

Draft of Citizen Charter

Part: 1

Introduction:

Public universities are the solid foundations of a vibrant and progressive society. They are crucial intellectual milieus where existing knowledge and research is revisited and the frontiers of new knowledge are further expanded to know the best that is known and thought in the world. The new knowledge and research enable a Govt. to direct its policies towards overall governance of the system and thus expands the rights and freedoms of every section of society in order to promote greater inclusion and social justice. Setting foot on campus is and should be an inspirational experience for the new entrants. The congenial academic ambiance can foster opportunities for collaboration, knowledge exchange and social empowerment. The access to quality higher education not only improves lives of thousands of students but also enhances their self-knowledge, employment opportunities and civic participation.

The students are the main stakeholders in any institution imparting education and it is our endeavour to make sincere efforts to ensure transparency in all the activities being planned and executed at different stages. Taking this spirit in consideration and on the initiative of Hon'ble Vice Chancellor, the University in its AC meeting held on 12.06.2020 has decided "to review the Citizen Charter and frame a policy to sort out the grievances of the students maximum within three months in every case in future". The present proposal is an outcome the same initiative. The existing Citizens' Charter is thoroughly revised after obtaining feedback from the stakeholders. The draft thus prepared is submitted for further discussion, amendment and approval

Though the emphasis of the Charter is to sort out the grievances of the students, the services availed by the employees of the university have also been catalogued in the Charter in order to foster a culture of accountability and transparency in service delivery system. The empathy shown at workplace will motivate the employees and officials to deliver quality services to the students and stakeholders.

It has been recognized world over that good governance is essential for sustainable development, both economic and social. The three cardinal principles of good governance are transparency, accountability and responsiveness of the public services providers. Hence, Citizens' Charter is a response to the quest for solving the problems which a citizen faces in routine while dealing with the organizations providing public services.

The concept of Citizens' Charter enshrines the trust between the service provider and its users. The concept was first articulated and implemented in the United Kingdom by the Conservative Government of John Major in 1991 as a National Programme with a simple aim: to continuously improve the quality of public services for the people of the country so that these services respond to the needs and wishes of the users. The Programme was re-launched in 1998 by the Labour Government of Tony Blair which rechristened it “**Services First**”.

Who is a ‘Citizen’ with reference to Citizens’ Charter?

For the purpose of the term ‘citizen(s)’ as enshrined in this ‘Citizens’ Charter implies all citizens of India as defined in the Clause 5 of the Constitution of India.

Whether Citizen’s Charter is legally enforceable?

Absolutely “No”. The Citizens’ Charter is not legally enforceable. But it is an effective mechanism for facilitating the efficient delivery of services by the public organizations, here the university, to citizens with specified standards, quality and time frame etc. It is a declared promise made by this university with assurance to deliver services to the citizens including students, parents, academic staff, administrative staff and other stakeholders within minimum possible time frame as specified against each service.

Rationale for the Citizens’ Charter

The Citizens’ Charter, as explained, are commitments made by the organizations to deliver services and goods effectively, efficiently, promptly and responsibly. For these motives, the organization, herein this University makes endeavors for specifying the benchmarks for disposing of the files within time bound manner. This evolved mechanism is technically known as the Standardized Operating Procedure (SOP). Thus, the Citizens’ Charter are the ends, whereas the SOP the means. All administrative organizations are bound to deliver the services and goods within reasonable time frame to achieve and realize the motto of ‘Minimum Government and Maximum Governance’ and to bring Govt. closer to citizens so that they become active participants in the governance process. The Citizens’ Charter, if implemented with commitment and zeal and in letter and spirit, shall pave the way for:

- ❖ To set the university in motion to accelerate the speed of its administrative system towards realizing the goals of Good Governance.

- ❖ To innovate and improve the working of the offices of the university in synch with the core value of Citizens' Charter.
- ❖ To promote student-centric administrative process in the university system.
- ❖ To ensure robust delivery of services in efficient, effective and speedy manner.
- ❖ To contain the extraneous influences in the movements of files and transaction of the business.
- ❖ To give a much needed fillip to instantaneous decision making process.
- ❖ To ensure accountability and responsibility in the university system.
- ❖ To enhance performance in delivery of services with accelerated rate of disposal.
- ❖ To instill the sense of discipline, punctuality and sincerity in the operating procedures of the university.
- ❖ To repose the faith of different stakeholders in the university system--teachers, employees, students, scholars, officers and officials.
- ❖ To build trust based linkages between the society and university.

Components of the Citizens' Charter

The intrinsic nature of the Citizens' Charter is based on two components-- procedure and product. The earlier is a set procedure by which the services are delivered. In administrative parlance, it is known as Standard Operating Procedure (SOP). Its end or aim is final decision or result in the shape of product or service. Though both are integral and interrelated yet the former takes place within the spheres of administrative units passing through different hierarchical echelons, whereas the latter is a tangible form reaching to the citizens. The dynamics of both organically linked components need yardsticks and norms as explained below:

- A) Standard Operating Procedure(SOP) for Files Movement and Tracking System**
- B) Stipulated Time Frame for Delivery of Services.**
- C) Complaints and Grievances Redressal Mechanisms**
- D) Nodal Officers for Ensuring Compliance**
- E) Periodical Review based on the Feedbacks form the Stakeholders**

The basic objective of the Citizens' Charter is to empower the citizen in relation to public service delivery. Six principles of the Citizens' Charter movement as were originally framed, are:

- (i) Quality: Improving the Quality of services;
- (ii) Choice: Wherever possible;
- (iii) Standards :Specify what to expect and how to act if standards are not met;
- (iv) Value: For the Taxpayers' Money;
- (v) Accountability : Individuals and Organizations;

(vi) Transparency: Rules/ Procedures/ Schemes/Grievances.

These in the UK were later elaborated by the Labour Government as following nine principles of Service Delivery System (1998):

Set Standards of Service;

Be Open and Provide Full Information;

Consult and Involve;

Encourage Access and the Promotion of Choice;

Treat all Fairly;

Put Things Right when they Go Wrong;

Use Resources Effectively;

Innovate and Improve and Work with other Providers.

The Indian Scene

Over the years India has witnessed significant progress in the field of economic development. This, along with a substantial increase in the literacy rate, (from 51.63% to 74.04% in 2020) has made Indian citizens increasingly aware of their rights. Citizens have become more articulate and expect the administration not merely to respond to their demands but also to anticipate them. It was in this climate that the need was felt to put in place an effective and responsive administrative system. In a Conference of Chief Ministers of various States and Union Territories held on 24 May, 1997 in New Delhi, presided over by the Prime Minister of India, an 'Action Plan for Effective and Responsive Government' at the Centre and State levels was adopted. One of the major decisions at that Conference was that the Central and State Governments would formulate Citizens' Charters, starting with those sectors that have a large public interface (e.g. Railways, Telecom, Posts, Public Distribution Systems). These Charters were required to include standards of service and time limits that the public can reasonably expect, avenues of grievance redress and a provision for independent scrutiny with the involvement of citizen and consumer groups.

Department of Administrative Reforms and Public Grievances in Government of India (DARPG) initiated the task of coordinating, formulating and operationalising Citizens' Charters. Guidelines for formulating the Charters as well as a list of do's and don'ts were communicated to various government departments/organisations to enable them to bring out focused and effective Charters. For the formulation of the Charters, the government agencies at the Centre and State

levels were advised to constitute a task force with representation from users, senior management and the trained and talented staff.

The Charters are expected to incorporate the following elements:-

- (i) Vision and Mission Statement;
- (ii) Details of business transacted by the organization;
- (iii) Details of clients;
- (iv) Details of services provided to each client group;
- (v) Details of grievance redress mechanism and how to access it;
- (vi) Expectations from the clients.

Administrative and Hierarchical Structure of Ch. Devi Lal University, Sirsa.

Chancellor: The Governor of Haryana by virtue of his office is the Chancellor of the University. The Chancellor is the head of the University. The Chancellor shall, if present, preside over the convocation of the University for conferring degrees and meetings of the Court.

The Vice-Chancellor: The Vice-Chancellor is the principal executive and academic officer of the University and exercises general supervision and control over the affairs of the University and gives effect to the decisions of all the authorities of the University.

The Registrar: The Registrar of the university is appointed by the Chancellor on the advice of the Government. The Registrar is the Chief Administrative Officer of the University. He works directly under the superintendence, direction and control of the Vice-Chancellor.

The following are the authorities of the University, namely:-

- (i) The Court;
- (ii) The Executive Council;
- (iii) The Academic Council;
- (iv) The Finance Committee;
- (v) The Faculties;
- (vi) The Academic Planning Board;
- (vii) Such other authorities as may be declared by the Statutes to be the authorities of the University.

The following persons in the service of the University are also declared to be the officers of the University, namely:-

- (a) Proctor
- (b) Chief Warden
- (c) Dean of Students' Welfare (DSW)
- (d) Dean, Academic Affairs (DAA)
- (e) Dean of Colleges
- (f) Librarian
- (g) Controller of Examination
- (h) Finance Officer.

Other Important Offices of the University:

- 1) Chief Vigilance Officer(CVO)
- 2) First Appellate Authority(RTI)
- 3) Deans of the respective Faculties:
 - i) Dean Faculty of Humanities
 - ii) Dean Faculty of Life Science
 - iii) Dean Faculty of Commerce and Management
 - iv) Dean Faculty of Engineering and Technology
 - v) Dean Faculty of Physical Science
 - vi) Dean Faculty of Life Sciences
 - vii) Dean Faculty of Law
 - viii) Dean Faculty of Education
- 4. Chairpersons UTDs
- 5. Director, Internal Quality Assurance Cell(IQAC)
- 6. Dean Research
- 7. Principal, University College, CDLU Campus.
- 8. President, Sports Council
- 9. Director, University Center for Distance Learning
- 10. Director Radio
- 11. Senior Medical Officer(Uni. Health Center)
- 12. First Appellate Authorities
- 13. State Public Information Officer/Deemed SPIOs
- 14. Director, Directorate of Youth welfare
- 15. Directorate of Public Relations((PRO)
- 16. Programme Co-ordinator, Youth Red Cross Society
- 17. Convener, NSS
- 18. Coordinator, Career and Counseling Cell
- 19. Law officer (Legal Cell of the Uni.)
- 20. Transport Officer
- 21. Branch Head SC/ST Cell
- 22. Committees for Redressing the Grievances of the students and employees of University.
- 23. Heads of various Branches/ Offices
- 24. Committee for Litigation Policy in University.
- 25. Women Complaints Committee/Grievance Cell for Women Employees and girls students against Sexual Harassment.
- 26. XEN, Construction Branch

Students at the Centre: The students are the main stakeholders in any institution imparting education and it is our endeavour to make all efforts to ensure transparency in all the activities at different stages. In addition to the existing Grievance redressal committees like Committee for Redressing the Grievances of the Employee of the University, Committee for Litigation policy in the University, Women Complaint Committee for Women Employees and Girls Students against Sexual Harassment; Anti Ragging Committee, Liaison office/Cell for the welfare of ST/SC students; the University in its AC meeting held on `12.06.2020 has resolved to create Student Grievance Redressal Cell.(Resolution 45 Annex-A). The University, and the college concerned shall provide detailed information regarding provisions of Grievance Redressal Committee, Ombudsman and the duties and rights of students in their prospectus prominently.

This is perfectly in sync with our strong commitment to serve the society in the most effective and transparent manner.

Part: 2

Introduction: The Chaudhary Devi Lal University, Sirsa (Haryana) was established by the Chaudhary Devi Lal University, Sirsa Act, 2003 with the objectives to facilitate and promote higher studies and research in emerging area of Humanities, and Computer Science and Technology, Education, Bio-technology, Environmental Studies, Technology and Management Studies, and also to achieve excellence in these and connected fields. Keeping in view the vision of the University, the University administration commits itself for different administrative services provided by various offices of the university.

Details of Services Provided:

Sr. No.	Name of the Office	Services/Jobs Rendered	Officer Responsible With Telephone Nos.
A.	ACADEMIC AND ADMINISTRATIVE OFFICES (CH. DEVI LAL UNIVERSITY, SIRSA)		
1.	Establishment (Teaching-Non-Teaching)	All establishment/service matters of the teaching/non-teaching staff of the university.	Branch Head (Establishment) Room no. 32-34, Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: esttbrt@cdlu.ac.in Ph. No. 01666-239829
2.	Academic Branch	Admissions, Syllabi, Meetings of University Court, Executive Council, Academic Council; Constitution of Faculties, Boards of Studies, and all other academic matters, including the appointment of Deans/Chairpersons.	Branch Head (Academic) Room No. 12, Ground Floor, Lal Bahadur Shastri Administrative Block-A. Email: academic.cdusirsa@gmail.com Ph. No. 01666-239811
3.	Registration & Scholarship Branch	Registration of students, enrolled in various courses run by UTDs & affiliated colleges, Ph. D, Regn. Inter-University and Inter-College Migration, Scholarships, JRF and stipend to students.	Branch Head/Incharge (R&S) Room No. 202, 2 nd floor, Lal Bahadur Shastri Administrative Block-A. Email: cdlurs2011@gmail.com Ph. No. 01666-247072
4.	SC/ST Cell Liaison Officer/SC/ST	SC/ST Students' Grievance Redressal. Welfare of SC/ST Students.	Branch Head SC/ST Cell Liaison Officer Room No. 209, 2 nd floor, Lal Bahadur Shastri Administrative Block-C. Email: scstcell@cdlu.ac.in Ph. No. 01666-239829

5.	General Branch	All kinds of purchases, including stationery; Maintenance of stores and stock registers and Faculty House; Issue of store items; and writing - off unusable items.	Estate Officer Room No. 120, 1 st Floor, Lal Bahadur Shastri Administrative Block-C. Email: genbr@cdlu.ac.in Ph. No. 01666-239822
6.	Information Centre	Cash counter and deposit of Fee etc.	Branch Head(Information Centre).
7.	Construction Branch	All construction and maintenance works including Civil, Electrical, and Public Health.	Branch Head/Executive Engineer Email: constructionbr@cdlu.ac.in Ph. No. 01666-239803
8.	University Health Centre	Medical care of students and employees.	Sr. Medical Officer 1 st floor, Room No.101 Shopping Complex. Email: healthcentre@cdlu.ac.in Ph. 01666-239801
9.	Sports Council, CDLU, Sirsa	Sports activities of students (UTD and affiliated colleges).	Secretary, Sports Council, Multipurpose Hall Email: sportscouncilcdlusirsa@cdlu.ac.in
10.	The Office of Security Officer	Security arrangements in the campus.	Security Officer Lal Bahadur Shastri Administrative. Block-A. Email: securityoffice@cdlu.ac.in Ph. No. 01666-239822
11.	NSS	To promote leadership qualities among students to undertake community services.	Room No. 105, Shopping Complex. Email: nss@cdlu.ac.in
12	Youth Red Cross	To improve, encourage and initiate all types of humanitarian activities.	Room No. 105, Shopping Complex. Email: yrc@cdlu.ac.in
13	Legal Cell	All legal matters of the University.	Law Officer- Room No. 125, 1 st Floor, , Lal Bahadur Shastri Administrative Block-C . Email: legalcell@cdlu.ac.in , Ph. No. 01666-248019
14	PM/CM Window	Grievance redressal of the students/stakeholders.	Nodal officer, PM/CM Window Lal Bahadur Shastri Administrative Block-C. Ph. No. 01666-248019
15	VC Window	Grievance redressal of the students.	Nodal Officer VC Window. Lal Bahadur Shastri Administrative Block-C, Ph. No. 01666-248019
16.	First Appellant Authority(RTI)	RTI matters.	First Appellant Authority, Room No. 213, 2nd Floor, Lal Bahadur Shastri Administrative Block-C. Ph No. 01666-247009 Email: FAAcldu@ac.in
17.	SPIO Office	RTI matters.	SPIO-, Room No. 216, 1 st Floor, Lal Bahadur Shastri Administrative Block-C. Email: spio@cdlu.ac.in .Ph. No. 01666-247140

18.	Career and Counselling Cell	Career related Guidance/Counselling and Placement of the students.	Director, Room No. 123, CV Raman Bhawan. Email: careercc@cdu.ac.in
19.	Transport Office	Transportation facilities for students and staff.	Transport Officer Room No. 124, Lal Bahadur Shastri Administrative Block-C. Email: transport@cdu.ac.in Ph. No. 01666-248123
B.	University College and Affiliated Colleges (CH. DEVI LAL UNIVERSITY, SIRSA)		
1.	Colleges Branch	Affiliation of colleges; Selections in Colleges and other matters related to affiliated Colleges.	Dean of Colleges 2 nd floor, Room No. 206, Lal Bahadur Shastri Administrative, Block-A, Email: doc@cdu.ac.in Ph. No. 01666-247153
C.	Dean Academic Affairs(DAA)	i) To advise on the planning and development of the university particularly in respect of the standards of education and research in the University. ii) To co-ordinate with the Deans concerned with regard to collaborate with any university/Research Institute, Indian as well as foreign.	DAA- Room No. 8, Ground Floor, Lal Bahadur Shastri Administrative Block-A. Email: daacdusirsa@gmail.com Ph. No. 01666-239823
D	Dean Research	To promote collaboration and research activities in the university.	Dept. of Biotechnology, 1 st Floor, C.V Raman Bhawan. Email: deansresearchcdu@gmail.com Ph. No. 01666-247143
E	Inter Quality Assurance Cell(IQAC)	The primary aim of the IQAC is to develop a system for conscious, consistent and catalytic, action to improve the academic and administrative performance of the institution. It aims at fulfillment of the mission and the vision of the university in the light of its quality policy.	Director (IQAC) Room No. 7, Ground Floor, Lal Bahadur Shastri Administrative Block-A. Email: IQAC@cdu.ac.in Ph. No. 0166-248603
F.	Examinations		

1.	Office of the Controller of Examinations	Monitoring and supervision of all matters related to Examinations.	Room No. 13, Ground Floor, Lal Bahadur Shastri Administrative Block-A. Email: coe@cdlu.ac.in Ph. No. 0166-239808
2.	Results Branch	Examination forms and all enquiries relating to results, DMCs, Degrees, Provisional Certificates, Result Gazettes, issue of Provisional certificates/Duplicate DMCs/Degrees and verification of result, correction in DMCs/Degrees/particulars of the students.	Room No. 104-106, 1 st Floor, Lal Bahadur Shastri Administrative Block-A . Email: result1cdlu@gmail.com, result2@cdlu.ac.in Ph. No. 01666-239805
3.	Conduct Branch	Conduct of Theory and Practical Examinations, Date-sheets, UMC Cases.	Room No. 5-6 , 1 st Floor, Lal Bahadur Shastri Administrative, Block-A, Email: conductbr@cdlu.ac.in Ph. No. 01666-247080
4.	Secrecy Branch	Paper Setting, Evaluation of Answer Books.	Basement, Vivekanand Library. Email: secrecy@cdlu.ac.in secycdlu@gmail.com , Ph. No. 01666-239810
5.	Re-evaluation Branch	Re-evaluation/re-checking of Answer Books; Evaluation of M. Phil Dissertations and Ph. D thesis.	Room No. 4, 1 st Floor, Lal Bahadur Shastri Administrative Block-A. Email: revalcdlu@gmail.com Ph. No. 01666-239810

G. HOSTELS (CH. DEVI LAL UNIVERSITY, SIRSA)

1	Office of Chief Warden	All matters pertaining to Hostels (Boys and Girls).	Room No. 215, 2 nd Floor, Lal Bahadur Shastri Administrative Block C. Email: hostel@cdlu.ac.in
2	Girls' Hostels & Working Women Hostel	All matters pertaining to Girls' Hostels.	Concerned Warden Room No. 215, 2 nd Floor, Lal Bahadur Shastri Administrative Block C. Email: hostel@cdlu.ac.in
3	Boys' Hostels	All matters pertaining to Boys' Hostels.	Concerned Warden- Room No. 215, 2 nd Floor, Lal Bahadur Shastri Administrative Block-C. Email: hostel@cdlu.ac.in

H. University Library (CH. DEVI LAL UNIVERSITY, SIRSA)

1.	University Library	Library facilities for faculty and students.	University Librarian, Vivekananda Library, Email: librarian@cdlu.ac.in Ph. 01666-239833
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I. Accounts (CH. DEVI LAL UNIVERSITY, SIRSA)

1.	Accounts Branch	All matters related to accounts including receipt of Fee & release of Salaries, Pension, Remuneration, TA/DA, LTC, Medical Reimbursement, Scholarship, Fellowship, etc. Preparation of Annual budget & Balance Sheet.	Branch Head (Accounts) Room No. 119, 1 st Floor, Lal Bahadur Shastri Administrative Block-C. Email: accountsbr@cdlu.ac.in Ph. No. 01666-239834
J.	Students Welfare (CH. DEVI LAL UNIVERSITY, SIRSA)		
1.	Dean of Students' Welfare(DSW)	Organising and managing all matters related to students' welfare. To look after the general welfare of the students outside classroom which contribute to the growth and development of their personality.	Branch Head(DSW) Room No. 205, 2 nd Floor, Lal Bahadur Shastri Administrative Block-A. Email: dsw@cdlu.ac.in Ph. No. 01666-247154
2.	Directorate of Youth Welfare(DYW)	Cultural/Literary activities of UTDs and affiliated Colleges; Youth Festival etc.	ADYW- M.P Hall. Email: dyw@cdlu.ac.in Ph. No. 01666-239818
K.	CAMPUS DISCIPLINE (CH. DEVI LAL UNIVERSITY, SIRSA)		
1.	The office of Proctor	All matters relating to students' 'discipline in the campus.	Email: proctor@cdlu.ac.in Lal Bahadur Shastri Administrative Block-A.
2.	Women Complaints Committee	Address the complaints received from WCC women students and employees related to sexual harassment at work place.	Secretary, WCC Email: wcc@cdlu.ac.in
L	UNIVERSITY CENTRE FOR DISTANCE LEARNING (UCDL) (CH. DEVI LAL UNIVERSITY, SIRSA)		
1.	University Centre for Distance Learning(UCDL)	For enrolment of students(Distance Mode), dispatch of study material, sending of DMCs and Degrees	Director/Deputy Director (UCDL) Ist Floor, Room No. 101-102, Lal Bahadur Shastri Administrative Block-A. Email: ucdl@cdlu.ac.in (UCDL): Ph. No. 01666-239031

M.	IT Cell	Supervises, maintains, and upgrades IT related work in the University. 24x7 Campus Wide Wi-Fi Facility, Wired Network/LAN Implementation under NME-ICT Project, NKN Implementation etc.	Branch Head(IT Cell) 2 nd Floor Vivekananda Library Building, Email: it@cdu.ac.in Ph. No. 01666-239828
N.	University Computer Centre(UCC)	Maintains centralised Computer facilities for the students.	Branch Head(UCC) 2 nd Floor, Vivekananda Library Building, computerlabucc@cdu.ac.in Ph. No.01666-239828
O.	Website Office	Maintains, runs and updates the University Website (www.cdu.ac.in).	Branch Head(Website) 2 nd Floor, Vivekananda Library Building, websitcdu@cdu.ac.in Ph. No. 01666-239828
P.	Chief Vigilance Officer(CVO)	Acts as the Nodal Officer for all vigilance related matters to root out corruption using preventive and participatory strategies.	Room No. 39, Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: cvo@cdu.ac.in

IMPORTANT INFORMATION: In case the problems are not resolved at the Branch Officer level within the stipulated period, formal complaints may be lodged with the following Officers:

Sr. No.	Services/Job Rendered	Offices to be contacted First Appellant authority	Offices to be contacted Second Appellant Authority
1.	Administrative matters of the university and all Branches except TDs	Registrar, Ground Floor, Lal Bahadur Shastri Administrative Block-A. CDLU, SIRSA. Email- registrarcdlu@gmail.com Ph. 01666-239819	Vice-Chancellor, CDLU, SIRSA. Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: vccdusirsa@gmail.com Ph. No. 01666-248052
2.	Examinations related matters including EDP Cell	Controller of Examinations Room no. 13, Ground Floor, Lal Bahadur Shastri Administrative Block-A. CDLU, SIRSA. Email- coe@cdlu.ac.in Ph. No. 01666-239808	Vice-Chancellor, CDLU, SIRSA. Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: vccdusirsa@gmail.com Ph. No. 01666-248052
3.	All matters related to Students' Discipline in the campus	Proctor, Lal Bahadur Shastri Administrative Block-A. CDLU SIRSA. Email: proctor@cdlu.ac.in	Vice-Chancellor, CDLU, SIRSA. Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: vccdusirsa@gmail.com Ph. No. 01666-248052
4.	All matters related to students' welfare	Dean Students Welfare, Room No. 205, 2 nd Floor, Lal Bahadur Shastri Administrative Block A. CDLU, SIRSA Email: dsw@cdlu.ac.in Ph. No. 01666-247154	Vice-Chancellor, CDLU, SIRSA. Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: vccdusirsa@gmail.com Ph. No. 01666-248052
5.	All matters related to University library	Librarian, Vivekananda Library CDLU, SIRSA. Email: librarian@cdlu.ac.in Ph. 01666-239833	Vice-Chancellor, CDLU, SIRSA. Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: vccdusirsa@gmail.com Ph. No.01666-248052
6.	Matters related to University College and affiliated Colleges	Dean of Colleges, Lal Bahadur Shastri Administrative Block-A. Room No. 206, 2 nd Floor, CDLU, SIRSA. Email: doc@cdlu.ac.in Ph. No. 01666-247153	Vice-Chancellor, CDLU, SIRSA. Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: vccdusirsa@gmail.com Ph. No. 01666-248052
7.	All matters pertaining to Girls Hostels, working Women Hostel and Boys' Hostels.	Chief Warden Room No. 215, 2 nd Floor, Lal Bahadur Shastri Administrative Block-C. CDLU, SIRSA. Email: hostel@cdlu.ac.in	Vice-Chancellor, CDLU, SIRSA. Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: vccdusirsa@gmail.com Ph. No. 01666-248052
8.	All matters relating to Distance Education	Director, UC DL Room No.102, Ground Floor, Lal Bahadur Shastri Administrative Block-A. CDLU, SIRSA.	Vice-Chancellor, CDLU, SIRSA. Ground Floor, Lal Bahadur Shastri Administrative Block-C.

		Email: ucdl@cdu.ac.in Ph. No. 01666-239031	Email: vccdusirsa@gmail.com Ph. No.01666-248052
9.	Matters related to University College & UTDs	Dean Faculty concerned in consultation with Dean Academic Affairs(DAA) Email: daacdusirsa@gmail.com Ph. No. 01666-239823	Vice-Chancellor, CDLU, SIRSA. Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: vccdusirsa@gmail.com Ph. No. 01666-248052
10.	Matters related to organisation of cultural activities /events	Director Youth Welfare CDLU, SIRSA. Email: dyw@cdu.ac.in	Vice-Chancellor, CDLU, SIRSA. Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: vccdusirsa@gmail.com Ph. No. 01666-248052
11.	Sports Activities	President, Sports Council CDLU, Sirsa.	Vice-Chancellor, CDLU, SIRSA. Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: vccdusirsa@gmail.com Ph. No. 01666-248052
12.	Health Centre	Registrar, CDLU, SIRSA. Email: registrarcdlu@gmail.com Ph. 01666-239819	Vice-Chancellor, CDLU, SIRSA. Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: vccdusirsa@gmail.com Ph. No. 01666-248052
13.	IT Cell, Website Office and University Computer Centre(UCC):	Registrar, CDLU, SIRSA. Email: registrarcdlu@gmail.com Ph. 01666-239819	Vice-Chancellor, CDLU, SIRSA. Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: vccdusirsa@gmail.com Ph. No.01666-248052
14	Any other office not covered (from Sr. No 1 to 13)	Registrar, CDLU, SIRSA. Email: registrarcdlu@gmail.com Ph. 01666-239819	Vice-Chancellor, CDLU, SIRSA. Ground Floor, Lal Bahadur Shastri Administrative Block-C. Email: vccdusirsa@gmail.com Ph. No.01666-248052

Normative Period of Services:

EXAMINATIONS (CH. DEVI LAL UNIVERSITY, SIRSA.)

Sr. No.	Name of Service	Time Limit (working days only)	Nodal Officer/ Office
1.	Issue of Duplicate DMCs and correction in DMCs	30 Days	Branch Head (Results) Ph. No 01666- 239805
2.	Issue of Duplicate Degree, Diploma/Certificate and correction in Degree, Diploma/Certificate	30 days (after receiving the request from candidate)	Branch Head (Results) Ph. No 01666- 239805
3.	Printing of DMCs	07 days from the declaration of results	Branch Head (EDP Cell)
4.	Settlement of Result Late Cases (RLA)	30 days (After declaration of result)	Branch Head (Results) Ph. No 01666-239805
5.	Verification of Result/Documents	10 Days	Branch Head (Results) Ph. No 01666-239805

6.	Issue of Provisional Ph. D Degree/Certificate	05 days (after issuance of Notification)	Branch Head (R-evaluation) Ph. No 01666-239810
7.	a) Evaluation of Answer Sheets of UG/PG Evaluation Results of UG/PG b) Declaration of Results c) Re-evaluation of Results of all Courses c) Dissertation d) Ph.D Viva-Voce	a) 60 days (After termination of exams) b) 25 Days (After receiving of last awards) of the Course c) 90 Days c) 45 Days d) 120 Days	Branch Head (Secrecy) Ph. No 01666-239810 Branch Head (Results) Ph. No 01666-239805 Branch Head (Re-evaluation) Ph. No 01666-239805
8.	Annual Convocation	Every year in the month of October	Branch Head (Results) Ph. No 01666-239805
9.	Issue of Merit Certificate	Within 10 days after the receipt of request from the student.	Branch Head (Results) Ph. No 01666-239805
10.	Issue of Rank Certificate	10 days	Branch Head (Results) Ph. No 01666-239805
11.	Process of Bills for Payment related to Examination Work	30 days (After receiving of complete Bills)	Concerned Branch Heads
12.	Authentication of Certificate/ Verification of Educational Documents	10 days	Branch Head (Results) Ph. No 01666-239805
13.	Authentication/Verification and issue of Transcripts	07-10 days	Branch Head (Results) Ph. No 01666-239805
14.	Display of Date sheet of (Semester End Examinations)	30 days before the commencement of Examinations.	Branch Head (Conduct) Ph. No 01666-247080
15.	Appointment of Practical Examiners	15 days before the commencement of Practical Examination.	Branch Head (Conduct) Ph. No 01666-247080
16.	Issue of Consolidated /Combined DMC	30 days (after the request submitted by the student)	Branch Head (Results) Ph. No 01666-239805
17.	Issue of DMC	15 days(after the declaration of result)	Branch Head (Result) Ph. No 01666-239805
18.	Provisional Degree	07 days (from the date of receipt of application on prescribed performa).	Branch Head (Results) Ph. No 01666-239805
19.	Issuance of Degree after declaration of results	180 days	Branch Head (Results) Ph. No 01666-239805
20.	Migration Related Issues (RL-Regn.)	15 days from the date of receipt of application on prescribed performa.	Branch Head (Results) Ph. No 01666-239805
21.	Refund of Examinations Fee	30 days from the date of receipt of application on prescribed performa.	Branch Head (Results) Ph. No 01666-239805
22.	Printing/Issuance of Roll No.	15 days (before commencement of Examinations)	Branch Head (EDP Cell)

23.	Refund of re-evaluation Fee	30 days (After receiving the complete information from the Results Branch)	Branch Head (Re-evaluation) Ph. No 01666-239805
	Academic Branch (CH. DEVI LAL UNIVERSITY, SIRSA.)		
24.	Proposal for the Conduct of the Meetings of AC/EC/Court etc.	Strictly according to the time frame mentioned the University Calendar/ Statutes.	Branch Head (Academic) Room no. 12, Ground floor Lal Bahadur Shastri Administrative Block-A. Ph.No 01666-239811
25.	Nomination of the members of EC/AC/Court	Strictly according to the time frame mentioned University Calendar/ Statutes	Branch Head (Academic) Room no. 12, Ground floor, Lal Bahadur Shastri Administrative Block-A. Ph. No. 01666-239811
26.	Constitution of UGBOS/PGBOS Faculty in respective UTDs.	Strictly according to University Calendar/ Statutes.	Branch Head (Academic) Room No. 12, Ground floor, Lal Bahadur Shastri Administrative Block-A. Ph. No. 01666-239811
	Registration & Scholarships (CH. DEVI LAL UNIVERSITY, SIRSA.)		
27.	Migration Certificate i) By Hand ii) By Regd.post	01 day 10 days	Branch Head (Registration & Scholarships) Ph. No 01666- 247072
28.	Issuance of No Dues to M. Phil/Ph. D scholars	2 Days	Branch Head (Registration & Scholarships). Ph. No 01666- 247072
29.	Correction in Regn. Particulars i) By Hand ii) By Post	Same day 10 days	Branch Head (Registration & Scholarships) Ph. No 01666- 247072
30.	Forwarding of Joining Reports of JRF/Scholarships to the Funding Agency concerned	15 days from the date of joining.	Chairperson of the Dept. Branch Head (Registration & Scholarships) and the office of Registrar. Ph. No01666- 247072
31.	Extension in Submission of Ph.D. Thesis/URS/Leave to URS/Regn. Etc.	30 days	Chairperson concerned and Branch Heads of all Dealing Offices.
	University Teaching Departments (UTDs) (CH. DEVI LAL UNIVERSITY, SIRSA.)		
32.	Provisional Registration to UG/PG Programmes	On the spot at the time of admission /enrolment in the Course.	Chairperson Concerned
33.	Issue of Identity Card to Students	05 days after admission	Chairperson Concerned
34.	Supply of lecture outlines/plans to the students	Within 07 days of commencement of classes	Teacher Concerned
35.	Display of Date Sheet of Assessment Test	a) 10 days before the commencement of classes	Chairperson Concerned
36.	Declaration of Assessment Test Result	Within 05 days after	Teacher Concerned

		test	
37.	Issue of Bonafide Certificate/Character Certificate	Same day	Chairperson Concerned Dept.
38.	Restoration of Admission , Issue of NOC after the End of the Course	Same day	Chairperson Concerned Dept.
39.	Pre-registration Seminar, Meeting of PGBOS/UGBOS, Faculty, Submission of Ph. D thesis	As per Ph. D Ordinance	Chairperson Concerned Dept.
40.	Supply of Panels of Paper Setters and Examiners	One month before the commencement of examination	Chairperson Concerned Dept.
41.	Disposal of the cases of Fee Concession and Waiving of Fee	Strictly according to the Statutes/HBI	Chairperson concerned Dept.
42.	Conducing the Meeting of Staff Council	Strictly according to Uni. Calendar/ Statutes	Chairperson of concerned Dept.
43.	Re-admission of Students (Name Struck off Cases)	As per University Calendar/Statutes	Chairperson concerned Dept.
IT Cell (CH. DEVI LAL UNIVERSITY, SIRSA.)			
44.	Issue of WiFi Ids/Password to Students and Faculty	Within 03 days	In-charge Net-working Cell Ph. No 01666-239828
45.	Closure of outgoing students' WiFi Ids/Password	30 th June of every year	In-charge Net-working Cell Ph. No 01666-239828
46.	Course Catalogues/syllabi & regulations governing of all UG/PG Courses	To be made available on University Website before the commencement of the teaching work	Concerned Chairperson / Branch Officer
Hostels (CH. DEVI LAL UNIVERSITY, SIRSA.)			
47.	Refund of Hostel Security	Within 30 days of the student's written request	Concerned Branch Officers
48.	Refund of Caution Money	Within 30 days of the student's written request	Concerned Branch Officer /Chairperson
University Centre for Distance Learning (UCDL) (CH. DEVI LAL UNIVERSITY, SIRSA.)			
49.	Supply of Study Material to the Students admitted under UCDL Courses	Within 30 days after the last date of admission	Dy. Director, UCDL Ph. No 01666-239031
50.	Supply of University Stickers to Staff and Students(for pasting on vehicles)	Within 02 days submission of application	Security Officer
51.	Supply of the Panel of Paper Setters	One month before the commencement of examinations	Concerned Branch Officer /Chairperson
Vivekananda Library (CH. DEVI LAL UNIVERSITY, SIRSA.)			
52.	Issue of Library Cards to Students	Within 07 days	Deputy Librarian , Vivekananda Library Ph. No 01666-239833
Sports Council (CH. DEVI LAL UNIVERSITY, SIRSA.)			

53	i) Distribution of Scholarship Money and Certificate to Position Holders.	Before the End of the Academic Session	Secretary, Sports Council M.P. Hall.
	ii) Distribution of Track Suits and Sports Kit & TA/DA to Players.	Before the commencement of tournament	

Accounts Branch (CH. DEVI LAL UNIVERSITY, SIRSA.)

54.	University Budget/ Balance Sheet	Every Year	Branch Head (Accounts) Ph. No 01666-239834
55.	Voucher Preparation & Cash Book Entry	Daily Basis	Branch Head (Accounts) Ph. No 01666-239834
56.	Salary/Remuneration /Wages of University Staff.	Every month (Upto 10 th of each month)	Concerned Chairperson/Branch Head Ph. No 01666-239834
57.	All Retirement Benefits.	Within one month from the date of retirement	Branch Head of Establishment /Accounts/Audit Branch
58.	All Death Claims	Within one month from the date of death.	Branch Head of Establishment/Accounts/Audit
59.	Personal Claims of Employees Like Travelling Allowance/GPF Advances, Withdrawals /Medical Reimbursement etc	Within a month of the date on which claim is made.	Concerned Branch Head/Chairperson.
60.	Disposal of Proposal for Administrative and Financial Approval	Within 03 days or as per urgency of the proposal whichever is earlier.	Concerned Branch Head/Chairperson
61.	Travelling Allowance Claim of Officials/Invitees for Meetings	Same Working Day	Concerned Branch Head/Chairperson
62.	Telephone, Electricity, Urgent Bills etc.	03 or as per Urgency whichever is earlier.	Concerned Branch Head/Chairperson
63.	Drawal & Issuance of Cheques for all Passed Bills	Within 03 days or as per urgency whichever is earlier.	Concerned Branch Head/Chairperson
64.	Cancellation of Periodical Time Barred Cheques & intimation to the Bank for Stop Payment	Within 05 days from the date of Cheque becoming Time barred	Concerned Branch Head/Chairperson
65.	Submission of Files Pertaining to the Finance & Accounts Section	Within two days or as per the urgency whichever is earlier.	Concerned Branch Head/Chairperson
66.	Statutory Payments like TDS, GST and Filing of Returns etc.	Within due dates prescribed	Concerned Branch Head/Chairperson
67.	Investment Proposals	15 days before the date of investment	Concerned Branch Head
68.	a) Proposal and disposal of Fellowship, JRF , FIP, Travel, Conferences/Seminars/Workshop, Publication , Visiting Professor/Fellow under UGC, Research work under UGC ICSSR, ICMR, Research work under Central/State Govt.& other Agencies. b) Proposal & disposal of Work under RUSA c) Project Conducted by various departments under UGC	15 days 15 days 15 days Or as per urgency of the matter whichever is	Chairperson/Branch Heads Concerned

		earlier.	
69.	Refund of security/earnest money to the firms/agencies	As per the terms and conditions of the supply order and agreement	Concerned Branch Heads (General B/ Accounts B/Construction B) Ph. No. Ph. No 01666-239822, 834

Establishment Branch (Teaching and Non-teaching) (CH. DEVI LAL UNIVERSITY, SIRSA.)

70.	Recruitment of Teaching Staff and other Officers of the University (aided & unaided)	Within 04 months after the advertisement or as per urgency	Branch Head (Establishment) Ph. No. 01666-239829
71.	Confirmation of Teachers/Non-teaching staff	Within 01 month after due date	Branch Head (Establishment). Ph. No. 01666-239829
72.	Annual Confidential Report (ACR) Self Appraisal Report (SAR)	As per University rules/UGC Guidelines	Branch Head (Establishment) Ph. No. 01666-239829.
73.	Promotion of the Teaching Staff Under CAS	As per UGC Rules & Notification 21.07.2011	Branch Head (Establishment). Ph. No. 01666-239829.
74.	Grant of Maternity Leave/Child Care leave/ Study Leave/ Earned Leave/Sabbatical Leave to teaching & Non-teaching staff, as applicable	Within 15-21 days after the submission of the request by the concerned employees	Branch Head (Establishment). Ph. No. 01666-239829.
75.	Appointment of temporary teachers (Part-time Teachers/Visiting Faculty/Adjunct faculty)	Within one month after the formal request from the concerned department	Branch Head (Establishment). Ph. No. 01666-239829.
76.	Provide statistical data and other information related to the Teaching Staff to the State Government, UGC, and other Agencies.	Urgently and within stipulated time	Branch Head (Establishment) . Ph. No. 01666-239829
77.	Issue NOC for Foreign Travels & Visa, Passport etc. To the teachers and Non-teaching staff	Within 07-10 days after the receipt of the formal request from the concerned employee	Branch Head (Establishment)' Ph. No. 01666-239829.
78.	Permission to teachers for Refresher and Orientation Course, Seminar, Conference, Workshop etc.	Within 07 days after the formal request from the concerned teacher	Branch Head (Establishment). Ph. No. 01666-239829.
79.	Permission for applying in the other organizations on deputation and EOL etc.	Within 15 days after the receipt of the application in the concerned branch.	Branch Head (Establishment). Ph. No. 01666-239829.
80.	Issue of Retirement Order	As per Haryana Govt. Rules	Branch Head (Establishment). Ph. No. 01666-239829.
81.	Promotion cases of the Non-teaching Staff	Within 3 months of vacancy	Branch Head (Establishment). Ph. No. 01666-239829.
82.	Issuance of Retirement and Encashment Order	As per Haryana Govt. Rules	Branch Head (Establishment). Ph. No. 01666-239829.
83.	Reimbursement of Medical bills	Within one month after the submission of the requisite bills/claims.	Branch Heads:((Uni. Health Centre, Accounts and Establishment). Ph. No. 01666-239801, 834, 829.
84.	Providing Information under Right to Information Act	Strictly according to the provisions of the RTI Act.	SPIO of concerned Branch or Deemed SPIO.
85.	To upload Seniority List of Non-teaching staff	As per University Rules or within 30 days from the date of recruitment/promotion.	Branch Head (Establishment). Ph. No. 01666-239829.
86.	Pay fixation of Newly Recruited/Promoted Employees of the University	Within one month from the Recruitment/Promotion of the concerned employee	Branch Head (Establishment) and Accounts Officer. Ph. No. 01666-239829, 834
87.	Pension Cases of the University Employees	As per Haryana Govt. Rules	Branch Head (Establishment).

			Ph. No. 01666-239829.
88.	Updating Roaster of Non-Teaching staff.	As per Haryana Govt. Rules and the instructions of SC/BC Welfare Department	Branch Head (Establishment). Ph. No. 01666-239829.
89.	Leave salary & Pension Contribution for employees on deputation in CDLU, Sirsa	Strictly as per Haryana Service Rules	Branch Head (Establishment). Ph. No. 01666-239829.
90.	Retirement Claims.	Within two months of the Date of Retirement	Branch Heads: Estab./Accounts/Audit). Ph. No. 01666-239829, 834
91.	Death Claims.	Within two months of the date of Death	Branch Heads: Estab./Accounts/Audit. Ph. No. 01666-239829,834

SC/ST Cell (CH. DEVI LAL UNIVERSITY, SIRSA.)

92.	To collect reports and information regarding the Government of India orders on the various aspect of education training and employment of Scheduled Castes and Scheduled Tribes candidates, for evolving new policies or modifying existing policy by the commission.	Within One Month	SC/ST Cell/Branch Head (Establishment) Ph. No. 01666-239829.
93.	To monitor the working of the remedial coaching scheme, if the affiliated colleges and university.	Within One Month	SC/ST Cell/Branch Head (Estt.). Ph. No. 01666-239829.
94.	To function as Grievances Redressal Cell for SC/ST Students and Employees of the university and render them necessary help in solving their academic as well as administrative problems.	Within One Week	SC/ST Cell/Branch Head (Establishment). Ph. No. 01666-239829.
95.	Any other work assigned from time to time to promote higher education among ST/SC communities suffering economic, social and education deprivations.	Within One Week	SC/ST Cell/Branch Head (Establishment). Ph. No. 01666-239829.

Physical Infrastructure (CH. DEVI LAL UNIVERSITY, SIRSA.)

96.	a)To hire MP Hall, Auditorium, Seminar Halls, Committee Room in C.V. Raman Bhawan or any other physical infrastructure/facility on rental basis. b)Booking of accommodation in Faculty House.	a) As per University rules and maximum within 07 days from the date of the receipt application b)Within 02 days from the date of the receipt of application	Branch Head (General Branch) and other Concerned Offices Ph. 01666-239822
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Colleges Branch (CH. DEVI LAL UNIVERSITY, SIRSA.)

97.	To invite proposals in the prescribed formats from existing colleges for Continuation/Extension/Natural growth, additional subject, divisions, faculty etc.	30 Days	Branch Head (Office of Dean of Colleges). Ph. No. 01666-247153.
98.	Arrangements of necessary Statutory Bodies meeting for approvals and convey decisions to the applicant colleges by issuing Continuation letter every year.	30 Days	Branch Head (Office of Dean of Colleges). Ph. No. 01666-247153.
99.	i) To invite proposals for starting of new colleges to be affiliated to the University, II) Arrangements of necessary Statutory Bodies meetings for its approval and forward the	i) 30 days after submission of NOC from the Govt. ii)30 Days	Branch Head (Office of Dean of Colleges). Ph. No. 01666-247153.

	approved proposals to the concerned quarter.		
100.	To convey the various decisions taken by the University by way of Circulars and to share the information received from the NCTE, UGC, AICTE, Pharmacy & Nursing Councils etc with the Trusts and/or Management of affiliated colleges.	Within 15 days on receipt of resolution from University secretariat, duly signed by the Registrar	Branch Head (Office of Dean of Colleges). Ph. No. 01666-247153.
101.	To approve the advertisement received from the Trusts/ Colleges/ Institutions for recruitment of various Teaching posts	Within 7 days on receipt of Approval from Special cell.	Branch Head (Office of Dean of Colleges). Ph. No. 01666-247153.
102.	To constitute Selection Committee applicable to all direct recruitments of Faculty positions.	Within 15 days from receipt of request from concerned college	Branch Head (Office of Dean of Colleges). Ph. No. 01666-247153.
103.	To constitute Selection Committee applicable to Career Advancement promotions of Assistant Professor to Associate Professor in affiliated Colleges.	30 days	Branch Head (Office of Dean of Colleges). Ph. No. 01666-247153. Ph. No. 01666-247153.
104.	Updating University Information on the University Website/ Portal.	Within the time limit prescribed by the concerned Authority.	Concerned Branch Heads
105.	To provide the Factual information in case of Court Matter/Case .	Within 7 days on from receipt of the communication.	Branch Head (Office of Dean of Colleges). Ph. No. 01666-247153.
106.	Constitution of Selection Committee (teaching-Non-teaching).	within 15 days from the date of the receipt of formal request from the college	Branch Head (Office of Dean of Colleges). Ph. No. 01666-247153.
107.	Approval of Inspection Committees.	Within 10 days after the submission of Inspection report by the Inspection Committee	Branch Head (Office of Dean of Colleges). Ph. No. 01666-247153.
108.	Any other query.	At the earliest but not later than 15 days of the receipt of query.	Branch Head (Office of Dean of Colleges) Ph. No. 01666-247153.

Note:

1. The working days will be counted from the receipt of request in the Branch concerned. The Officers/Officials are requested to complete the job at the earliest.
2. 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 first Appellant Authority. If the grievance of the complainant remains unaddressed at this level, he/she can appeal to the Vice Chancellor who shall take appropriate action in keeping with the provisions of the Act, Statutes, Ordinances, Rules and Regulations of the University.

Part: 3

Suggestions for Effective Implementation of the Citizens' Charter:

As pointed out, the Citizens' Charters initiative in India had started in 1997 and since then it has been qualitatively impacting the lives of service users. Introduction of a new concept is always difficult in any organization. Introduction and implementation of the concept of Citizens' Charter in the Government of India was much more difficult due to the old bureaucratic set up/procedures and the rigid attitudes of the work force. The major obstacle encountered in this initiative was the general perception of organizations which formulated Citizens' Charters was that the exercise was to be carried out because there was a direction from the top. The consultation process was minimal or largely absent. . For any Charter to succeed, the employees responsible for its implementation should have proper training and orientation, as commitments of the Charter cannot be expected to be delivered by a workforce that is unaware of the spirit and content of the Charter. However, in many cases, the concerned staffs were not adequately trained and sensitized.

- 1) **Be civil and Courteous:** A letter number 5129/2012-1AR, dated 16/05/ 2016, issued by the Chief Secretary's Office, Administrative Reform Department maintains that citizens approach various organs of the Government for their individual/public matters. All such communications should receive careful consideration and should be responded to at an appropriate level and expeditiously. While replying to communications of the citizens all Government officers/officials should show due courtesy and consideration. Extension of minimum basic courtesy to the citizens is an integral part of the "Good Governance". Keeping this spirit in view, the university officials/Brach Heads while dealing with students and their legitimate problems and replying to communications should show due courtesy and consideration.
- 2) **Making up Deficit in Human Resources:** The first requirement to run an organization is its skilled and dedicated team of employees. At present the university is facing acute shortage of human resources at all levels—teaching and non-teaching. The university has 24 departments including 08 new departments and there is only 75 permanent teaching staff against 124 sanctioned post and 135 non-teaching staff against approx. 225 posts. Since, each department requires at least 6 teaching staff including one Professor, 2 Associate Professors and 4 Assistant Professors, we need 144 teaching staff and about 350 non-teaching staff for the smooth functioning of the university. As of now the deficit is being covered by engaging 75 Assist Professors on Contract(APC), 50 Part Time Teachers(PTT)/ Adjunct Faculty and more than

500 employees from the Outsourcing Agency. It is proposed that a full proof mechanism of work distribution should be introduced in each Branch so that the available human resources is productively utilized. Besides, concerted efforts must be made to recruit and appoint regular teaching and non-Teaching staff in order to improve the service delivery system in the university.

- 3) **Induction Programme:** Purpose of Student Induction Programme is to help new students adjust and feel comfortable in the new environment, inculcate in them the ethos and culture of the institution, help them build bonds with other students and faculty members, and expose them to a sense of larger purpose and self exploration. On this occasion, the students can be formally informed about the Citizen Charters, its clauses and the grievance redressal mechanism available to them during their stay in the university.
- 4) **Removal of Objections in One Go:** It has been observed that officers and dealing clerks manning various branches of the university point out deficiencies in the file and documentation not in one go but in installments. This makes room for delay in the delivery of service, harassment of the applicant and other unethical practices. The healthy mechanism is that all deficiencies in documentation and procedure be pointed out at the time of the receipt of the application or maximum within three working days so that the deficiencies are removed and the file moves in the right direction and right channel.
- 5) **Avoiding the Practice of “Please Speak” or “Discuss”** It has been observed that delay is also caused by the much prevalent practice of marking the cases downwards to their subordinates with the remarks “Please speak’ Or Please Discuss”. In future, this may be avoided and the officer or official requiring discussion should send for the concerned person or speak to him on telephone, rather than marking the file downwards. This small but significant effort will not only curtail the time of processing the case but will also improve the service delivery system.
- 6) **Files/Papers Movement Register:** The files or important papers are sent from one quarter to another and their movement should invariably be kept in the register maintained for the purpose in the Branch and with the personal staff of the officer concerned. The procedure to keep movement of files/papers would be that the files marked upward or down/ward by Deputy Supdt./Supdt. of the Branch will be noted by the diarist of the Branch concerned. However, papers marked by them to other departments, will continue to be routed through the branch concerned for noting their movement in the File Movement Register or Branch Diary, as is appropriate.

- 7) Punctuality in the Offices and Unscheduled Inspections:** Chairpersons and Branch Heads should themselves be punctual and they should also make their subordinate staff conscious about the need for punctuality. Secondly, surprise inspection of attendance as well as disposal of work in subordinate offices should be undertaken by the Competent authorities of the university at least once a month. Every Section/Branch in the Department will be inspected once a year by any other senior officer who does not handle any part of the work of Section/Branch concerned.
- 8) Officers on Leave:** It has been observed that work and delivery of service get adversely affected when an officer is on leave and she/he leaves the station without assigning the charge of his office to his colleague or any other competent officer of the concerned branch. This practice needs to be discontinued forthwith, if we intend to establish a robust service delivery system in the university. The officer on leave will invariably leave the station only after assigning the charge of his office to the competent officer so that the routine work of the university does not suffer.
- 9) Accountability and Periodical Review of Work:** The university shall adopt zero tolerance for the delay caused due to unprofessional attitude of the employees and the slackness on the part of the officials/ dealing clerks. Every Branch Head/officer will review the progress made against action points pertaining to his/her charge every fortnightly and take appropriate steps for ensuring effective and timely implementation of the work assigned to various officials under his/her supervision. Ideally no file should be kept pending in any office of the university for more than 07 working days. The Registrar of the university will review the performance of the Branches (Non-Teaching) as a whole in a monthly meeting with senior officers of various Branches. Similarly Vice Chancellor shall review the performance of the UTSs as a whole in a monthly meeting with Chairpersons and Deans of the faculty concerned.
- 10) Consolidation of Orders/Instructions/ Notifications:** Various Orders/Instructions issued from time to time should be consolidated after reasonable intervals so that they are self-contained and easy to refer to by the officers/officials concerned. All notifications, as and when issued, should be immediately circulated through Notice Boards and university website. Regularly updated website will address most of the queries.
- 11) Maintaining, Upkeeping and Weeding out Unnecessary Records and Files:** There should be an annual review of the recording, reviewing and weeding out of files so that records not required any more be got disposed of and more space becomes available for efficient working of the office. Weeding out the old and superfluous record is very slow as compared to the rate of the addition of new record. This results into occupation of more space, addition of more

furniture like racks & almirahs and poor up keep and total chaos for tracing out the files. In view of the above and for the sake of increased efficiency and economy in expenditure, it is imperative that lists of pending files are maintained and updated regularly and the unnecessary record is weeded out as per instructions laid down in University Accounts Code(Haryana) .

While undertaking this process, the following steps are required to be completed:

- (i) The record may be maintained in a proper manner duly catalogued and indexed;
- (ii) The closed files/record may be sent to the record rooms; and
- (iii) The old and unwanted record may be weeded out.

12) Robust Feedback System Enhances Performance: Although feedback can often be mistaken as criticism, well-delivered constructive criticism can help to produce better decisions and improve performance. The university can develop a mechanism to obtain feedback from the stakeholders on regular basis (quarterly or annually). Separate formats should be developed and used for obtaining feedback from the service providers (university) and service users (students and other stakeholders).

13) Quick Disposal of Pending Inquiries and filing of Replies in Court Cases: It has been observed that a number of departmental inquiries in disciplinary matters are allowed to be pending for number of /months/years in the university. The delay makes room for harassment and unethical practices. If necessary, the number of inquiry officers in the panel may be increased so that all pending inquiries are finalized within three months, positively. Further, the court cases are not processed on priority basis and filing of replies to suits/petitions etc. is not within the time allowed by the Courts. Also non-implementation of decisions of the Courts by the university causes contempt of courts. It is proposed that files pertaining to Court matters are given top priority and must be cleared without delay and officers causing the delay shall be personally held responsible for any prospective loss to the university.

14) Submission and Processing of Cases: Every branch/section will develop and maintain the following records relating to important subjects dealt with by it:-

- a) Standard Guard File(s)
- b) Standing Notes
- c) Precedent book/file
- d) Standard process sheets/Notes for work of repetitive nature, and
- e) Reference folders containing copies of circulars separately for each subject dealt with in Section/Branch etc.

Every Section/Branch will also keep and maintain copies of Acts, Rules, Orders/Notifications and Instructions concerning subjects dealt with by it. The Section/Branch will also prominently display the lists of subjects allotted to it and its distribution amongst the dealing Assistant/Head of the Branch.

- 15) Use of Urgency Grading:** The four urgency grading will normally be used for the disposal of the cases viz. 'Most Immediate;' 'Immediate'; Urgent ' and 'Priority'. The label 'Most immediately will be used only in cases requiring attention during day and night and the label 'Immediate' will be used in cases requiring prompt attention. The label 'Urgent' will be used for cases which require attention in precedent to the cases of ordinary nature and the label 'Priority' shall be used for cases which demand more attention in comparison to other cases of ordinary nature. When label 'Parliament and Vidhan Sabha Business' or label of 'Budget' are used, there will be no need to use any label of urgency grading.
- 16) Maintenance of Register:** Every Section/Branch will maintain the following registers in order to maintain record of receipt of papers in the Section/Branch, its processing movement and final disposal.
- a) Section/Branch diary Register for recording the daily receipt.
 - b) Diary Movement Register indicating the movement of papers when sent outside the Section/Branch
 - c) Register of Govt. of India's receipts
 - d) Register of receipt of Parliament/Haryana Vidhan Sabha questions
 - e) File Register
 - f) File Movement Register
 - g) Register for watching progress of recording of files
 - h) Register for keeping a watch on the disposal of communications received from Govt. of India(GOI).
 - i) Register Relating to the action taken on the assurance given in Haryana Vidhan Sabha
 - j) Register to record the files sent to FD Gen. Admn. Dept. or any other Section/Branch of or advice etc.
 - k) Register for recording Wireless/Telex/Messages and Telegrams sent by the Section/Branch
- 17) Self Appraisal Report (SAR) and Accountability:** Reward and punishment motivate human behavior. They are two sides of the same coin. This concept can be judiciously used for motivating the employees of the university and thus fine-tuning the governance of a system. The SAR proforma should be amended with an addition column "Response to

Stakeholders” that will testify the level of sensitivity shown by the officer/employee while dealing with the problems of the students.

- 18) Frequent and Unnecessary Transfer:** Of Course, transfers are a routine affair and every administrator makes changes by way of transferring employees/officials from one Section to the other, as per his/her vision and wisdom. But frequent transfers affect productivity of employees and sap their energy as the employees take some adjustment time to new department, place, etc. The employees should not be moved from their place/seat frequently as it adversely affects the working of the Branch/Dept.
- 19) The Human Resource (HR) Cell:** HR Cell may be created in the university for optimum utilization of the energy and enthusiasm of the employees. In order to realize the vision and long term planning of the university, the cell can offer assistance to the employees in professional their career-related problems so that they can give their best to the institution. The Cell will keep the employees motivated and will enable them to acquire and to develop their professional skills. Like any other organization, the university also understands the value of investing in the future skills of their employees. It’s the responsibility of the HR department to lead these efforts in the right direction. The Cell will work diligently behind the scenes to ensure proper co-ordination between various branches of the university so that the university runs smoothly and efficiently.
- 20) Information Centre:** The Centre located near the entrance gate of the university, must work ceaselessly from 9am to 5pm on all working days to entertain and address queries of students and other stakeholders. The centre must be equipped with technology and tools and be manned by officials who can handle the job effectively to the satisfaction of all concerned.
- 21) Investment for Future Needs:** The organizations evolve with the passage of time and to keep abreast with the fast-changing scenario, it is essential that we invest money to make the cutting edge technology as part of our physical infrastructure. This will strengthen the base our university and it will also add to the quality and efficiency of the service delivery system. Digitalisation of the record and file tracking system (FTS) are essential components of service delivery system. This will enable fast retrieval of the relevant files and will make file movement & file tracking process painless. Besides, digitalization and other electronic modes of service will solve the problem of material loss.