

Citizen Charter

B.J.Govt.Medical College,Pune

<b>Sr. No.</b>	<b>Name of the Service</b>	<b>List of Documents Required</b>	<b>Timelines for Providing Service (in Days)</b>	<b>Officer Responsible</b>	<b>Supervisor Officer Responsible (In case of Escalation)</b>
1	Bonafide Certificate	Students application	Within week	Administrative Officer	Dy.Dean(UG)
2	College Leaving Certificate	Internship Completion Certificate, Last Leaving Certificate	Within week	Administrative Officer	Dy.Dean(UG)
3	Attempt Certificate	All Concerned Mark list	Within week	Administrative Officer	Dy.Dean(UG)
4	Character Certificate	Students application	Within week	Administrative Officer	Dean
5	Hostel Living Certificate	Students application and fee receipt	Within week	Administrative Officer	Dean/Rector
6	Experience Certificate for Employee	Employees application	Within week	Administrative Officer	Dean
7	No objection Certificate for Employee	Employees application	Within week	Administrative Officer	Dean
8	Address Proof Certificate for Employee	Employees application	Within week	Administrative Officer	Dean
9	Appointment and joining Letter for employee	Employees application	Same day	Administrative Officer/Dean	Dean/Director
10	Relieving Certificate	Employees application	Same day	Administrative Officer	Dean/Director
11	Birth Report	Application	Same day	DyMS/MS	Dean
12	Death Certificate	Application	Same day	DyMS/MS	Dean
13	Medical Certificate	Application in prescribed format	Same day	DyMS/MS	Dean
14	Injury Certificate	Letter from Police Station	Same day	DyMS/MS	Dean
15	Age Certificate	Aadhar/Voter/Ration card and application in prescribed format	Same day	DyMS/MS	Dean
16	Discharge Certificate	-----	Same day	DyMS/MS	Dean
17	Medical Reimbursement	Application in prescribed format	Within 10 days	DyMS/MS	Dean
18	Right to information	Application with a stamp paper	As per RTI rule	Public relation officer	Dean

### **Complaint Handling Mechanism (CHM)**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Description</b>
1.	Where to lodge a complaint	Inward Section
2.	Acknowledgement of complaints	Inward Clerk
3.	Time for resolution of complaint	Depends on the urgency
4.	Escalation of complaints	Depends on the result and nature of complaint.

		Appellate can approach Dean.
5.	Time for resolution of complaint after escalation	Depends on the nature of complaint
6.	Name & Contact details of Grievance Redressal officer	Grievance committee is in place