

**CITIZEN'S /CLIENT CHARTER
OF
DIIRECTOR HIGHER EDUCATION
CHANDIGARH ADMINISTRATION.**

**Note :: Though every case has been taken to cover up each and every aspect
And to ensure accuracy of the draft Citizen Charter yet any error made
Therein is subject to rectification.**

CONTENTS

Sr. No.	Subject	Page No.
1	Preface	01
2	Vision & Mission	02
3	Common services	03-04
4	Grievances redress mechanism	05
5	List of stake holders	06
6	List of responsibility centres	07-08
7	Conclusion	09

PREFACE

Education Department is headed by Education Secretary. All the Policy matter are decided at the level of Government. For proper control & administration Director Higher Education, Chandigarh looks after College Education. The role of Department is to ensure imparting Education at Graduate & Post Graduate level in various colleges. There are Five Govt. Arts and Science Colleges, 2 Professional Colleges, two in **service** teacher training institutions on Govt. side. Besides this, there are seven Privately Managed Govt. Aided colleges in UT, Chandigarh for Graduation and Post Graduation in classes i.e Arts, Science & Commerce . Govt. Home Science College in Sektortor-10, Chandigarh offers BSc & MSc in the field of Home Science, Food & Nutrition and Clothing & Textiles and its allied branches. Govt. College of Education, Sektortor-20, Chandigarh offers teachers training to students of B.Ed courses. Govt. College of Commerce & Business Administration Sector -42 offers for Commerce & Business Administration Courses . Regional Institution of English, Sektortor-32 imparts in-service training to the teachers of UT and neighbouring states for improvement in teaching of English. State Institute of Education, Sektortor-32, Chandigarh holds workshops/seminars and imparts training of the in service teachers. It also runs Elementary Teachers Training course. The T.S. Central State Library Sector 17 & divisional Library (South/ , Sector 34-B Chandigarh of the city caters the requirement of books, journals of national/international repute and develop the Reading Habit among students and general public. Apart from above Govt. College of Yoga & Health Education Sektortor-23, is also functioning which provides Yoga & Health Education.

Vision

Framing the Citizen Charter on common service matter is to create an enabling environment for the development and management of human resources of the Chandigarh Administration for efficient, effective, accountable, responsive and transparent governance.

Mission

Citizen Charter on Common Service matters will provide a dynamic framework and procedure for the effective functioning of the U.T. Administration. It will develop competence in the Administration at all levels for efficient delivery of services, inculcate and support a culture of transparency, accountability and zero tolerance or corruption in public affairs and to institutionalise a system of constructive ongoing engagement with stakeholders to have the desired result.

REDRESSAL OF GRIEVANCES IN CASE OF DIRECTORATE

In case of non compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievances officer for Redressal of their grievance :

Registrar Education (Colleges),

O/o Director Higher Education,

Chandigarh Administration.

Tel. No. 0172-2740704

E-mail :

REDRESSAL OF GRIEVANCES DEPARATMENT OF HIGHER EDUCATION,CHANDIGARH ADMINISTRATION.

In case the grievance is not redressed finally, the same can be taken up at higher level:

Director Higher Education

Chandigarh Administration.

Tel. No. -0172- 2748211

E-mail :

STAKEHOLDERS

Sr.No.	Stakeholders
1.	General Public.
2.	Govt. Colleges/Institutes in UT, Chandigarh
3.	Govt. Aided College in UT, Chandigarh.
4.	Recognised Association of the Department.

LIST OF RESPONSIBILITY CENTERS/ATTACHED/SUBORDINATE ORGANIZATION.

Sr. No.	Responsibility Centers and Subordinate organization	Address	Office/ Landline Number /M. No.	Email.
1	Dr. J.S. Raghu, Officiating Principal, Govt. College, Sector-11, Chandigarh	H.No- 387, Sector-2, Panchkula Haryana	2740597 9417870183	www.gc11.com principal@gc.ac.in
2	Mrs Achala Dogra, Officiating Principal, Govt. College for Girls-11, Chandigarh	H.No 840, Sector-10,Panchkula Haryana	2740614 9216794121	gcg principal @yahoo.co.in principalgcg@yahoo.co.in
3	Mrs Gurjeet Kaur, Officiating Principal, Govt. College - 46, Chandigarh	H.No.2312, Sector-35C, Chandigarh	2676010	govt. college46@yahoo.co.in
4	Smt. Mani Bedi, Officiating Principal Govt.College- 42, Chandigarh	H.No 1132 Sector-44B Chandigarh	2676005 9815308104	gcg42cgd@yahoo.com
5	Mrs. Manjit Kaur Officiating,Principal, Govt. College of Commerce& Business Administration Sector 42, Chandigarh	H.No 109/1, Sector 45A, Chandigarh	2540363 9417086781	gccba chd@hotmail.com
6	Mrs. Madhu Nanda, Officiating Principal Govt. Home Science College, Sector 10, Chandigarh	H.No 578, Sector-16A,Chandigarh	2740387 9814212129	homescience@chd.nic.in madhunanda6@gmail.com
7	Dr. Harsh Batra, Officiating Principal, Govt.College of Education , Sector-20, Chandigarh	H.No 275 Sector-12/ A, Panchkula (Haryana)	2572665 2700075 9316118538	gcechd@yahoo.co.in
8	Dr. Harsh Batra, Officiating Principal, Govt. College of Yoga &Health Sector 23, Chandigarh	H.No 2147, Sector- 27 Chandigarh	2658526 2700378 9872642147	gcyehchandigarh@mail.com
9	Smt. Sharada Kaushik, Director, Regional Institute of English, Sector-32, Chandigarh	H.No- 9, Sector -7/ A, Chandigarh	2795801 2676008 9872046600	sharda_kaushik@yahoo.com
10	Dr. Surinder Dahiya, Director State Institute of Education, Sector 32, Chandigarh	Park View, Sector -24, Chandigarh	2676011 9463837270	sie_chd@nic.in

11	Sh, Suraj Prakash Librarian, T.S Central State Library, Sector 17, Chandigarh	H.No- 1491, Sector- 42, Chandigarh	2662895 2702565	csl_chd@nic.in
12	Mrs. Anju Gupta, Librarian, StateLibrary Sector 34, Chandigarh	H.No- 1446, Sector- 22 B, Chandigarh	2707929. 2676002 9876646146	csl@chd.nic.in
PRIVATELY MANAGED GOVT. AIDED COLLEGES				
13	Dr. B.C.Josan Principal, DAV College, Sector-10, Chandigarh	DAV College Campus, Sector-10,Panchkula	2549964 2743980 9216877122	ibfo@davchd.com principal@davchd.com
14	Dr.Puneet Bedi, Principal MCMDAV College for Women, Sector-36, Chandigarh	H.No- 224 Sector-2, Panchkula	2603355 9815758400	info@mcmdavcw-chd.edu www.mcmdavcw_chd.edu
15	Dr. Charanjit Sohi, Principal, Guru Gobind Singh College for Women, Sector-26,Chandigarh	H.No.5603, Modern Housing Duplex , Manimajra, Chandigarh	2792757 9814012372	principalggscw@yahoo.in
16	Mrs. Jyoti Khanna ,Principal, Dev Samaj College for Education, Sector-36,Chandigarh	H.No- E-43, Punjab University, Sector-14, Chandigarh	2603241 9815296900	devsamaj@rediffmail.com
17	Mrs. Meera Modi, Principal, Dev Samaj College for Women, Sector-45, Chandigarh	H.No- 154/ Sector-44/A, Chandigarh	2603497 9814915344	info@dscw45.com
18	Dr.Bhushan Kumar, Offg. Principal,, S.D. College, Sector-32, Chandigarh	SGGSD College Sec-32, Chandigarh	2600090 4912400	info@ggdsd.ac.in
19	Sh. M.S.Marwaha, Officiating Principal, Sr. Guru Gobind Singh College, Sector-26, Chandigarh	H.No-864, Sector-49, Chandigarh	2792754 2790312	Principal.sggs26@.com

COMMON SERVICES

Sr. No.	Services	Service /Performance standards	Process	Contact details of the Responsible Officer
1	Earned leave	30 days	Receipt of application complete in all respects	Head of the Department
2	NOC for higher studies	30 days	i) Receipt of application ii) Obtaining the decision of the competent authority.	Head of Department
3	LTC	30 days	i) receipt of application ii) obtaining decision of the competent authority	Head of the Department
4	NOC for applying for another/higher post	30 days	i) receipt of application ii) obtaining decision of the competent authority	Head of Department
5	General Provident fund	20 days	Receipt of application in all respects.	Head of Department
6	NOC for passport	45 days	i) receipt of application complete in all respect iii) obtaining vigilance clearance. iv) Obtaining the decision of the competent authority	Head of Department
7	Ex-India leave	35 days	i) Receipt of application complete in all respects ii) Obtaining vigilance clearance. iii) Obtaining the decision of the competent authority.	AA – Group ‘A’ Administrative Secretary- Group ‘B’ Head of Department – Group ‘C’ & ‘D’
8	Compassionate appointment	90 days	i) receipt of application ii) obtaining decision of the competent authority	Head of Department
9	Processing of extension of deputation period	90 days	i) Examination of the proposal by the Department ii) obtaining decision of the competent authority	Administrative Secretary

Sr.No.	Services	Service /Perform ance standards	Contact details of the Responsible Officer	Weightage	Process	Documents required	fee
1.	Booking of Auditorium	15days	RE(C)		1. Receipt of request 2. Processing of proposal 3. Issue of orders	Application/ request for the booking of auditorium	i. Rent without AC upto 4 Hrs. 5000/- ii.Rent with AC upto 4 Hrs. 10000/- iii.Rent without AC beyond 4 Hrs. per day 6000/- iv.Rent with AC beyond 4 Hrs. per day 12000/-
2.	Booking of accommodation for Competitive exam/ recruitment exam etc.	15 days	RE(C)		1. Receipt of request 2. Processing of proposal 3. Issue of orders	Application/ request for the booking of accommodation	1. 10.00 per candidate per day shall be charged for the use of hall/furniture subject to minimum of ` .1000/- for the first two hours & `1500/- for four hours & ` 2000/- for the whole day. 2. 2000/- per day shall be charged as Security to be deposited with the head of the institution refundable after the exam/function etc. is over. 3 Electricity and water charges shall be extra at the following rates:- Upto to 250 students 500/- 251 to 500 students 1000/- 501 to 750 students 1500/- 751 to 1000 students 2000/-
However the examining bodies like UPSC,SSC, Punjab University are provided rent-free accommodation.							
3.	ACRs (Now APAR)	45 days	RE(C)/DHE 2740704		After receiving from the concerned institutions		
4.	Processing for extension of adhoc appointment/grant of approval	30 days	-do-		-do-		

CONCLUSION

We welcome suggestions from our users/stake holders through consultation for improving the charter and to provide quality education.