Bureau of Energy Efficiency (BEE),
Ministry of Power, Government of India
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Norms for discharge of functions [Section 4(1)(b)(iv)]

(i) Nature of functions/services offered

Star Rating of Appliances and Energy Auditor/Energy Manager Examination

(ii) Norms/standards for functions/service delivery

Not applicable as need based.

(iii) Process by which these services can be accessed

Respective notifications are widely published and are available on BEE website.

(iv) Time-limit for achieving the targets

Not applicable as need based.

(v) Process of redress of grievance

Grievances are received in the Bureau of Energy Efficiency through Centralized Public Grievance Redress And Monitoring System (CPGRAM), an online web-enabled system over NICNET developed by NIC, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG). The same are dealt within the specified time period.