



SANT SOHIROBANATH

AMBIYE

GOVERNMENT COLLEGE OF ARTS & COMMERCE

VIRNODA - PERNEM, GOA.

CITIZENS CHARTER

A) SERVICES RENDERED TO THE STUDENTS.

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

B) IN HOUSE SERVICES RENDERED TO THE PUBLIC.

| Services | Minimum Duration (in No. of Working Days) |
|---|---|
| 1. Provision of Information to Public under the 'Right to Information Act 2005' (Disclosure Subject to Section 8/9 of the Act.) | <ul style="list-style-type: none">- Maximum period of 30 days for compliance.- Maximum period of 40 days for compliance where the third party interests are involved.- Within 48 hours of receipt of the request when the information sought for concerns the life and liberty of a person. |
| 2. Provision for seeking information from Appellate Authority in case the request information is turned down by P.I.O. | <ul style="list-style-type: none">- A maximum period of 30 days extended up to 45 days to give decision by the Appellate Authority. |

C) IN HOUSE SERVICES RENDERED TO THE STAFF.

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

