

**UNIVERSITY APPROVED BENCHMARKING  
FOR  
ADMINISTRATIVE PROCESSES/ CITIZEN CHARTER**

**CITIZEN CHARTER**

The Guru Jambheshwar University of Science & Technology, Hisar was established on October 20, 1995 by an Act of the Legislature of the State of Haryana with the objectives to facilitate and promote studies and research in emerging areas of higher education commits itself for different administrative services provided by various offices of the university is as under:

Sr. No.	Name of the Office	Services/Jobs Rendered	Officer Responsible With Telephone Nos.
<b>A.</b>	<b>ACADEMIC AND ADMINISTRATIVE OFFICES</b>		
1.	Establishment	All establishment/ service matters of the non-teaching staff of the University.	Branch Officer 01662-263109
2.	Faculty Branch	All establishment/ service matters of the teaching staff of the University.	Branch Officer 01662-263585
3.	Academic Branch	Admissions, Syllabi, Clarification of Rules, Meetings of Court, Executive Council, Academic Council, Faculties, Boards of Studies, all other Academic matters	Branch Officer 01662-263110
4.	Registration Branch	Registration of students, PhD, Regn. Inter-University and Inter-college Migration Certificates.	Branch Officer 01662-263127
5.	Scholarship & SC/ST Cell	All Scholarships, Stipends to students	Branch Officer 01662-263552
6.	General Branch	All kinds of purchases, Including stationary, Maintenance of stores And issue of stores.	Branch Officer 01662-263126
7.	Reception & Information Cell and Sale Counter	Attending to enquires, Sale of prospectuses, Various Application Forms and other university publications.	Counter-Incharge 01662-263363 01662-263504
8.	University Works Department	All construction works, Maintenance work, Including Civil, Electrical, Public Health	Superintending Engineer 01662-263105
9.	Health Centre	Medical care of students, and employees	Sr. Medical Officer 01662-263121

10.	Sports Office	Sports activities of students	Director, Sports 01662-263156
11.	Security Office	Security arrangements on the campus	Chief Security Officer 01662-263503
<b>B.</b>	<b>COLLEGES</b>		
1.	Colleges Branch	Affiliation of Colleges, Selections in Colleges and other matters related to affiliated colleges.	Branch Officer 01662-263576
<b>C.</b>	<b>EXAMINATIONS</b>		
1.	Result Branches	Examination forms and all enquiries relating to results DMCs Degrees, Provisional Certificates, Result gazettes, Issue of Provisional certificates/ Duplicate DMCs/ Degrees	Branch Officer 01662-263128 (for Regular Courses)  Branch Officer 01662-263530 (for Distance Education Courses)
2.	Conduct Branch	Conduct of Theory and Practical Examinations, Date Sheets, UMC Cases etc.	Branch Officer 01662-263128
3.	Secrecy Branch & Re-Evaluation Branch	Paper Setting, Evaluation of Answer Books, Ph. D. Thesis, Re-Evaluation/re-checking of Answer Books	Branch Officer 01662-263531
<b>D.</b>	<b>HOSTELS (Chief Warden-- 01662-263182)</b>		
1.	Girls Hostels & Working Women Hostel	All matters pertaining to Girls' Hostels.	Concerned Warden 01662-263190(GH-1) 01662-263191(GH-2) 01662-263391 (GH-3) 01662263590 (WWH)
2.	Boys Hostels	All matters pertaining to Boys' Hostel.	Concerned Warden 01662-263181 (BH-1) 01662-263286 (BH-2) 01662-263464 (BH-3)
<b>E.</b>	<b>LIBRARY SERVICES</b>		
1.	University Library	All Library matters	Librarian 01662-263313 01662-263118
<b>F.</b>	<b>ACCOUNTS</b>		
1.	Accounts Branch	All accounts matters including Fee, Salaries, Loans, Remuneration, TA, DA, LTC, Medical Reimbursement, Pension etc.	Branch Officer 01662-263125
<b>G.</b>	<b>STUDENTS WELFARE</b>		
1.	Dean of Students' Welfare	All students' welfare matters including Cultural and Sports	Dean, Students' Welfare 01662-263675
2.	Directorate of Sports	Sports related activities	Director of Sports 01662-263156
3.	Directorate of Youth Welfare	Cultural related activities	Director, Youth Welfare

			01662-263678
<b>H. CAMPUS DISCIPLINE</b>			
1.	Proctor	All matters relating to students' discipline, campus security, vehicles parking/ stickers and ragging, etc	Proctor 01662-263563
2.	Chairperson Women Cell	All matters pertaining to EVE teasing and sexual harassment	Women Cell 01662-263357
<b>I. DIRECTORATE OF DISTANCE EDUCATION</b>			
	Director, Distance Education	For queries concerning admissions, dispatch of study material, change of Study Centre, schedule of examinations, results declaration and dispatch of DMCs etc	Branch Officer 01662-263135 01662-263157

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

No.	Sr. Services/ Jobs Rendered	Offices to be contacted	Telephone
1.	Administrative matters	Registrar	01662-263104
2.	Examinations related matters	Controller of Examinations	01662-263130
3.	All matters pertaining to relating to students' discipline, campus security, vehicles parking/ stickers, ragging, and EVE teasing and sexual harassment, etc.	Proctor	01662-263563
4.	Cultural activities, sports and Other students' welfare matters	Dean Students Welfare	01662-263675
5.	All matters pertaining to Girls' Hostels, Working Women Hostel and Boys' Hostels.	Chief Warden	01662-263182
6.	All matters relating to Distance Education	Director, Distance Education	01662-263157

University's Citizen Charter Services are as under:

**Normative period of services**

Sr. No.	Name of Service	Time Limit	Nodel Officer/ Office
1.	Issue of Duplicate DMCs	05 Days	Branch Officer (Results) 01662-263128 (Regular Courses) 01662-263530 (Distance Courses)
2.	Issue of Provisional Degree/ Diploma Certificate	05 Days	Branch Officer (Results & Secrecy)
3.	Issue of Duplicate Degree & Diploma	07 Days	Branch Officer (Results) 01662-263128 (Regular Courses) 01662-263530 (Distance Courses)

4.	Issue of Transcript	05 Days	Branch Officer (Results) 01662-263128 (Regular Courses) 01662-263530 (Distance Courses)
5.	Correction of DMC, Degree and Diploma Certificate	05 Days	Branch Officer (Results) 01662-263128 (Regular Courses) 01662-263530 (Distance Courses)
6.	Verification of Result	10 Days	Branch Officer (Results) 01662-263128 (Regular) 01662-263530 (Distance Courses)
7.	a) Evaluation Results of UG/PG* b) Re-Evaluation Results* c) MTech Dissertation* d) PhD Viva-Voce*  * from last examination concern/application date/dissertation submission/thesis submission	a) 60 Days b) 45 Days c) 30 Days d) 120 Days	Branch Officer 01662-263531 (Secrecy)  01662-263128 (Regular Courses)  01662-263530 (Distance Courses)
8.	Settlement of 'Result Late' cases	15 Days	Branch Officer (Results) 01662-263128 (Regular Courses) 01662-263530 (Distance Courses)
9.	Migration Certificate	05 Days	Branch Officer (Registration ) 01662-263127 (Regular Courses) Dy. Director (Distance Courses) 01662-263135 (Distance Courses)
10.	Restoration of Old Regn. No. (i) By Hand (ii) By Post	Same Day 10 Days	Branch Officer (Registration ) 01662-263127 (Regular Courses) Dy. Director (Distance Education) 01662-263135 (Distance Courses)
11.	Correction in Regn. Particulars (i) By Hand (ii) By Post	Same Day 10 Days	Branch Officer (Registration ) 01662-263127 (Regular Courses) Dy. Director (Distance Education) 01662-263135 (Distance Education Courses)
12.	Forwarding of Joining Reports of JRF/Scholarships to agency concerned	10 Days	Branch Officer (Accounts) 01662-263108
13.	Extension in submission of Ph. D. Thesis/URS/Leave to URS/Regn.	10 Days	Branch Officer (Registration) 01662-263127

	Etc.		
14.	Provisional Registration to UG/PG Programmes	On the spot at the time of admission	Chairperson concerned
15.	Issue of Identity Card to students	05 Days	Chairperson concerned
16.	Course Catalogues/ Syllabi & regulations governing of all UG/PG Courses	Available on University Website	Available on University Website
17.	Supply of lecture outlines/Plans to the students	Within 07 days of commencement of classes	Teacher concerned
18.	Supply of study material to the students admitted under distance education courses	Within 30 days of the last date of admission	Dy Director (Distance Education) 01662-263157
19.	Supply of university stickers to staff and students for pasting of vehicles	Within 02 days of submission of application	Chief-Security Officer 01662-263503
20.	a) Display of Date Sheet of minor test  b) Display of Date Sheet of major Test (Semester End Examinations)	a) 15 Days of commencement of classes  b) 07 Days before commencement of Examinations	Chairperson concerned  Controller of Examinations 01662-263130
21.	Declaration of minor test results	Within 05 Days of test	Teacher concerned
22.	Issue of bonafide certificate/Character certificate	Within 05 Days	Chairperson concerned
23.	Issue of library card to students	Within 07 Days	University Librarian 01662-263313 01662-263118
24.	For processing/responding to the cases of promotion/ACP/Increments/etc of Non-Teaching Employees of the University	Within 90 days of receipt of written request, through proper channel, from the employee concerned	Branch Officer (Establishment) 01662-263109
25.	For processing/responding to the cases of promotion/ACP/Increments/etc of Teachers of the University	Within 90 days of receipt of written request, through proper channel, from the teacher concerned	Branch Officer (Faculty) 01662-263585
26.	Issue of official e-mail IDs / Password to students	Within 07 Days	Incharge Net-Working Cell 01662-263350
27.	Closure of outgoing students official e-mail IDs	30 June of every Year	Incharge Net-Working Cell 01662-263350
28.	Refund of hostel security	Within 30 Days	Warden concerned
29.	Refund of caution money	Within 30 Days	Branch Officer (Accounts) 01662-263108

**Note:** The days for accomplishing the Job, mentioned above, shall be considered working days. The days mentioned above are maximum Period. Hence, officers/ officials may be requested to complete the Job at the earliest within nominative period.