### <u>University Citizen Charter Services</u> <u>A step forward to Learners Support Services for Transparency</u> <u>under</u> <u>Good Governance and Zero Tolerance Policy</u>

S. No.	Name of Service	Time Limit for Disposal	Nodal Officer/Office	Penalty
1.	Admission related Problems	03 Working days after the receiving of		
2		Grievance	_	If the work is not done
2.	Lateral Entry related Problems	03 Working days after the receiving of Grievance		within the stipulated time limit, the
3.	Re-admission related	03 Working days after the receiving of	-	concerned head of the
0.	Problems	Grievance	Inchange Administra	department/officer
4.	Change of Study Center	03 Working days after the receipt of the	<ul> <li>Incharge – Admission</li> <li>Email:uprtouadmission@gmail.c</li> </ul>	including the
		application	om	concerned employee
5.	Student's Name, Father's	03 Working days after the receipt of the	Contact Number: 7525048042	will be equally responsible and will
	Name, Mother's Name, Date of Birth Correction	application		himself be liable for
6.	Change of Programme/	03 Working days after the receipt of the	-	monetary punishment
0.	Course	application		and disciplinary action
7.	Fee Return Related Issues	15 Working days after the receipt of the		as follows.
		application		
8.	SLM delivery to learners	15 days after the date of admission fee	Incharge- SLM	1. After the stipulated
		deposition	Email: uprtousImdep@gmail.com	period, from the next day to 01
			Contact Number: 7525048032	week:
9.	Issue of Duplicate Documents	07 Working days after the receipt of the		
		application		Rs.100/day
10.	Issue of Provisional Degree/	07 Working days after the receipt of the		
	Diploma/ Certificate	application	_	Note: 'From the next day', means the
11.	Issue of Duplicate Degree/ Diploma/ Certificate	07 Working days after the receipt of the application		day 01.
12.	Issue of Transcript	07 Working days after the receipt of the	-	
12.	issue of franscript	application	Controller of Examination	2. From 08 to 14
13.	Correction of Documents,	07 Working days after the receipt of the	Email: <u>coe@uprtou.ac.in</u> Contact Number: 7525048009	days:
	Degree, Diploma, Certificate	application	Contact Number: 7525048009	Rs.200/day
14.	Verification of Results	07 Working days after the receipt of the		KS.200/uay
15.	Change in Exem Canton	application 07 Working days after the receipt of the		3. From 15 days to 30
15.	Change in Exam Center	application		days;
16.	Back Paper Fee Refund	07 Working days after the receipt of the	-	D 500/1
	Related Issues	application		Rs.500/day
17.	Decision Regarding Opening	According to the norms of Study Center		4. After 30 days:
10	of New Study Center		Incharge - Study Center	Rs.1000/day
18.	Addressing Grievances of	10 days after the predefined scheduled	Email: <u>inchargesc@uprtou.ac.in</u> Contact Number: 7525048005	
	learners on the closure Study Centers	dates		Review
19.	Prevention of Sexual	90 days after the predefined scheduled	Dr. Meera Pal	Committee /
	Harassment Committee	dates	Contact Number: 7525048052	Action taken
20.	Due Payment of Study	15 days after the closure of admission	Finance Officer	Committee:
	Centers (twice a year)	process	Email: <u>fo.uprtou@gmail.com</u>	1.
21.	Payment Related Issues	1	Contact Number: 7525048006	2.
21.	A. Up to Rs. 50,000/-	02 days after the date of receiving the file		3.
		to Finance Office		4.
	B. Up to Rs. 50,001 -	04 days after the date of receiving the file	7	5.
	5,00,000/-	to Finance Office	Finance Officer Email: <u>fo.uprtou@gmail.com</u> Contact Number: 7525048006	
	C. Up to Rs. 5,00,001 -	06 days after the date of receiving the file		
	50,00,000/- D. Up to Rs. 50,00,001 -	to Finance Office 08 days after the date of receiving the file		
	D. Up to Rs. 50,00,001 - 1,00,00,000/-	to Finance Office		
	E. 1 Crore above	10 days after the date of receiving the file		
		to Finance Office		
		in an action of domentum out a/ac ation a h		I

Note: - After fortnightly inspection of departments/sections by the review committee/action taken committee, the recommendation of necessary action will be submitted before the competent authority.

## <u>University Citizen Charter Services</u> <u>A step forward to Learners Support Services for Transparency</u> <u>under</u> <u>Good Governance and Zero Tolerance Policy</u>

19.       Admission related Problems       0.3 Working days after the receiving of Gravance       Fighter start with the receiving of the application       Fighter start with the receiving o	Sr. No.	Name of Service	Time Limit for Disposal	Nodal Officer/Office	Penalty
20.         Lateral Futry related         0.0 Working days after the receiving of Grievance           2.         New Admission related         0.0 Working days after the receiving of Grievance           2.         Change of Study Center         0.0 Working days after the receiving of Grievance           2.         Change of Study Center         0.0 Working days after the receiving of Grievance           0.8 Working days after the receiving O Grievance         0.0 Working days after the receiving of Grievance           0.8 Working days after the receiving O Grievance         0.0 Working days after the receiving of the application           0.8 Working days after the receiving O Grievance         0.0 Working days after the receiving of the application           2.4.         Change of Programme/         0.0 Working days after the receiving of the application           2.5.         Fcc Return Related Issues         1.5 days after the date of admission for deposition           2.7.         Issue of Duplicate         0.7 Working days after the receipt of the application           0.9 Uncellater         0.7 Working days after the receipt of the application           1.1 Sease of Duplicate Degree/         0.7 Working days after the receipt of the application           2.1 Sease of Duplicate Degree/         0.7 Working days after the receipt of the application           3.1 Secters Diplom, Certificat of the application         0.7 Working days after the receipt of the application	19.	Admission related Problems	03 Working days after the		
Problems         Problems         Processing of Grewance           21.         Readmission related         03         Working days after the receipt of the application         Incharge – Admission         Particle Partin Particle Particle Partine Particle Particle Par			receiving of Grievance		
21.         Re-admission related Problems         03 Working days after the receipt of the application         Incharge - Admission           22.         Change of Study Center         03 Working days after the receipt of the application         Incharge - Admission           23.         Student's Name, Father's Name, Mother's Name, Date of Birth Correction         03 Working days after the receipt of the application         Incharge - Admission           24.         Change of Programme/ Course:         03 Working days after the receipt of the application         Incharge-SIM         Incharge-SIM           26.         SI.M delivery to learners         15 days after the receipt Diplome Certificate         Incharge-SIM         Incharge-SIM           27.         Issue of Duplicate Diplome Certificate         07 Working days after the receipt Of the application         Incharge-SIM         Incharge-SIM           28.         Issue of Duplicate Degree/ Diplome Certificate         07 Working days after the receipt Of the application         Controller of Examination           31.         Correction of Documents, Degree, Diploma, Certificate         07 Working days after the receipt of the application         Controller of Examination           33.         Change in Exam Center         07 Working days after the receipt of the application         Incharge- Study Center           34.         Reade Issues         07 Working days after the receipt of the application         Inch	20.				_
Problems         receiving of Greennee         Incharge – Admission           22.         Change of Study Center         03 Working days after the receipt of the application         Incharge – Admission           23.         Student's Name, Father's Name, Mother's Name, Pather's         03 Working days after the receipt of the application         Contact Number: 725048042         Contage of Programme/ contact Number:         15 Working days after the receipt of the application         Contact Number: 725048042         1.         Pather's wrow strift?           26.         SLM delivery to learners         15 days after the receipt of the application         Incharge - SLM motosimes/genali.com Contact Number:         Incharge - SLM wrow strift?         1.         Pather's wrow strift?           27.         Issue of Duplicate Documents         07 Working days after the receipt of the application         Incharge - SLM days after the receipt of the application           30.         Issue of Duplicate Diploma/ Certificate         07 Working days after the receipt of the application         Controller of Examination frem application         Incharge - Study Center Contact Number:           33.         Charge in Exam Center         07 Working days after the receipt of the application         Inch					,
22.         Change of Study Center         03 Working days after the receipt of the application         Email:uprtouadmission @gmail.com           23.         Student's Name, Father's Name, Mother's Name, Date of Birth Correction         03 Working days after the receipt of the application         Email:uprtouadmission @gmail.com           24.         Change of Programme/ Course         03 Working days after the receipt of the application         Incharge-SI.M         Incharge-SI.M           26.         SI.M delivery to learners         15 Working days after the receipt of the application         Incharge-SI.M         Incharge-SI.M           27.         Issue of Duplicate         07 Working days after the receipt Diploma/Certificate         07 Working days after the receipt of the application         Controller of Examination of the application           28.         Issue of Duplicate Degree/ Diploma/Certificate         07 Working days after the receipt of the application         Controller of Examination of the application           31.         Correction of Documents.         07 Working days after the receipt of the application         Contact Number: 752504802         Contact Number: 7525048005           33.         Change in Exam Center         07 Working days after the receipt of the application         Incharge-Study Center for the application           34.         Back Paper Fee Refund of New Study Center         07 Working days after the receipt of the application         Incharge-Study Center 75250480	21.				
and         Student's Name, Pather's Name, Nother's Name, Pather's of the application of Birth Correction 24. Change of Programme' Course         of the application of the application of the application of the application         age and the course of the application of the application         age and the course of the application           26.         SLM delivery to learners         15 days after the receipt of the application         Incharge-SLM admission fee deposition         Incharge-SLM trice article at the second of the application         Incharge-SLM trice article at the second admission fee deposition           27.         Issue of Duplicate Documents         07 Working days after the receipt of the application         Incharge-SLM trice article at the application           28.         Issue of Provisional Degree/ Diploma/Certificate Of the application         07 Working days after the receipt of the application         Controller of Examination for the application         Controller of Examination trice artificat of the application           31.         Correction of Documents, Orrectificate Of Reapplication         07 Working days after the receipt of the application         Contact Number: 7525048009           33.         Change in Exam Center         07 Working days after the receipt of the application         Contact Number: 7525048005           34.         Back Paper Fee Refund (Related Issues         07 Working days after the receipt of the application         Incharge-Study Center Email: InchargesC Brutou actin Contact Number: 7525048005           35.				-	
23.       Sludent's Name, Futher's Name, Moher's Name, Date of Birth Correction Birth Correction       03 Working days after the receipt of the application       Contact Number: 7525048042       midraft & dot correction for the application         24.       Change of Programme/ Course       03 Working days after the receipt of the application       Is the application       Is the application         25.       Fee Return Related Issues       15 Working days after the receipt of the application       Incharge-SLM       Incharge-SLM         26.       SLM delivery to learners       15 days after the date of admission fee deposition       Incharge-SLM       Incharge-SLM         27.       Issue of Duplicate Diploma/Certificate       07 Working days after the receipt of the application       Incharge-SLM       Incharge-SLM         30.       Issue of Transcript       07 Working days after the receipt of the application       Controller of Examination Email: coe@uprfue.ac.if. Controller of Examination Diploma/Certificate       Image: application         31.       Correction of Documents, Degree, Diploma, Certificate       07 Working days after the receipt of the application       Controller of Examination Email: coe@uprfue.ac.if. Control Working days after the receipt of the application         33.       Charge in Exam Center       07 Working days after the receipt of the application       Incharge-Study Center Email: Incharges@uprfue.ac.if. Contact Number: 7252048005         34.       Back Paper Fee Refund of	22.	Change of Study Center			5
22.       Onders Mane, Date of the application of the application course       Change of Programme/ course       03 Working days after the receipt of the application of the application       Incharge-SLM Email: uprtousindep@gmail.com Contact Number: 7525048032         26.       SLM delivery to learners       15 days after the date of admission fee deposition       Incharge-SLM Email: uprtousindep@gmail.com Contact Number: 7525048032       Incharge-SLM Email: uprtousindep@gmail.com Contact Number: 7525048032         27.       Issue of Duplicate Diploma/ Certificate       07 Working days after the receipt of the application       Incharge-SLM Email: uprtousindep@gmail.com Contact Number: 7525048032         30.       Issue of Duplicate Degree/ Diploma/ Certificate       07 Working days after the receipt of the application       Controller of Examination the application         31.       Correction of Documents, Degree, Diploma, Certificate       07 Working days after the receipt of the application       Controller of Examination the application         33.       Change in Exam Center       07 Working days after the receipt of the application       Incharge-Study Center Email: mcharges:@uprtou.ac.in Contact Number: 7525048009         34.       Back Paper Fee Refund of New Study Center       07 days after the predefined scheduled dates       Incharges: Guptrou.ac.in Contact Number: 7525048005         35.       Decision Regarding Opening Permits Related Issues       10 days after the predefined scheduled dates       Finance Officer Email: Outporto@gmail.com Contact Number: 752		~			
of Birth Correction         03 Working days after the receipt of the application         15 Working days after the receipt of the application         15 Working days after the receipt of the application         16 Working days after the receipt of the application         17 Working days after the receipt of the application         17 Working days after the receipt of the application         16 Working days after the receipt of the application         17 Working days after the receipt of the application         18 Working days after the receipt of the application         18 Working days after the receipt of the application         Controller of Examination Email: coe@Uprtou.ac.in Contact Number: 725048009         10 Working days after the receipt of the application           31.         Correction of Documents, of New Study Center Related Issues         07 Working days after the receipt of the application         Controller of Examination Email: coe@Uprtou.ac.in Contact Number: 725048005         10 Working days after the receipt of the application           33.         Correction of Scuud Related Issues         07 Working days after the receipt of the application         Incharge-Study Center Email: Contact Number: 725048005         10 Warking days after the predefined scheduled dates         10 Warking days after the predefined scheduled da	23.	-			
24.       Change of Programme/ Course       03 Working days after the receipt of the application       1. fredfet and the application of the application         25.       Fee Return Related Issues       15 Working days after the receipt of the application       Incharge-SLM Email: uprouslindep@gmail.com Contact Number: 7525048032       Incharge-SLM Email: uprouslindep@gmail.com Contact Number: 7525048032         27.       Issue of Duplicate       07 Working days after the receipt of the application       Incharge-SLM Email: uprouslindep@gmail.com Contact Number: 7525048032       2.0 8 से 14 fter date weator/Ntffter         29.       Issue of Duplicate       07 Working days after the receipt of the application       Incharge-SLM Email: uprouslindep@gmail.com Contact Number: 7525048032         30.       Issue of Dupctate Degree/ Diploma/Certificate       07 Working days after the receipt of the application       Controller of Examination Contact Number: 7525048009         31.       Correction of Documents, the application       07 Working days after the receipt of the application       Contact Number: 7525048009         32.       Verification of Results       07 Working days after the receipt of the application       Incharge-Study Center Center         33.       Change in Exam Center       07 Working days after the receipt of New Study Center       Incharge-Study Center Centers         36.       Addressing Grievances of learners on the closure Study Centers       10 days after the predefined scheduled dates       Dr. Me			of the application	7525048042	
27.       Convection of the application of the application       Incharge-SLM       average arrie fart \$ 0.1         26.       SLM delivery to learners       15 days after the date of adminission fee deposition       Incharge-SLM       incharge-SLM         27.       Issue of Duplicate       07 Working days after the receipt of the application       Incharge-SLM       issue of Duplicate       2.0 \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	24		03 Working days after the receipt	-	1. निर्धारित अवधि के
25.     Fee Return Related Issues of the application of the application admission fce deposition     Incharge- SLM Email: uprousindep@@mail.com Contact Number: 7525048032     Incharge- SLM Email: uprousindep@@mail.com Contact Number: 7525048032       27.     Issue of Duplicate Documents     07 Working days after the receipt of the application     Incharge- SLM Email: uprousindep@@mail.com Contact Number: 7525048032     2.08 से 14 [2+] (36, 30, 15 [2+] (36, 30, 12 [2+] (36, 30,	24.				
of the application         witton	25			-	सप्ताह तक :
26.     SLM delivery to learners     15 days after the date of admission fee deposition     Incharge- SLM Email: upricousIndep@gmail.con Contact Number: 7525048032     Use Carrie fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot # fet / 20.0 # fit 4 fet #, alwa Day Ot #	23.				
admission fee deposition     Email: uptousIndep@gmail.com Contact Number: 7525048032     Day 01 % § 1 2. 08 Å 14 fer row Contact Number: 7525048032       27.     Issue of Duplicate Diploma Certificate     07 Working days after the receipt of the application     of the application       28.     Issue of Provisional Degree/ Diploma Certificate     07 Working days after the receipt of the application     of the application       30.     Issue of Transcript     07 Working days after the receipt of the application     Controller of Examination Email: Coe@uptfou.ac.in 7525048009     Transcript       31.     Correction of Documents, Degree, Diploma, Certificate     07 Working days after the receipt of the application     Controller of Examination Email: Coe@uptfou.ac.in 7525048009     Transcript       33.     Change in Exam Center of the application     07 Working days after the receipt of the application     Incharge-Study Center       34.     Back Paper Fee Refund (enters on the closure Study Centers     10 days after the predefined scheduled dates     Incharge-Study Center       36.     Addressing Grievances of learners on the closure Study Centers     10 days after the predefined scheduled dates     Dr. Mecra Pal Contact Number: 7525048005       37.     Payment Kelated Issues     90 days after the predefined scheduled dates     Finance Officer       38.     Up to Rs. 50,0001 - 10 days after the date of receiving the file to Finance Office     Finance Officer       39.     Up to Rs. 50,0001 - 10 days after th	26.	SLM delivery to learners		Incharge- SLM	
27.         Issue of Duplicate Documents         07 Working days after the receipt of the application         Contact Number: 7325048032         20.0 से 14   47 तर्फ 20.0 / प्रतिदिन 3.15 तिन 30 दिन क 30.0 / प्रतिदिन           28.         Issue of Drovisional Degree/ Diploma/Certificate         07 Working days after the receipt of the application         of the application of the application         verificat         3.0 The application of the application         verificat         a. 30 दिन के बाद : क 1000/ प्रतिदिन           30.         Issue of Transcript         07 Working days after the receipt of the application         Controller of Examination for the application         Controller of Examination for the application         Controller of Examination Figure (Application)         The - standard application           31.         Correction of Documents, Degree, Diploma, Certificate         07 Working days after the receipt of the application         Contact Number: 725048009         The - standard application           33.         Change in Exam Center         07 Working days after the receipt of the application         Incharge-Study Center Contact Number: 725048005         The - stendule dates           34.         Back Paper Fee Refund (Farwar standard application)         Norking days after the receipt of the application         Contact Number: 72504805         The - stendule dates           35.         Decision Regarding Opening (Centers         90 days after the predefined scheduled dates         Incharges@uprota.c.in Contact Number: 725048052					
27.         Issue of Duplicate Documents         07 Working days after the receipt of the application         752048032         3         15 दिन 30 दिन के 00/प्रतिदिन           28.         Issue of Provisional Degree/ Diploma/Certificate         07 Working days after the receipt of the application         752048032         3         16 दिन के 1000/प्रतिदिन           29.         Issue of Duplicate Degree/ Diploma/Certificate         07 Working days after the receipt of the application         752048032         3         16 दिन के 1000/प्रतिदिन           30.         Issue of Transcript         07 Working days after the receipt of the application         7         Controller of Examination the application         2           31.         Correction of Documents, Degree, Diploma, Certificate         07 Working days after the receipt of the application         Contact Number: 725048009         7         3           32.         Verification of Results         07 Working days after the receipt of the application         Contact Number: 725048009         7         4           33.         Change in Exam Center         07 Working days after the receipt of the application         Incharges-Study Center Email:         Incharges-Guprou.ac.in Contact Number: 725048005           35.         Decision Regarding Opening According to the norms of Study Centers         10 days after the predefined scheduled dates         Incharges-Guprou.ac.in Contact Number: 725048005 <t< td=""><td></td><td></td><td>L L</td><td>uprtousImdep@gmail.com</td><td></td></t<>			L L	uprtousImdep@gmail.com	
27.       Issue of Duplicate Documents       07 Working days after the receipt of the application       1/32/04002       500 / प्रसिदिन 4. 30 दिन के बाद : क 100 / प्रसिदिन 0.7 Working days after the receipt Diploma/ Certificate       07 Working days after the receipt of the application       1/32/04002       500 / प्रसिदिन 4. 30 दिन के बाद : क 100 / प्रसिदिन 1.         28.       Issue of Duplicate Degree/ Diploma/ Certificate       07 Working days after the receipt of the application       To Working days after the receipt of the application       Controller of Examination Email: coe@uprtou.ac.in Contact Number:         31.       Correction of Documents, Degree, Diploma, Certificate       07 Working days after the receipt of the application       Contact Number:         32.       Verification of Results       07 Working days after the receipt of the application       Contact Number:         33.       Change in Exam Center       07 Working days after the receipt of the application       Incharge-Study Center Email: incharges:@uprtou.ac.in Contact Number:       Incharge-Study Center Finance Officer         36.       Addressing Grievances of learners on the closure Study Centers       10 days after the predefined scheduled dates       Dr. Meera Pal Contact Number:         37.       Payment Related Issues       90 days after the closure of admission process       Dr. Meera Pal Contact Number:         30.       Lue ayament of Study Centers       10 days after the date of receiving the file to Finance Offficer       Finance Offficer				Contact Number:	
27.       Issue of Duplicate       0.7 Working days after the receipt of the application       4. 30 दिम के बाद : क 100 / प्रतिदिन ।         28.       Issue of Drovisional Degree/ Diploma/Certificate       07 Working days after the receipt of the application       Controller of Examination in the application       Image: Controller of Examination of the application         30.       Issue of Transcript       07 Working days after the receipt of the application       Controller of Examination in the application       Controller of Examination in the application         31.       Correction of Documents, Degree, Diploma/Certificate       07 Working days after the receipt of the application       Contact Number: 7525048009       7         32.       Verification of Results       07 Working days after the receipt of the application       The application       7         33.       Change in Exam Center related Issues       07 Working days after the receipt of the application       Incharge-Study Center Email:       Incharge-Study Center incharges: @uprtou.ac.in Contact Number: 7525048005         36.       Addressing Grivances of Iearners on the closure Study Centers       10 days after the predefined scheduled dates       Dr. Meera Pal Contact Number: 7525048005       Finance Officer Email: fouprou@gmail.com Contact Number: 7525048005         19.       Prevention of Sexual Harassment Committe       90 days after the date of receiving the file to Finance Office       Finance Officer Email: fouprou@gmail.com Contact Number: 7525048006				7525048032	
Documents         Of the application           28.         Issue of Provisional Degree/ Diploma/Certificate         Of Working days after the receipt of the application         Finance Officer           29.         Issue of Transcript         Of Working days after the receipt of the application         Controller of Examination Email: coe@uptrou.ac.in Contact Number:         Controller of Examination Email: coe@uptrou.ac.in Contact Number:           31.         Correction of Documents, Degree, Diploma, Certificate         Of Working days after the receipt of the application         Controller of Examination Email: coe@uptrou.ac.in Contact Number:           33.         Change in Exam Center         Of Working days after the receipt of the application         The application           34.         Back Paper Fee Refund Related Issues         Of Working days after the receipt of the application         Incharge-Study Center         Incharge-Study Center Center           36.         Addressing Grievances of learners on the closure Study Centers         10 days after the predefined scheduled dates         Dr. Meera Pal Contact Number:         The application for days after the closure of acheuled dates         Dr. Meera Pal Contact Number:         The application for advardar avial afta the file to Finance Officer           31.         Due Payment of Study Learners on the Closure Study         15 days after the date of receiving 5.000,000/-         Finance Officer           32.         Due to Rs. 50,0001 - 5.000,000/-         10 days	27.	Issue of Duplicate			
25.       Issue of Provisional Degree       07 Working days after the receipt of the application       if the application       if the application         29.       Issue of Transcript       07 Working days after the receipt of the application       controller of Examination       i.         30.       Issue of Transcript       07 Working days after the receipt of the application       controller of Examination       i.         31.       Correction of Documents, Degree, Diploma, Certificate       07 Working days after the receipt of the application       contact Number:       7525048009         32.       Verification of Results       07 Working days after the receipt of the application       contact Number:       7525048009         33.       Change in Exam Center       07 Working days after the receipt of the application       incharge-Study Center       center         36.       Addressing Grievances of learners on the closure of Loarners (wide a year)       10 days after the predefined       incharges (wptrou.ac.in Contact Number:       receipt administon process         37.       Prevention of Sexual       90 days after the predefined       incharges (wptrou.ac.in Contact Number:       receipt administon process         38.       Addressing Grievances of Learners (wice a year)       15 days after the closure of Scould dates       contact Number:       7525048052         39.       Due pas, 5,00,001 - 10 days after the date				_	
29.       Issue of Duplicate Degree/ Diploma/Certificate       07 Working days after the receipt of the application       Controller of Examination Examination       1.         30.       Issue of Transcript       07 Working days after the receipt of the application       Controller of Examination Examination       1.         31.       Correction of Documents, Degree, Diploma, Certificate       07 Working days after the receipt of the application       Controller of Examination       3.         32.       Verification of Results       07 Working days after the receipt of the application       The receipt of the application       The receipt of the application         33.       Change in Exam Center       07 Working days after the receipt of the application       Incharge-Study Center Email:       The receipt of the application         35.       Decision Regarding Opening of New Study Center       According to the norms of Study Centers       Incharge-Study Center Contact Number:       The receipt ry S25048005         19.       Prevention of Sexual Harassment Committee       90 days after the predefined scheduled dates       Dr. Meera Pal Contact Number:       Finance Officer Email:         20.       Due Payment of Study Centers (twice a year)       15 days after the date of receiving 5,00,000/-       The file to Finance Office       Finance Officer Email:       Finance Officer Email:         30.       Up to Rs. 5,00,001 - 1,00,00,000/-       13 days after the date of r	28.				וויאוואר / 1000
29.       Issue of Duplicate Degree       07 Working days after the receipt of the application       of the application       Controller of Examination       1.       2.       3.         30.       Issue of Transcript       07 Working days after the receipt of the application       Controller of Examination       1.       2.       3.         31.       Correction of Documents, Degree, Diploma, Certificate       07 Working days after the receipt of the application       Contact Number:       7525048009       5.         32.       Verification of Results       07 Working days after the receipt of the application       Contact Number:       7525048009       5.         33.       Change in Exam Center       07 Working days after the receipt of the application       Incharge-Study Center       7647477       4.         35.       Decision Regarding Opening of New Study Center       According to the norms of Study Center       Incharge-Study Center       7725048005         36.       Addressing Grievances of the application of Scual center       90 days after the predefined scheduled dates       Dr. Mecra Pal       Contact Number:       7525048005         19.       Prevention of Scual Learner Committee       90 days after the closure of admission process       Contact Number:       7525048052         21.       Payment Related Issues       07 days after the date of receiving 5.00,000/-       10 days a					समीक्षा समिति / कार्यवाही
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# उ.प्र. राजर्षि टण्डन मुक्त विश्वविद्यालय, प्रयागराज

संख्याः ओ.यू./ 167 / 2023

दिनाँक 08-05-2023

### अधिसूचना

विश्वविद्यालय द्वारा निर्धारित सिटीजन चार्टर सेवाओं की समीक्षा एवं उन पर कार्यवाही हेतु एतद्द्वारा मा. कुलपति जी के निर्देशानुसार समीक्षा/कार्यवाही समिति का गठन निम्नवत किया जाता है :—

1.	प्रो. सन्तोषा कुमार, निदेशक, समाज विज्ञान विद्याशाखा	-	संयोजक
2.	प्रो. जे.पी. यादव, प्रोफेसर, विज्ञान विद्याशाखा		सदस्य
3.	प्रो. छत्रसाल सिंह, प्रोफेसर, शिक्षा विद्याशाखा		सदस्य
4.	डॉ. ज्ञान प्रकाश यादव, एसो. प्रोफेसर, प्रबन्धन अध्ययन विद्याशाखा	—	सदस्य
5.	डॉ. सुनील कुमार, असिस्टेन्ट प्रोफेसर, समाज विज्ञान विद्याशाखा	-	सदस्य

समिति द्वारा विभागों/अनुभागों/का पाक्षिक निरीक्षण करते हुए आवश्यक कार्यवाही की संस्तुति सक्षम अधिकारी के समक्ष प्रस्तुत की जायेगी।



(विनय कुमार) कुलसचिव

पृ.संख्या : ओ.यू./ / 6 7@ 2023

#### तद्दिनाँक

प्रतिलिपि निम्नलिखित को सूचनार्थ एवं आवश्यक कार्यवाही हेत् प्रेषित :--

- 1. उपरोक्तानुसार गठित समिति के सदस्यगण।
- विश्वविद्यालय के समस्त निदेशक/अधिकारी/शिक्षक/प्रभारी /क्षेत्रीय केन्द्र समन्वयक/परामर्शदाता / कर्मचारीगण।
- निदेशक, आन्तरिक गुणवत्ता सुनिश्चियन केन्द्र (CIQA), उ.प्र. राजर्षि टण्डन मुक्त विश्वविद्यालय, प्रयागराज।

4. कुलपति जी के निजी सचिव को माननीया कुलपति जी के सादर सूचनार्थ।