of schemes/ projects/ programme underway	Fully Met	3.57	3.57	http://www.nht dc.nic.in/sche mes	•	3.57	Okay
4.5.5	Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract	Fully Met	3.57	3.57	yes	Fully Met	3.57	Okay
4.5.6	Annual Report	Fully Met	3.57	3.57	https://www.n hfdc.nic.in/anr ual-report	,	3.57	Okay
4.5.7	Frequently Asked Question (FAQs)	Fully Met	3.57	3.57	https://www.n hfdc.nic.in/upl oad/nhfdc/faq. pdf		3.57	Okay
4.5.8	Any other information such as - (a) Citizen's Charter, (b) Result Framework Document (RFD), (c) Six monthly reports on the , (d) Performance	Partially Met	3.57	1.79	https://www.n hfdc.nic.in/rti	Fully Met	3.57	Okay

Sr. No	Details of disclosure	Category	Marks	Obtained Mark	Remarks		Auditor Marks	Auditor Remarks/URL
	against the benchmarks set in the Citizen's Charter							
4.6	Receipt & Disposal of RTI applications & appe	als [F.No 1/6/2	2011-IR	dt. 15.04.2	2013]			
4.6.1	Details of applications received and disposed	Fully Met	14.29	14.29	https://www.n hfdc.nic.in/rti	Fully Met	14.29	Okay
4.6.2	Details of appeals received and orders issued	Fully Met	14.29	14.29	https://www.n hfdc.nic.in/rti	Fully Met	14.29	Okay
4.7	Replies to questions asked in the parliament[	Section 4(1)(d)	(2)]					
4.7.1	Details of questions asked and replies given	Fully Met	28.57	28.57	https://www.n hfdc.nicyes	Fully Met	28.57	Okay
Total			200	198		200	200	
5	Information as may be prescribed							
5.1	Such other information as may be prescribed	[F.No. 1/2/201	6-IR dt.	17.8.2016,	F No. 1/6/201	1-IR dt. 15.4.20	013]	
5.1.1	Name & details of - (a) Current CPIOs & FAAs, (b) Earlier CPIO & FAAs from 1.1.2015	Fully Met	20	20.00	http://www.nhtdc.nic.in/upload/rti/Option13.pdf	1	20.00	Okay
5.1.2	Details of third party audit of voluntary disclosure -(a) Dates of audit carried out, (b) Report of the audit carried out	Not Applicable	0	0	empty	Not Applicable	0	Okay
5.1.3	Appointment of Nodal Officers not below the rank of Joint Secretary/ Additional HoD - (a) Date of appointment, (b) Name & Designation of the officers	Fully Met	20	20.00	http://www.nhidc.nic.in/upload/rti/Option13.pdf	1	20.00	Okay
5.1.4	Consultancy committee of key stake holders for advice on suo-motu disclosure - (a) Dates from which constituted, (b) Name & Designation of the officers	Fully Met	20	20.00	http://www.nht dc.nic.in/uploa d/rti/Option8.p df	1	20.00	Okay
5.1.5	Committee of PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI - (a) Dates from which constituted, (b) Name & Designation of the Officers	Fully Met	20	20.00	http://www.nhtdc.nic.in/upload/rti/Option13.pdf	1	20.00	Okay

Sr. No	Details of disclosure	Category	Marks	Obtained	Remarks	Auditor	Auditor	Auditor
				Mark		Category	Marks	Remarks/URL
Total			80	80		80	80	
6	Information Disclosed on own Initiative							
6.1	Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information							
6.1.1	Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information	Fully Met	25	25.00	website	Fully Met	25.00	Okay
6.2	Guidelines for Indian Government Websites Secretariat Manual of Office Procedures (CS Personnel, Publ	•	•		•			
	Secretariat Manual of Office Procedures (CS	•	•		•			es, Ministry of
6.2.1	Secretariat Manual of Office Procedures (CS Personnel, Publ Whether STQC certification obtained and its	MOP) by Dep	artment o	of Administ	trative Refor	ms and Publi	c Grievanc	Not uploaded on website
6.2.1 6.2.2 Total	Secretariat Manual of Office Procedures (CSI Personnel, Publ Whether STQC certification obtained and its validity Does the website show the certificate on the	MOP) by Dep	12.5	12.50	in process	Ms and Publi	c Grievanc	Not uploaded on website Not uploaded