

Section 4(1)(b)-iv

The norms set by it for discharge of its functions

The appeals/complaints are generally taken up for hearing on first come first serve basis. Wherever the Respondents/Appellants have number of cases, efforts will be made to club such cases so that they could be heard on a single day. Preference may also be given to Senior Citizens and Physically Challenged Persons, for an out of turn hearing on a case to case basis for reasons to be recorded in writing considering the request. [\(Minutes13122011.pdf\)](#)

The Commission is aware of its responsibility of speedy disposal of Appeals and Complaints. For this purpose, it has resolved that each single bench of the Commission shall take urgent steps to maximize its disposal without compromising the quality thereof. Each single bench will endeavour to finally decide about 3200 appeals/complaints per year. [\(Minutes22032011.pdf\)](#)

For administrative functions, norms of Central Government as applicable are adopted.