

CITIZEN CHARTER - GOVERNMENT COLLEGE QUEPEM

<u>SERVICES</u>	<u>DURATION</u> (The timings mentioned are applicable only if the application is complete in all respects)	
	Normal Mode	Fast-track Mode
1. Issue of Identity cards a) SY/TY b) FY c) TY/SY/FY d) Late Admission (FY) Final lot with Corrections	: On the Day of Admission : Within 10 days of College Re-opening : One week after the last date prescribed by University for admission. : One week after the last date prescribed by University for finalizing admission.	N.A. N.A. N.A. N.A.
2. Issue of Duplicate Identity Card	: 15 days on payment of Rs. 100/-	One week on payment of Rs. 200/-
3. Issue of Transfer Certificate	: Maximum 2 working days	Within One hour of submission & payment of Rs. 50/-
4. Issue of Character Certificate 5. Issue of Bonafide Certificate 6. Issue of Attempt Certificate	: Maximum one working day	Within 30 minutes of submission & payment of Rs. 50/-
*5. Change in subject/stream and subsequent Changes in the Roll Call	: Maximum 3 days on receiving the application. The last date for application will be intimated by an office note. Once	N.A.

	the changes are approved by the Class Counsellor and Principal or Vice-Principal, the changes will be incorporated in the Roll Call within a maximum period of 2 days.	
6. Processing and forwarding migration certificate	2 Working days	Within 30 minutes of submission and payment of Rs.50/-
7. Issue of Monthly railway concession forms	1 Working day	N.A.
8. Issue of Tour concession forms	3 Working days	N.A.
9. Processing and forwarding application forms for Scholarship/Freeship/Fellowship	3 Working days	N.A.
10. Displaying of consolidated results FY and SY	15 days after the completion of the respective examination	N.A.
11. Issue of Marksheet (First time)	Within 2 working days of the declaration of results.	N.A.
12. Issue of Duplicate Marksheets	Maximum 7 working days	Same day on search fee of Rs. 50/- per year
13.Verification of Marks	Ten days from the declaration of results on payment of the stipulated fee	N.A.
14. Issue of Hall Tickets.	Four days before examination.	N.A.
15. Issue of Duplicate Hall	One day on payment	Within One

Ticket	of Rs. 100/-	hour of submission and on payment of Rs. 250/-
16. Issue of Fee Certificate	4 days of submitting the application form and payment of a fee of Rs. 100/-	Same day on payment of Rs. 250/-

B) IN HOUSE SERVICES RENDERED TO PUBLIC

Services	Duration	
	Normal Mode	Fast track Mode
a) Provision of Information * to Public under Right to Information Act 2005* Disclosure subject to Sections 8/9 of the Act.	<p>a) Maximum period of 30 days for compliance</p> <p>b) A maximum period of 40 days for compliance where third party interests are involved.</p> <p>c) Within 48 hours of the receipt of the request when the information sought for concerns the life and liberty of a person</p>	<p>N. A.</p> <p>N.A.</p>
b) Provision for seeking information from Appellate Authority in case the request for information is turned down by PIO	A maximum period of 30 days extended to 45 days to give the decision by Appellate Authority	N.A.

C) IN HOUSE SERVICES RENDERED TO STAFF

Services	Duration	
	Normal Mode	Fast track Mode
1. Forwarding of letters /application/ documents to other agencies	Maximum two days on submission	_____
2. Issue of salary certificate/experience certificate	Maximum two days on submission	On the same day, on payment of Rs. 100/-
3. Issue of letters/circulars/documents received from external agencies	Maximum one day after the Principal/ Vice-Principal puts remarks/comments	-----
4. Payment of initial advance/settlement of Medical reimbursements.	a) Two days after the approval of the Principal b) Eight days of receiving the cheque from the Directorate of Accounts.	-----
5. Issue of Earned Leave/Commuted Leave orders	Last working day of the respective month	-----
6. Issue of detention order	Within a week	-----