

NORMS FOR DISCHARGE OF FUNCTIONS

Nature of Functions/ Services Offered: [What We Do](#)

Norms/ Standards for Functions/ Service Delivery & the Process by which these services can be accessed:

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

1) Structured Policies and Guidelines

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

2) Rules & Manuals

BEL has Rules and Procedural Manuals covering all important activities viz., Recruitment, Purchase, Internal Audit, Budget, Information Security, Conduct, Discipline and Appeal etc. These Rules and Manuals ensure the carrying of activities in a systematic and standardised manner and eliminate the scope of exercise of discretion. While discharging the functions, the Rules and Manuals facilitate the employees in carrying out their duties effectively.

3) Guideline of Department of Public Enterprises

BEL 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) Guideline of Central Vigilance Commission

BEL 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 and Regulations.

Time-Limit for achieving the targets:

The Time-limit for achieving the targets are as per the requirement of the Company in conjunction with the timelines laid down in the applicable Statutes, Rules and Regulations etc.

Process of Redress of Grievance:

BEL has provisioned the Redressal Mechanism of Grievance for both Employees (Staff) and the Public. The Employees (Staff) Redressal Mechanism is an internal process to address the grievances of employees. The [Public Grievance Mechanism](#) is meant for addressing grievance of public against the Company.

[Citizen Charter](#)