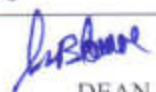


Citizen Charter

Sr. No.	Name of the Service	List of Documents Required	Timelines for Providing & Service (In Days)	Officer Responsible	Supervisor Officer Responsible (In case of Escalation)
1.	Bonafide Certificate	Student's application	Within a week	Administrative officer	Dean
2.	College Leaving Certificate	Internship Completion Certificate, Last leaving Certificate	Within a week	Administrative officer	Dean
3.	Attempt Certificate	All Concerned Mark lists	Within a week	Administrative officer	Dean
4.	Character Certificate	Student's application	Within a week	Administrative officer	Dean
5.	Hostel Living Certificate	Student's application & fee receipt	Within a week	Administrative officer	Dean
6.	Experience Certificate for Employee	Employee's Application	Within a week	Administrative officer	Dean
7.	No Objection Certificate for Employee	Employee's Application	Within a week	Administrative officer	Dean
8.	Address proof Certificate for Employee	Employee's Application	Within a week	Administrative officer	Dean
9.	Appointment & Joining Letter for Employee	Employee's Application	Same Day	Administrative officer	Dean
10.	Relieving Certificate	Employee's Application	Same Day	Administrative officer	Dean/Director
11.	Salary Sheet	Employee's Application	Within a week	Administrative officer	Dean/Director

Complaint Handling Mechanism (CHM)

Sr. No.	Particulars	Description
1	Where to lodge a complaint	Inward Section
2	Acknowledgement of complaints	Inward Clerk
3	Time for resolution of complaint	Depends on nature of Complaint
4	Escalation of complaints	Appropriate Action will be taken
5	Time for resolution of complaint after escalation	Depends on nature of Complaint
6	Name & Contact details of Grievance Redressal officer	DEAN, SRTRGMC Ambajogai 02886-282833/282833/284990 9822280906


 DEAN,
 Swami Ramanand Theerth Rural
 Government, Medical College,
 Ambajogai