

## Citizen Charter

| Sr. No. | Name of the Service                       | List of Documents Required                                   | Timelines for Providing Service (in Days) | Officer Responsible          | Supervisor Officer Responsible (In case of Escalation) |
|---------|---|--|---|------------------------------|--|
| 1       | Bonafide Certificate                      | Student's application  | within a week                             | Administrative officer       | Dean   |
| 2       | College Leaving Certificate               | Internship Completion Certificate , Last leaving Certificate | within a week                             | Administrative officer       | Dean   |
| 3       | Attempt Certificate                       | All Concerned Mark lists                                     | within a week                             | Administrative officer       | Dean   |
| 4       | Character Certificate                     | Student's application  | within a week                             | Administrative officer       | Dean   |
| 5       | Hostel Living Certificate                 | Student's application and fee receipt                        | within a week                             | Administrative officer       | Dean   |
| 6       | Experience Certificate for Employee       | Employee's Application                                       | within a week                             | Administrative officer       | Dean   |
| 7       | No Objection Certificate for Employee     | Employee's Application                                       | within a week                             | Administrative officer       | Dean   |
| 8       | Address proof Certificate for Employee    | Employee's Application                                       | within a week                             | Administrative officer       | Dean   |
| 9       | Appointment & Joining Letter for Employee | Employee's Application                                       | Same Day                                  | Administrative officer/ Dean | Dean/ Director   |
| 10      | Relieving Certificate                     | Employee's Application                                       | Same Day                                  | Administrative officer       | Dean/ Director   |

## Complaint Handling Mechanism (CHM)

| Sr. No. | Particulars   | Description                         |
|---------|---|-------------------------------------|
| 1.      | Where to lodge a complaint                            | Inward Section                      |
| 2.      | Acknowledgement of complaints                         | Inward Clerk                        |
| 3.      | Time for resolution of complaint                      | Depends on nature of Complaint      |
| 4.      | Escalation of complaints                              | Appropriate Action will be taken    |
| 5.      | Time for resolution of complaint after escalation     | Depends on nature of Complaint      |
| 6.      | Name & Contact details of Grievance Redressal officer | Dr. S. V. GHATE, Dean<br>9405318024 |