

# RTI DISCLOSURES (2021-22)

## 1. Organisation and Function

S. No.	Item	Details of disclosure	Information / Relevant Web Link
1.4	Norms for discharge of functions [Section 4(1)(b)(iv)]	(i) Nature of functions/ services offered	<p><b><u>Nature of functions/ services offered</u></b></p> <p>The Products and services being offered by PFC are given at the following link :-</p> <p><a href="https://www.pfcindia.com/Home/VS/10">https://www.pfcindia.com/Home/VS/10</a></p>
		(ii) Norms/ standards for functions/ service delivery	<p><b><u>Norms/ standards for functions/ service delivery</u></b></p> <p>The functions of the corporation are sought to be discharged in an efficient and effective manner through a variety of norms, rules and guidelines set for the purpose, such as –</p> <ul style="list-style-type: none"> <li>a) Adherence to Business ethics,</li> <li>b) Zeal to Excel and Zest for Change,</li> <li>c) Focus on Customer requirements,</li> <li>d) Strict adherence to Commitments,</li> <li>e) Adherence to Prudential norms of the corporation,</li> <li>f) Compatibility with national plans and priorities, availability &amp; adequacy of all inputs needed to judge Financial &amp; Techno economic viability as also necessary and appropriate clearances,</li> <li>g) Integrity and fairness in all matters,</li> <li>h) Respect for Dignity and Potential of Human beings.</li> <li>i) Ensure speed of response,</li> <li>j) Foster Learning, Creativity &amp; Teamwork.</li> </ul> <p>These norms, in general, underscore the necessity of discharging of business and responsibility in an efficient and speedy manner with due adherence to the canons of financial propriety, economy, austerity, fair play, transparency, natural justice etc. in various affairs of the Corporation such as domestic &amp; multilateral &amp; foreign borrowings taxations, evaluations, recovery, disbursement dealing with clients and employees and stakeholders etc. Being a commercial organization, commitment to</p>

			deliver quality service and product to clients and stakeholders get high priority in the norms and rules for disposal of business.
		(iii) Process by which these services can be accessed	The relevant information on the process by which these services can be accessed is given under Citizen Charter, the link of which is given below:-  <a href="https://www.pfcindia.com/Home/VS/84">https://www.pfcindia.com/Home/VS/84</a>
		(iv) Time-limit for achieving the targets	The relevant information on time limit for achieving the targets is mentioned in "Citizen Charter" of PFC which is available at the below-mentioned link :-  <a href="https://www.pfcindia.com/Home/VS/84">https://www.pfcindia.com/Home/VS/84</a>
		(v) Process of redress of grievances	The mechanism related to grievances is mentioned in "Citizen Charter" of PFC which is available at the below-mentioned link :-  <a href="https://www.pfcindia.com/Home/VS/84">https://www.pfcindia.com/Home/VS/84</a>