

# CITIZEN CHARTER

## (A) Services Rendered to the Students

Services	Duration (working days)
1. Issue of Identity cards i) S.Y./T.Y. ii) F.Y. iii) Late Admission(F.Y.) iv) Duplicate Identity Card	10 days after College re-opening.  Within 15 days of College Re-opening.  One week after the last date prescribed by University for admission.  10 days on payment of prescribed fees.
2. Issue of Certificates i) Transfer Certificate ii) Character Certificate iii) Bonafide Certificate iv) Leaving Certificate	Maximum 3 days.
3. Change in subject/stream and subsequent changes in the Roll Call	Maximum 3 days on receiving the application, Subject to the approval of Admission Committee.
4. Processing and forwarding migration certificate	Maximum 3 days/Refer Goa University website.
5. Processing and forwarding application forms for scholarship/freeship/fellowship	Maximum 3 days.
6. Displaying of consolidated results F.Y./S.Y.	15 days after the completion of the examination.
7. Issue of Marksheet (First time)	Within 3 days of the declaration of results.
8. Issue of Duplicate Marksheets	Maximum 7 days.
9. Verification of Marks	10 days from the declaration of results on payment of the stipulated fee.
10. Issue of Hall Tickets (T.Y.)	Within 2 days after receipt from University.
11. Issue of Fee Certificate	3 days on receiving the application form.

**(B) In House Services Rendered to the Public**

<b>Services</b>	<b>Duration (working days)</b>
1. Provision of Information* to Public under Right to Information Act 2005* Disclosure subject to Section 8/9 of the Act	i) Maximum period of 30 days for compliance. ii) A maximum period of 40 days for compliance where third party interests are involved. iii) Within 48 hours of the receipt of the request when the information sought for concerns the life and liberty of a person.
2. Provision for seeking information from Appellate Authority in case the request for information is turned down by P.I.O.	A maximum period of 30 days extended to 45 days to give the decision by Appellate Authority.

**(C) In House Services Rendered to the Staff**

<b>Services</b>	<b>Duration (working days)</b>
1. Forwarding of letters/application/documents to other agencies	Maximum 3 days on submission of application.
2. Issue of Salary certificate/experience certificate	Maximum 3 days on submission of application.
3. Issue of letters/circulars/documents received from external agencies	Maximum 2 days after the Principal put remarks/comments.
4. Payment of initial advance	2 days after the approval of the Principal.
5. Other advances and reimbursements	After sanction from the Directorate of Accounts.
6. Issue of Earned Leave/Commuted Leave orders	Last working day of the respective month.
7. Issue of detention order	Within a week.