

# MAHARSHI DAYANAND UNIVERSITY, ROHTAK

## CITIZEN CHARTER

### Details of services provided by various Offices of the University

<b>Sr. No.</b>	<b>Name of the Office</b>	<b>Services/Jobs Rendered</b>	<b>Officer concerned/ Telephone Nos.</b>
<b>A.</b>	<b>ACADEMIC AND ADMINISTRATIVE OFFICES</b>		
1.	Establishment i) Teaching ii) Non-Teaching	All establishment/ service matters of the University Employees	Asstt. Registrar/ Supdt. Incharge  0126-266390
2.	Academic Branch	Admissions, Syllabi, Clarification of Rules, Meetings of Court, Executive Council, Academic Council, Faculties, Boards of Studies, all other academic matters	Asstt. Registrar/ Branch I/C  01262-393567
4.	Registration & Scholarships	Registration of students, Scholarships, Ph.D. Regn. Award of URS., Inter-college Migrations, Migration Certificates, Fellowship, Stipends	Asstt Registrar  01262-272477
5.	Purchase & Stores	All kinds of purchases, including stationary, maintenance of stores and issue of stores	Asstt. Registrar  01262-266953
6.	Publications & Enquiry	Attending to enquires, sale of prospectuses, forms other university publications	Branch Incharge  01262-279462
7.	University Press	Printing press of the university	Press Manager 01262-393039
8.	Engineering	All construction works, Maintenance work, Including Civil, Electrical, Public Health	Executive Engineer  01262-393185
9.	Health Centre	Medical care of students, employees	Sr. Medical Officer 01262-393027
10.	Sports Office	Sports activities of students	Director, Sports 01262-393126
11.	Watch & Ward	Security arrangements on the campus	Controller Security Phone:- 99961-23021

<b>B.</b>	<b>COLLEGES DEVELOPMENT COUNCIL</b>		
1	Colleges Branch	Affiliation of Colleges, Election of Governing Bodies, Selections in Colleges and other matters related to affiliated colleges including B.Ed. admissions	Dy. Registrar 01262-274532
<b>C.</b>	<b>EXAMINATIONS</b>		
1	Result Branches Result-I Result-II Result-III Result-IV	Examination forms and all enquiries relating to results, DMCs Degrees, Provisional Certificates, result gazettes, etc.	Assistants: R-I: 01262-266454 R-II: 01262-266463 R-III: 01262-266475 R-IV : 01262-215573
2.	Conduct Branch	Conduct of Theory and Practical Examinations, Date Sheets, UMC Cases, etc.	OSD/Branch Officer 01262-274460
3.	Secrecy Branch	Paper Setting, Evaluation of Answer Books, Ph.D. Thesis	Branch Officer 01262-292876
4.	Re-Evaluation Branch	Re-evaluation/re-checking of Answer Books	Asstt. Registrar 01262-292534
5.	Certificate Section	Issue of Provisional certificates/Duplicate DMCs/Degrees	Asstt Registrar concerned
<b>D.</b>	<b>HOSTELS</b>		
1	Girls Hostels	All matters pertaining to Girls' Hostels	Concerned Wardens i) 98122-24027 ii) -do- iii) 99963-03937 iv) 94169-45933
2.	Boys Hostels	All matters pertaining to Boys' Hostel	Concerned Wardens i) 94669-01134 ii) 94162-28782 iii) 98960-01262 iv) 94677-17225 v) 94665-03909
<b>E.</b>	<b>LIBRARY SERVICES</b>		
	i) Vivekanand Library	All Library matters	Librarian 01262-393004
	ii) Departmental Libraries	All matters of Departmental libraries	Concerned Head of the Department

<b>E.</b>	<b>ACCOUNTS</b>		
1	Accounts Branch	All accounts matters, including fee, salaries, loans, remuneration, TA, LTC, Medical Reimbursement, pension etc.	Finance Officer 01262-295258
<b>G.</b>	<b>STUDENTS' WELFARE</b>		
1	Directorate of Students and Youth Welfare	Cultural activities and other students' matters	Director, Youth Welfare 01262-393430.
<b>H.</b>	<b>STUDENTS' DISCIPLINE</b>		
	Proctor	All matters relating to students' discipline	Proctor 01262-393274

## **IMPORTANT INFORMATION**

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

<b>Sr. No.</b>	<b>Services/Jobs Rendered</b>	<b>Officer to be contacted</b>	<b>Telephone</b>
1.	Administrative matters	Registrar	01262-274640
2.	Examination related matters	Controller of Examinations	01262-274169
3.	Cultural activities, sports, and other students' problems	Dean, Students Welfare	01262-393430
4.	All matters pertaining to Girls' hostels	Provost	98961-76343
5.	All matters pertaining to Boys' hostels	Provost	94163 21444

Normative period of services

<b>Sr.No.</b>	<b>Name of Service</b>	<b>Time Limit</b>	<b>Name of Officer</b>
1.	Issue of Duplicate DMCs.	10 Days	Concerned branch officer
2.	Issue of Provisional Certificate	7 Days	Concerned branch officer
3.	Issue of Duplicate Degree	20 Days	Concerned branch officer
4.	Issue of Transcript	7 Days	Concerned branch officer
5.	Correction of DMC	20 Days	Concerned branch officer
6.	Verification of Result	10 Days	Concerned branch officer
7.	Re-evaluation Results	90 Days	Concerned branch officer
8.	Settlement of Result 'Late' cases	15 Days	Concerned branch officer
9.	i) Issue of Inter-University Migration Certificate (By Hand)	Same day	Asstt. Registrar (R&S) 01262-272477
	ii) Issue of Inter University Migration Certificate (by Posts)	10 days	
10.	i) Issue of Duplicate Inter University Migration Certificate (By Hand)	Same Day	
	ii) Issue of Duplicate Inter University Migration Certificate by post	10 Days	
11.	Inter College Migration Certificate	10 Days	
12.	Restoration of Old Regn No. By Hand	Same Day	
13.	Restoration of Old Regn. No. By Post	10 Days	
14.	Correction in Regn. Particulars by Hand	Same Day	
15.	Correction in Regn. Particulars by Post	10 Days	
16.	Scholarship Related matters	10-15 Days	
17.	Forwarding of Joining Reports of JRF/Scholarship	10 Days	
18.	Extension in submission of Ph.D. Thesis/URS/Leave to URS/Regn. Etc.	10 Days	

**Note: The days for accomplishing the job, mentioned above, shall be considered working days.**