



SANT SOHIROBANATH AMBIYE
GOVERNMENT COLLEGE OF ARTS & COMMERCE
VIRNODA - PERNEM, GOA.

CITIZENS CHARTER

A) SERVICES RENDERED TO THE STUDENTS.

Services	Minimum Duration (in No. of Working Days)
1. Issue of Identity cards.	
i. First Year (FY) Students ii. Second Year (SY) Students iii. Third Year (TY) Students iv. Late Admissions (FY) v. Duplicate Identity Card	<ul style="list-style-type: none"> - Within 15 days of College Re-opening - Within 10 days of College Re-opening - Within 10 days of College Re-opening - One week after the last prescribed date of admission by Goa University - Within 10 days of payment of prescribed fees.
2. Issue of Certificates	
i. Transfer Certificate ii. Character Certificate iii. Bonafide Certificate iv. Leaving Certificate v. Fee Certificate	<ul style="list-style-type: none"> - Maximum 3 days from the date of Application.
3. Change in Subjects /Stream and subsequent changes in the Roll Call.	<ul style="list-style-type: none"> - Maximum 3 days on receiving the application (subject to approval of the Standing Admission Committee)
4. Processing and forwarding migration certificates.	<ul style="list-style-type: none"> - Maximum 3 days (Refer Goa University website)
5. Processing and forwarding application forms for scholarship / freeship / fellowship.	<ul style="list-style-type: none"> - Maximum 3 days from the date of Application.
6. Display of Consolidated results of FY & SY.	<ul style="list-style-type: none"> - Within 15 days after the completion of the examination.
7. Issue of Gradesheet/Marksheet (First Time)	<ul style="list-style-type: none"> - Maximum within 3 days of the declaration of the Results.
8. Issue of Duplicate Gradesheet/Marksheet.	<ul style="list-style-type: none"> - Maximum within 7 days from the date of Application.
9. Verification of Grades / Marks.	<ul style="list-style-type: none"> - Maximum within 10 days from the date of declaration of results (Subject to payment of stipulated fee)
10. Issue of Hall Tickets (T.Y.)	<ul style="list-style-type: none"> - Maximum within 2 days from the date of receipt from Goa University.
11. Issue of Fee Certificate	<ul style="list-style-type: none"> - Maximum within 7 days from the date of Application.

B) IN HOUSE SERVICES RENDERED TO THE PUBLIC.

Services	Minimum Duration (in No. of Working Days)
1. Provision of Information to Public under the 'Right to Information Act 2005' (Disclosure Subject to Section 8/9 of the Act.)	<ul style="list-style-type: none">- Maximum period of 30 days for compliance.- Maximum period of 40 days for compliance where the third party interests are involved.- Within 48 hours of 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 information is turned down by P.I.O.	<ul style="list-style-type: none">- A maximum period of 30 days extended up to 45 days to give decision by the Appellate Authority.

C) IN HOUSE SERVICES RENDERED TO THE STAFF.

Services	Minimum Duration (in No. of Working Days)
1. Forwarding of Letters/Applications/Documents to other agencies.	<ul style="list-style-type: none">- Maximum 3 days from the date of Application.
2. Issue of Salary Certificates/Experience Certificates.	<ul style="list-style-type: none">- Maximum 3 days from the date of Application.
3. Issue of Letters/Circulars/Documents received from external agencies.	<ul style="list-style-type: none">- Maximum 2 days after the comments/remarks from the Principal.
4. Payment of Initial advance	<ul style="list-style-type: none">- Maximum 2 days from the date of approval by the Principal.
5. Other advances and reimbursement's	<ul style="list-style-type: none">- Subject to sanction from the Directorate of Accounts (DOA)
6. Issue of Earned Leave / Commuted Leave Orders.	<ul style="list-style-type: none">- Last working day of the respective month.
7. Issue of detention order.	<ul style="list-style-type: none">- Within 7 working days.

