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## CIRCULAR

### CITIZEN CHARTER

Sr. No.	Offices	Services
1.	Office of the Vice-Chancellor	Redressal/Grievance for non availability of services (s) where Vice-Chancellor is Grievance/Redressal officer.
2.	Office of the Registrar	Grievance for non availability of services(s) from the officer (s) where Registrar is Grievance officer.
3.	Office of Dean Academic Affairs	Academic activities and work that is assigned to the Dean Academic Affairs.
4.	Office of Dean Students Welfare	Issue related to students welfare and associated activities including cultural and sports activities. NSS and Youth Welfare, Red Cross activities of UTD's students. Financial support to differently able students, funding of educational/cultural tours, bus and train passes, financial support through Earn While you Learn Scheme to needy students, Group Insurance scheme for students. Students development programme like the Rostrum Competition etc. Annual Athletic meet of UTD's students and work assigned by the competent authority.
5.	Office of Dean of College	Initiation of affiliation process, Inspections, approval of selection committee. Approval of appointed teachers in affiliated colleges and other works that stands assigned to the office by competent authority.
6.	Office of Dean Research	Process cases submitted for action in the office; facilitate smooth conduct of Research activity. To help/resolve issues that may emerge in the running of research projects and work that may be assigned by the competent authority.
7.	Office (s) of all Dean(s), Faculty (s)	Coordinating Inter Departmental work; meeting of the Faculty and related work and all other work that is assigned by the competent authority.
8.	Office of Proctor	Conduct of Proctorial Board meeting and related matters. Ensuring Proctorial duties and discipline and all work that is assigned by the competent authority.
9.	Office(s) of Chief Warden(s)/Warden(s)	All matter relating to the Hostels including discipline; mess safety & security etc. and all work is assigned by the competent authority.
10.	Office of Librarian	Library Membership, Library Resources, Library Service/facilities including Computer facilities for browsing Internet resources. Upkeep the Library and all work that is assigned by the Competent Authority.
11.	Office (s) of Controller (s) of Examinations and Examination Branches	Conduct of examinations on the basis of the submission of the examination form and conduct of viva-voce examinations. Issuance of Re-evaluation/ DMC & Degree/ Duplicate DMC/ Degree/Diploma/ Certificate/ Medal/ Transcript and all related

		work and work that is assigned by the competent authority.
12.	Office(s) of Finance Officer & Accounts Branch(s)	Salary, arrears, pension, PF bills (e.g. medical and others) of all employees past and present, Scholarships and fellowships. Forwarding of projects to the concerned agency (UGC etc.), utilization certificate. Disbursal and management of JRF/URS/ others scholarship (s), NOC etc. Management of University accounts, preparation of the University investments and all work that is assigned by the competent authority.
13.	Office of Establishment Branch	All Establishment matters related to past and present employees, appointment and promotion papers, forwarding of applications for various purposes, pension files, proper maintenance of services book, increments, NOC and work incidental there to and all work that is assigned by the competent authority.
14.	Office of Academic Branch	Conduct of Executive Council, Academic Council and Court meeting/Elections to various bodies and other University Committee meetings. Prospectuses, Admission related issues, Course Equivalency, Nomination of representatives to various Academic Bodies, Board of Studies meetings, issues related to courses and curriculum/syllabuses, academic calendar and all work that is assigned by the competent authority.
15.	Office of Registration & Scholarship	Student Registration, Migration Certificate, Restoration of Registration, Registration Return, Registration Card, Scholarship (JRF/URS/ Others Scholarship (s) and all work that is assigned by the competent authority.
16.	Office of General Branch	All such work that is assigned by the competent authority including House allotment, issuance of articles, furniture etc. transport facilities, University guest house, University store etc. and all work that is assigned by the competent authority.
17.	Office of Construction Branch	Maintenance of University buildings, Offices and Residential buildings in terms of Civil, Electrical & Public Health Including attending of complaints with regard to provided facilities. All issues related to new construction and ensuring proper quality control off all new and old construction work and all work that is assigned by the competent authority.
18.	Office (s) of Chairperson (s) UTD(s) and Director(s) of Institute(s) and Director of Sports	All work relating to the smooth running of the Department/Institutes. Timely conduct of teaching including time-table, seminars, internal assessments, conduct of viva-voce examination, updating of syllabus. Issuance of Character/ Experience/ Attendance Certificate to the Student(s), Verification of API in promotion cases, forwarding of various applications/ forms/ performs like self Appraisal Reports etc. of staff and stakeholders to the concerned branch or Department and all work that is assigned by the competent authority.
19.	Office(s) of All Coordinator (s) (UGC, RUSA and IQAC)	Liaisoning with concerned agencies/ offices. Updation of research and statistical data of the University offices/ Departments. Preparation & submission of various reports if and when required and all work that is assigned by the competent authority.
20.	Office of Director, Public Relation	Issuing of University Press Releases, Preparation of the Annual Report, release of University Advertisements, Preparation of the other University documents and reports and other work assigned by the competent authority.
21.	Office (s) of Head/ Incharge (s) of Section (s)	Horticulture: Maintenance of University parks, gardens, nurseries and other related work/ and all work that is

	(Horticulture, Sanitation, Farming & Estate)	assigned by the competent authority.—103- <b>Sanitation:</b> Cleanliness of offices, roads and residential areas of the University and other related work/ and all work that is assigned by the competent authority. <b>Farming &amp; Estate:</b> Managing University Farm lands, including & security or lands, auctioning of lands and other related work/ all work that is assigned by the competent authority.
22.	Coordinator, NSS	Organizing the National Service Scheme, Organization of Orientation Courses/Refresher Courses for newly appointed N.S.S. Programme Officers. Motivating students for community service. Issuance of various certificates etc. and work assigned by the competent authority.
23.	Office (s) of Head (s) of Chair (s)	Academic activities and work related to the Chair and all work is assigned by the competent authority.
24.	Office (s) of University Health Centre	Medical services/ facilities as required without delay to the employees, their dependents and students. Cleanliness and effective running of the Health Centre, purchases of quality medicine and timely services and all work that is assigned by the competent authority

REGISTRAR

19/5/11

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Dated: 19/5/2016

A Copy is forwarded to the following for information and necessary action:

1. All Deans of Faculty, Chaudhary Ranbir Singh University, Jind.
2. All Chairpersons/Incharges, UTD's Chaudhary Ranbir Singh University, Jind.
3. All Branch Officers, Chaudhary Ranbir Singh University, Jind.
4. Finance Officer, Chaudhary Ranbir Singh University, Jind.
5. All Nodal Officers/Coordinators, Chaudhary Ranbir Singh University, Jind.
6. Deputy Director (Audit), Chaudhary Ranbir Singh University, Jind.
7. Incharge, University Website, Chaudhary Ranbir Singh University, Jind.
8. Secretary to Vice-Chancellor for kind information of the Vice-Chancellor, Chaudhary Ranbir Singh University, Jind.

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