

#### **4. THE NORMS SET BY IT FOR THE DISCHARGE OF ITS FUNCTIONS:**

The Directorate of Public Grievances vide Notification No. 41/1/22/PG/(Notification dated 31.10.2022 published in the official Gazette Series II No. 31 dated 3<sup>rd</sup> November 2022 has set the norms for discharge of functions by the designated officers of this Directorate.

<https://dfes.goa.gov.in/wp-content/uploads/2022/11/Regarding-Goa-Right-to-Citizen-to-Time-Bound-Delivery-of-Public-Services-Act-2022.pdf>