

GOA UNIVERSITY CITIZEN'S CHARTER

- Please refer [Organogram](#) to know different sections that exist in the University.
- Services provided by various offices in the University: Please refer Goa university [website](#). Please refer to the Menu items under Students, Facilities and Academics to understand the functions and services provided by each of the Departments, Sections, etc. of the University
- IMPORTANT: In case of problems not resolved at the concerned departmental/sectional level within the stipulated period, formal complaints may be lodged with the following Officers:

Matters pertaining to	Officer
Administrative: admissions, scholarships, purchase and stores, security and maintenance, sports, hostels, prevention of sexual harassment, anti-ragging	Registrar Phone : +91-8669609005 Email: registrar@unigoa.ac.in
Examinations and results	Controller of Examinations Phone : +91-8669609008 Email: coe@unigoa.ac.in
Finance	Finance Officer Phone : +91-8669609011 Email: fo@unigoa.ac.in
Teaching and research	Deans of the Schools of Studies
In-case of failure of satisfaction at the above offices	Vice-Chancellor Phone : +91-8669609001 Email : vc@unigoa.ac.in

SA-35 (i) Any student or any employee of the University or affiliated College/Institution shall first approach the competent authority of the University/College/Institution, mentioned in the relevant provisions of the Act,

Statutes, Ordinances, Regulations or the Rules, as the case may be, for redressal of any grievances that he or she may have. It is only when the competent authority has not been able to redress the grievance that an Appeal shall lie with the Vice Chancellor who shall take appropriate action in keeping with the provisions of the Act, Statutes, Ordinances, Rules and regulations of the University.

SA-35 (ii) An Appeal against the decision of the Vice Chancellor shall lie with the Executive Council and the Executive Council shall take action as per the provisions of clause (12) of Statute SA-13 (vii) or sub-section 2 and 3 of section 28 or section 30 of the Goa University Act, 1984, as the case may be.

SA-35 (iii) Request for redressal of grievance shall be made to the competent authority within two weeks of its occurrence. An Appeal against the decision of the competent authority may be made to the Vice Chancellor within two weeks from the communication of the decision of the competent authority. An Appeal against the decision may be made to the Executive Council within four weeks from the date of the communication of the decision of the Vice Chancellor.

SA-35 (iv) Grievances against the Vice Chancellor and/or the Executive Council shall be referred to the Visitor directly for further action as per the provisions of the Act.

NORMATIVE PERIOD REQUIRED FOR EXECUTION OF PUBLIC SERVICES:

Sr No	Public Service	Designated Officers	Time Schedule (in working days)
1	Duplicate certificates/ Mark sheets	i) Assistant Registrar Examinations (Professional); ii) Assistant Registrar Examinations (PG); iii) Assistant Registrar Examinations (UG)	10 days
2	Correction in name and such other	i) Assistant Registrar Examinations (Professional);	15 days

	documents	ii) Assistant Registrar Examinations (PG); iii) Assistant Registrar Examinations (UG)	
3	Authentication/ verification of documents	i) Assistant Registrar Examinations (Professional); ii) Assistant Registrar Examinations (PG); iii) Assistant Registrar Examinations (UG)	10 days
4	Provisional degree certificate	i) Assistant Registrar Examinations (Professional); ii) Assistant Registrar Examinations (PG); iii) Assistant Registrar Examinations (UG)	20 days
5	Attestation of documents	i) Assistant Registrar Examinations (Professional); ii) Assistant Registrar Examinations (PG); iii) Assistant Registrar Examinations (UG)	20 days
6	Refund of examination fees	i) Assistant Registrar Examinations (Professional); ii) Assistant Registrar Examinations (PG); iii) Assistant Registrar Examinations (UG)	20 days
7	Verification of marks	i) Assistant Registrar Examinations (Professional); ii) Assistant Registrar Examinations (PG); iii) Assistant Registrar Examinations (UG)	20 days
8	Revaluation and declaration of results	i) Assistant Registrar Examinations (Professional); ii) Assistant Registrar Examinations (PG);	60 days

		iii) Assistant Registrar Examinations (UG)	
9	Convocation/degree certificate (eligible candidates who have been conferred degrees)	i) Assistant Registrar Examinations (Professional); ii) Assistant Registrar Examinations (PG); iii) Assistant Registrar Examinations (UG)	20 days
10	Passing Certificate	i) Assistant Registrar Examinations (Professional); ii) Assistant Registrar Examinations (PG); iii) Assistant Registrar Examinations (UG)	7 days
11	Payment of remuneration to paper setters and the examiners	i) Assistant Registrar Examinations (Professional); ii) Assistant Registrar Examinations (PG); iii) Assistant Registrar Examinations (UG)	45 days after declaration of result
12	Provisional Eligibility Certificate	Assistant Registrar- Academic (Colleges)	5 days from the date of receipt of online application
13	Migration Certificate	Assistant Registrar- Academic (Colleges)	10 days from the date of receipt of approved application from the respective College/School
14	Transcripts	Assistant Registrar- Academic (General)	30 days from the date the documents are verified by the College/School.

15	Scholarship disbursement	Assistant Registrar- Directorate of Students Welfare	60 days from the date of receipt of complete application alongwith relevant documents.
16	Refund of Deposits	Assistant Registrar- Academic (PG)	15 days from the date of the receipt of complete documents from the respective Schools