

**CITIZEN'S CHARTER FOR SERVICES RENDERED AT OFFICE/UNIT:  
EXAMINATION SECTION**

<b>S. No.</b>	<b>Details of the Service</b>	<b>Requirement from the stake holders</b>	<b>Check List</b>	<b>Maximum processing time for the office</b>	<b>Concerned Official/Office</b>
1.	Transcripts verification for the students admitted prior to 2015 and onwards (prepared by students)	Name of student, Course, Department Roll No.	Nil	5 Working days	Exam. Section
2.	Dispatch of Degree & Medals (not received in Convocation) by post after completing the formalities by graduands	Communication Address, ID Proof, Roll No, Course, Department and year of award	Nil	4 Working Days	Exam. Section
3.	Issue of Duplicate Marks Sheet	Copy of paid receipt, Name of Students, Roll No., Course, Department	Nil	7 Working Days	Exam. Section
4.	Receiving of Degree by graduands on counter	ID Proof, Institute Roll No., Course, Department and year of award	Nil	Same day	Exam. Section
5.	TC -cum-Migration Certificates	Application with No-Dues from concerned Units	Nil	3 Working Days	Exam. Section
6.	Bonafide Certificates/Other Certificates	Application by the Student with ID Proof	Nil	3 Working Days	Exam. Section
7.	Degree Verifications	Request letter with concerned student details	Nil	7 Working Days	Exam. Section
8.	Registration/Semester Exams,/Results/Meetings/Convocation and other works	Nil	Nil	As per Academic Calendar	Deputy Registrar (Academic)

## OFFICE OF THE ACADEMIC (Administration-I)

S. No.	Details of the Service	Requirement from the stake holders	Check List	Maximum processing time for the office	Concerned Official/Office
1.	Acceptance of Joining Report	Joining report to be submitted through concerned HoD	<ol style="list-style-type: none"> <li>1. All formats provided with the offer letter have been filled -in and forwarded by the concerned HoD.</li> <li>2. Self attested copies of certificates of educational qualifications.</li> <li>3. Self-attested copies of experience certificates.</li> <li>4. Relieving letter from previous employer, if employed anywhere,</li> <li>5. Medical fitness certificate from CMO.</li> </ol>	05 working days	Deputy Registrar
2.	Leave Application (except CL/SCL)	Application for leave (except CL/SCL) be submitted at least 10 days before the commencement of leave, through HoD	<ol style="list-style-type: none"> <li>1. Leave application duly forwarded by the HoD concerned.</li> <li>2. Current family details for sanction of paternity leave/maternity leave.</li> <li>3. Supporting documents, if any.</li> <li>4. Leave entitlement as per Institute rule issued from time to time.</li> </ol>	05 working days	Deputy Registrar

3.	No Objection Certificate for Visa Purpose	Request must be submitted through concerned HoD/Dean.	1. Invitation letter for official visit. 2. For personal visits, purpose must be mentioned	05 working days	Deputy Registrar
4.	Sanction for encashment of leave on superannuation/Resignation/Voluntary Retirement /premature Retirement	The HoD concerned shall furnish details of availed/unavailed Vacation Leave in the prescribed format within 3 days of superannuation/Resignation Voluntary Retirement/Premature Retirement/Death.		15 working days after receipt of the details from Concerned Unit In-charge/HoD	Deputy Registrar
5.	No-Dues Certificate	The HoD concerned shall ensure to furnish no dues certificate at the earliest.		03 working days after receipt of the same from Concerned Dept.	Deputy Registrar
6.	Resignation/Technical resignation/Lien/Voluntary Retirement/Premature Retirement	Application must be routed through HOD concerned keeping in view the notice period, if any.	1. Exact date of relieving must be mentioned in the letter 2. Proof regarding submission of application through proper channel 3. Copy of offer letter must be enclosed, if going to join a position in other Institution/Organisation.	21 working days	Deputy Registrar

7.	Processing of request for deputation	Application must be routed through HoD concerned.	1. Exact date of relieving must be mentioned in the letter. 2. Proof regarding submission of application through proper channel.	18 Working days	Deputy Registrar
8.	Issue of No Objection Certificate/vigilance Clearance, Certificate to appear in interview etc.	Request must be submitted through concerned HoD	1. Proof regarding submission of application through proper channel. 2. Copy of call letter.	07 Working days	Deputy Registrar

### LTC Section (Admin-I & Admin II )

S. No.	Details of the Service	Requirement from the stake holders/employee	Check List	Maximum processing Period for applications/requests from the date of receiving for payment	Concerned Official/Office
1.	LTC Advance/payment and Leave Encashment on LTC	Submission of application in prescribed proforma along with relevant supporting documents duly recommended by concerned HoD	1. Submission of LTC application in prescribed format along with Leave Encashment form, if required, must be prior to Journey date. 2. Leave sanction copy 3. Ticket & Original Boarding Pass in case of Air travel as per rule of GOI 4. Forwarding by Concerned HoD on prescribed form for LTC Advance/claim and leave encashment permissible under	10 working days	Assistant Registrar

			LTC. 5. Any other requirement as per Institute/Gol norms.		
2.	LTC Approval	Submission of request in the Prescribed format along with relevant supporting documents recommended by concerned HoD/Section In-charge		07 working days subject to leave request sanction letter	Assistant Registrar
3.	LTC Settlement	Submission of claim on the prescribed proforma	Supporting bill/deposit receipt of excess amount & documents as per requirements	08 working days	Account Section

<b>Salary &amp; Recovery Section</b>					
<b>S. No.</b>	<b>Details of the Services</b>	<b>Requirement from the Stake Holder/Employee</b>	<b>Check List</b>	<b>Maximum Processing period for applications/requests from the date of receiving payment</b>	<b>Concerned official/office</b>
1.	Leave Salary and Pensionary Benefit Payment	Order from concerned unit regarding encashment of leave	Order from concerned unit regarding encashment of leave	18 working days	Assistant Registrar (Account Section)
2.	GSLI	Bill may be submitted to the salary section with the due signature of respective Head of the Office	Bill with relevant letter addressed	10 working days	Assistant Registrar (Account Section)
3.	Guest Speaker Payment	Submission of claim on form 5 in the prescribed	1. Copy of Sanction of fund/approval of competent	05 working days	Assistant Registrar (Account Section)

	(Honorarium)	proforma duly recommended by the Concerned HoD	authority. 2. Invitation letter 3. Details of the classes taken		
4.	Tuition Fee/Children Education Allowance	Submission of claims along with relevant documents in Form 5.	1. Certificate from the concerned school/college 2. Date of Birth of Child 3. Any other requirement as per GOI	10 working days	Assistant Registrar (Account Section)
5.	Payment to Outsourcing Agency	Submission of certified bill	1. Absentee statement 2. Wage calculation sheet 3. Tax Invoice 4. EPF contribution along with challan	10 working days	Assistant Registrar (Account Section)
6.	Salary/wages payment to daily wagers	Submission of certified bill upto 5 <sup>Th</sup> day of that month	1. Absentee statement 2. Wage calculation sheet 3. EPF Contribution along with challan 4. Tax Deduction, if required. Along with Challan	By 10 <sup>Th</sup> of every month	Assistant Registrar (Account Section)

### Medical Reimbursement (Accounts Wing)

S. No.	Details of Services	Requirement from the Stake Holder/Employees	Check List	Maximum Processing period for applications/requests from the date of receiving for payment	Contact of the concerned official
1.	Medical reimbursement	Submission of certified bill as per prescribed format	1. Signature and forwarding the Concerned HoD/In charge 2. Original bills along with check list	18 working days	Account Section

			3. Cash Voucher and copy of prescription slip 4. Signature and seal of consultant in case of treatment within CIHTS. 5. Admissibility of the claim as per rule 6. All supporting documents related to the claim 7. Any other requirement as per format		
--	--	--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

### Provident Fund (Account Section)

S No.	Details of Services	Requirement from the Stake Holder/Employees	Check List	Maximum Processing period for applications/requests from the date of receiving for payment	Concerned Official/Office
1.	GPF advance/withdrawal	Submission of prescribed form 12 A along with forwarding By the concerned HoD/ In charge	1. Balance available 2. Admissibility as per GPF Rule 3. Conditions for Withdrawal along with requisite documents, if necessary	12 working days	Assistant Registrar (Account)
	GPF final payment	Nil	Nil	Payment on the Date of retirement	Assistant Registrar (Account)
	CPF Advance/ Withdrawal	Submission of prescribed form along with forwarding Head/Coordinator	1. Balance Available 2. Admissibility as per GPF Rule 3. Conditions for Withdrawal along with requisite documents, if necessary	12 working days	Assistant Registrar (Account)
	CPF Final Payment	Submission of request prescribed proforma	Requirement as per Institute/ Government of India norms	12 working days from the date of receipt of	Assistant Registrar (Account)

		Forwarded by Concerned HoD		request	
	NPS Conditional Withdrawal	Submission of application by the subscriber	Requirement as per NPS Regulation as amended from time to time	As per NPS payment procedure	Assistant Registrar (Account
	NPS Final payment	Submission of online request made by the subscriber	1.Submission of Online generated withdrawal form along with Photo 2. Copy of Address Proof 3. Copy of Identity Proof 4. Signature of 2 Witness 5. Details of Annuity purchased for Pension scheme 6. Requirement as per NPS regulations as amended from time to time, if any	As per NPS payment procedure	Assistant Registrar (Account

<b>SERVICE BOOK</b>					
<b>S.N.</b>	<b>Details of Services</b>	<b>Requirement from the Stake Holder/Employees</b>	<b>Check List</b>	<b>Maximum Processing Time for the office</b>	<b>Concerned Official/Office</b>
1.	Retirement Notice: Issue of retirement notice	Nil	Service Book	Within 15 working days	Dy. Registrar (Admin I)/A.R. (Admin-II)
2.	On Superannuation/ Retirement from Service: (i)-Grant of Pension & Gratuity (ii) Grant of Capitalized Value of Pension due to Commutation of	Following documents are required: 1.Form for Pension 2.Two specimen signatures duly attested in duplicate 3. Two Copies of joint photograph of wife/husband (passport	1. Specimen signatures, Duly attested, in duplicate. 2. Two copies of photograph of wife/husband (passport size) duly attested in envelope. 3. Two slips each bearing thumb and finger impressions attested (Female for right hand /Male for left hand)	Within 30 working days	Dy. Registrar (Admin I) A.R. (Admin-II)



	pension to the extent of 40% (iii) Grand of Ordinary Family Pension (Enhanced Rate as well as Normal Rate) jointly in favour of spouse	size) duly attested in envelope 4. Two slips of each bearing thumb and finger impressions duly attested (female for right hand/male for left hand)	4. Two slips each Particulars of height identification marks attested.		
--	----------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------	--	--

<b>Pension Section</b>					
<b>S. No.</b>	<b>Details of Services</b>	<b>Requirement from the Stake Holders</b>	<b>Check List</b>	<b>Maximum Processing Time for the office</b>	<b>Concerned Official/Office</b>
1.	Family Pension including provisional family pension to spouse/dependents of deceased NPS subscriber	Family Pension Claim application on prescribed proforma	Same as column 3	Within 30 working days	Dy. Registrar (Admin-I) Asstt. Registrar (Admin-II)
2.	Revision of Pensionary benefits due to revision in Pay	On receipt of revision order, pension claims along with other supporting documents claims are audited and Processed.	1. Copy of PPO 2. Pay Revision order 3. Current residential address. If there is a change	Within 30 working days	Dy. Registrar (Admin-I) Asstt. Registrar (Admin-II)
3.	Revision of Dearness relief	Nil	Order from Ministry	Same month's pension if order received till 15 <sup>TH</sup> of the month,	Dy. Registrar (Admin-I) Asstt. Registrar (Admin-II)
4.	Revision of additional pension (Above 80	At present Suo moto	Office Copy of PPO of the Pensioner	Same Month's Pension	Dy. Registrar (Admin-I)

	Years)				Asstt. Registrar (Admin-II)
5.	Restoration of communication	At present Suo moto	Office Copy of PPO of the Pensioner	Same Month's Pension	Dy. Registrar (Admin-I) Asstt. Registrar (Admin-II)

<b>OFFICE OF NON TEACHING (ADMIN-II)</b>					
<b>S. No.</b>	<b>Details of Services</b>	<b>Requirement from the Stake Holdes</b>	<b>Check List</b>	<b>Maximum Processing Time for the office</b>	<b>Concerned Official/Office</b>
1.	Acceptance of Joining Report	Joining report to be submitted through concerned HoD	1.All formats provided with the offer letter have been filled-in and forwarded by the concerned HoD. 2. Self-attested copies of certificates of educational qualifications. 3. Self attested copies of experience certificates 4. Relieving letter from previous employer. If employed any where. 5. Medical fitness certificate from CMO.	05 Working Days	Assistant Registrar
2.	Leave Applications (except CL/SCL)	Application for Leave (except CL/SCL) be submitted at least 10 days before the commencement of leave, through HoD	1. Leave application duly forwarded by the HoD concerned.	05 Working Days	Assistant Registrar

			<p>2. current family details for sanction of paternity leave/maternity leave.</p> <p>3. supporting documents. If any</p> <p>4. leave entitlement as per Institute rule issued from time to time</p>		
3.	No Objection Certificate for Visa Purpose	Request must be submitted through concerned HoD/Dean.	<p>1. Invitation letter for official visit.</p> <p>2. For personal visits. Purpose must be mentioned.</p>	05 Working Days	Assistant Registrar
4.	Sanction for encashment of leave on superannuation/ Resignation/Voluntary Retirement/premature Retirement	The HoD concerned shall furnish details of availed/unavailed Vacation Leave in the prescribed format within 3 days of superannuation/ Resignation/ Voluntary Retirement/Premature/Retirement/Death		15 working days after receipt of the details from concerned Unit In charge/HoD	Assistant Registrar
5.	No-Dues Certificate	The HoD concerned shall ensure to furnish no dues certificate at the earliest.		03 Working days after receipt of the same from concerned Dept.	Assistant Registrar
6.	Resignation/Technical resignation/ Lien Voluntary Retirement/Premature	Application must be routed through HoD concerned keeping in view the notice period, if any	<p>1.Exact date of relieving must be mentioned in the letter</p> <p>2. proof regarding submission of application through proper channel</p> <p>3. Co[y of offer letter must be enclosed, if going to join</p>	21 Working Days	Assistant Registrar

			position in other Institution/Organisation		
7.	Processing of request for deputation	Application must be routed through HoD concerned	1.Exact date of relieving must be mentioned in the letter. 2. Proof regarding submission of application through proper channel. 3.Copy of offer letter	18 Working Days	Assistant Registrar
8.	Issue of No Objection Certificates/Vigilance Clearance Certificate to appear in interview etc.	Request must be submitted through concerned HoD	1.proof regarding submission of application through proper channel. 2. Copy of call letter.	07 Working days	Assistant Registrar
9.	Pay fixation/pay protection etc.	Request must be submitted through concerned HoD within one month from the date of joining the Institute	For pay protection LPC issued from previous employer is mandatory and he/she should have applied through proper channel	15 Working days	Assistant Registrar
10.	Correspondence with previous employer for any reason	Request must be submitted through concerned HoD	Full details of previous employment and employer must be mentioned in the letter	15 Working days	Assistant Registrar
11.	Counting of past services pensionary benefits	Request must be submitted through concerned HoD within three month from the date of joining the Institute.	1.He/She should apply through proper channel for the post 2. Full details of previous employment and employer must be mentioned in the letter	18 Working Days	Assistant Registrar