

Annexure - 8


Registrar
Mangalayatan University
Beswan, Aligarh

MANGALAYATAN UNIVERSITY CITIZEN CHARTER SERVICE

S. No	Name of the service	Action to be initiated	Maximum Time limit	Nodal officer details
1	Admission related Problems	One working day after the last date of admission	20 Working days after the last date of admission	Director Admission - Prof. Saurabh Kumar Email: admissions@mangalaya tan.edu.in Contact Number: 9760536789
2	Lateral Entry	Two working days after the last date of admission	20 Working days after the last date of admission	
3	Re-admission	2 Working days after the last date of admission	20 Working days after the last date of admission	
4	Student's name, father's name, mother's name, date of birth correction	One Working day after the receipt of the application	14 Working days after the receipt of the application	
5	Enrollment related problems	2 Working days after the receipt of the application	10 Working days after the receipt of the application	
6	Change of programme / course	One working day after the receipt of the application	7 Working days after the receipt of the application	
7	Fee return	2 Working days after the receipt of the application	30 Working days after the receipt of the application	
8	Issue of duplicate documents	01 working day after the receipt of the application	03 working days after the receipt of the application	Controller of Examination - Prof. Dinesh Kumar Sharma Email: coe@mangalayatan.edu .in Contact Number: 999750522
9	Issue of Provisional Degree / Diploma / Certificate	Same day of the receipt of the application	03 working days after the receipt of the application	
10	Issue of duplicate Degree / Diploma / Certificate	Same day of the receipt of the application	03 working days after the receipt of the application	
11	Issue of transcript	01 working day after the receipt of the application	07 working days after the receipt of the application	
12	Correction of documents, degree, diploma, certificate	01 working day after the receipt of the application	07 working days after the receipt of the application	
13	Verification of result	01 working day after the receipt of the application	10 working days after the receipt of the application	
14	Settlement of 'Result Late' cases	01 working day after the receipt of the application and	15 working days after the receipt of the application and declaration of result	


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		declaration of result	
15	Issue of NOC	01 working day after the receipt of the application	10 working days after the receipt of the application
16	Exam Fee Refund	01 working day after the receipt of the application	15 working days after the receipt of the application

S. No	Name of the service	Action to be initiated	Maximum Time limit	Nodal officer details
17	Internal Complaint	One day after the predefined scheduled dates	90 days after the predefined scheduled dates	Prof. Manisha Sharma manisha.sharma@mangalayatan.edu.in 9758266600
18	Equal Opportunity Section (SC Cell/ST Cell/ OBC & Minority Cell)	one day after the predefined scheduled dates	20 days after the predefined scheduled dates	Dr. Y.P. Gaur yatendra.pal@mangalayatan.edu.in 9720007183
19	Grievance cell	One day after the receipt of the application	7 Working days after the receipt of the application	Employee – Prof. Rajeev Sharma rajeev.sharma@mangalayatan.edu.in 9457005233 Student – Dr. Manoj Varshney manoj.varshney_dcea@mangalayatan.edu.in 9997080273
20	Anti-ragging cell	Same day of the receipt of the application	5 Working days after the receipt of the application	Prof. Kishan Pal Singh sidharth.jain@mangalayatan.edu.in 9368377553
21	Gender sensitization cell / Women Empowerment Cell	Same day after the receipt of the application	7 Working days after the receipt of the application	Brig. Sumar Vir Singh sumarvirsingh@mangalayatan.edu.in 9717520014
22	Discipline Committee	One Working day after the receipt of the application	15 Working days after the receipt of the application	Prof. Rakesh Kumar Sharma rakesh.sharma_ibmer@mangalayatan.edu.in 9412571031

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