

University Citizen Charter Services
A step forward to Learners Support Services for Transparency
under
Good Governance and Zero Tolerance Policy

S. No.	Name of Service	Time Limit for Disposal	Nodal Officer/Office	Penalty
1.	Admission related Problems	03 Working days after the receiving of Grievance	Incharge – Admission Email: uprtouadmission@gmail.com Contact Number: 7525048042	If the work is not done within the stipulated time limit, the concerned head of the department/officer including the concerned employee will be equally responsible and will himself be liable for monetary punishment and disciplinary action as follows.
2.	Lateral Entry related Problems	03 Working days after the receiving of Grievance		
3.	Re-admission related Problems	03 Working days after the receiving of Grievance		
4.	Change of Study Center	03 Working days after the receipt of the application		
5.	Student's Name, Father's Name, Mother's Name, Date of Birth Correction	03 Working days after the receipt of the application		
6.	Change of Programme/ Course	03 Working days after the receipt of the application		
7.	Fee Return Related Issues	15 Working days after the receipt of the application		
8.	SLM delivery to learners	15 days after the date of admission fee deposition	Incharge- SLM Email: uprtouslmdep@gmail.com Contact Number: 7525048032	1. After the stipulated period, from the next day to 01 week:
9.	Issue of Duplicate Documents	07 Working days after the receipt of the application	Controller of Examination Email: coe@uprtou.ac.in Contact Number: 7525048009	Rs.100/day
10.	Issue of Provisional Degree/ Diploma/ Certificate	07 Working days after the receipt of the application		Note: ‘From the next day’, means the day 01.
11.	Issue of Duplicate Degree/ Diploma/ Certificate	07 Working days after the receipt of the application		2. From 08 to 14 days:
12.	Issue of Transcript	07 Working days after the receipt of the application		Rs.200/day
13.	Correction of Documents, Degree, Diploma, Certificate	07 Working days after the receipt of the application		3. From 15 days to 30 days;
14.	Verification of Results	07 Working days after the receipt of the application		Rs.500/day
15.	Change in Exam Center	07 Working days after the receipt of the application		4. After 30 days: Rs.1000/day
16.	Back Paper Fee Refund Related Issues	07 Working days after the receipt of the application	Incharge - Study Center Email: inchargesc@uprtou.ac.in Contact Number: 7525048005	Review Committee / Action taken Committee: 1. 2. 3. 4. 5.
17.	Decision Regarding Opening of New Study Center	According to the norms of Study Center		
18.	Addressing Grievances of learners on the closure Study Centers	10 days after the predefined scheduled dates	Dr. Meera Pal Contact Number: 7525048052	
19.	Prevention of Sexual Harassment Committee	90 days after the predefined scheduled dates		
20.	Due Payment of Study Centers (twice a year)	15 days after the closure of admission process	Finance Officer Email: fo.uprtou@gmail.com Contact Number: 7525048006	
21.	Payment Related Issues			
	A. Up to Rs. 50,000/-	02 days after the date of receiving the file to Finance Office	Finance Officer Email: fo.uprtou@gmail.com Contact Number: 7525048006	
	B. Up to Rs. 50,001 - 5,00,000/-	04 days after the date of receiving the file to Finance Office		
	C. Up to Rs. 5,00,001 - 50,00,000/-	06 days after the date of receiving the file to Finance Office		
	D. Up to Rs. 50,00,001 - 1,00,00,000/-	08 days after the date of receiving the file to Finance Office		
E. 1 Crore above	10 days after the date of receiving the file to Finance Office			

Note: - After fortnightly inspection of departments/sections by the review committee/action taken committee, the recommendation of necessary action will be submitted before the competent authority.

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Sr. No.	Name of Service	Time Limit for Disposal	Nodal Officer/Office	Penalty
19.	Admission related Problems	03 Working days after the receiving of Grievance	Incharge – Admission Email: uprtouadmission@gmail.com Contact Number: 7525048042	निर्धारित समय सीमा के अन्तर्गत कार्य न होने पर सम्बन्धित कर्मचारी सहित सम्बन्धित विभागाध्यक्ष / अधिकारी समान रूप से जिम्मेदार होंगे तथा निम्नानुसार आर्थिक दण्ड एवं अनुशासनात्मक कार्यवाही के स्वयं उत्तरदायी होंगे। 1. निर्धारित अवधि के उपरान्त अगले दिन से 01 सप्ताह तक : रु100 / प्रतिदिन नोट: अगले दिन से, आशय Day 01 से है। 2. 08 से 14 दिन तक: रु200 / प्रतिदिन 3. 15 दिन 30 दिन रु 500 / प्रतिदिन 4. 30 दिन के बाद : रु 1000 / प्रतिदिन।
20.	Lateral Entry related Problems	03 Working days after the receiving of Grievance		
21.	Re-admission related Problems	03 Working days after the receiving of Grievance		
22.	Change of Study Center	03 Working days after the receipt of the application		
23.	Student's Name, Father's Name, Mother's Name, Date of Birth Correction	03 Working days after the receipt of the application		
24.	Change of Programme/ Course	03 Working days after the receipt of the application		
25.	Fee Return Related Issues	15 Working days after the receipt of the application	Incharge- SLM Email: uprtouslmdep@gmail.com Contact Number: 7525048032	समीक्षा समिति / कार्यवाही समिति 1. 2. 3. 4. 5. नोट:- समीक्षा समिति / दण्ड निरूपण समिति द्वारा विभागों / अनुभागों का पाक्षिक निरीक्षण करते हुए आवश्यक कार्यवाही की संस्तुति सक्षम अधिकारी के समक्ष प्रस्तुत की जायेगी।
26.	SLM delivery to learners	15 days after the date of admission fee deposition		
27.	Issue of Duplicate Documents	07 Working days after the receipt of the application	Controller of Examination Email: coe@uprtou.ac.in Contact Number: 7525048009	
28.	Issue of Provisional Degree/ Diploma/ Certificate	07 Working days after the receipt of the application		
29.	Issue of Duplicate Degree/ Diploma/ Certificate	07 Working days after the receipt of the application		
30.	Issue of Transcript	07 Working days after the receipt of the application		
31.	Correction of Documents, Degree, Diploma, Certificate	07 Working days after the receipt of the application		
32.	Verification of Results	07 Working days after the receipt of the application		
33.	Change in Exam Center	07 Working days after the receipt of the application		
34.	Back Paper Fee Refund Related Issues	07 Working days after the receipt of the application		
35.	Decision Regarding Opening of New Study Center	According to the norms of Study Center	Incharge- Study Center Email: inchargesc@uprtou.ac.in Contact Number: 7525048005	
36.	Addressing Grievances of learners on the closure Study Centers	10 days after the predefined scheduled dates		
19.	Prevention of Sexual Harassment Committee	90 days after the predefined scheduled dates	Dr. Meera Pal Contact Number: 7525048052	
20.	Due Payment of Study Centers (twice a year)	15 days after the closure of admission process	Finance Officer Email: fo.uprtou@gmail.com Contact Number: 7525048006	
21.	Payment Related Issues			
	A. Up to Rs. 50,000/-	07 days after the date of receiving the file to Finance Office		
	B. Up to Rs. 50,001 - 5,00,000/-	10 days after the date of receiving the file to Finance Office		
	C. Up to Rs. 5,00,001 - 50,00,000/-	13 days after the date of receiving the file to Finance Office		
	D. Up to Rs. 50,00,001 - 1,00,00,000/-	16 days after the date of receiving the file to Finance Office		
	E. 1 Crore above	19 days after the date of receiving the file to Finance Office		