



F.No.AUD/Fin./Citizen Charter/2023-24/3

Dated: 13.05.2024

NOTIFICATION

In light of the recommendations made by the Committee constituted for the development of the Citizen Charter of Dr.B.R.Ambedkar University Delhi and as approved by the Competent Authority, Dr.B.R.Ambedkar University is pleased to notify the Citizen Charter as annexed at Annexure-A.

2. In view of the above, all the Schools/Centres/Divisions of Dr.B.R.Ambedkar University are requested to comply and strictly adhere with the timelines as stated in the Citizen Charter.

This issues with the approval of the Competent Authority.


Dr. Nitin Malik
Registrar

Copy to:-

- i) All the Deans/Directors of Schools/Divisions/Centres of Dr.B.R.Ambedkar University Delhi
- ii) Controller of Finance, Dr.B.R.Ambedkar University Delhi
- iii) Librarian, Dr.B.R.Ambedkar University Delhi
- iv) Chair, USGRC/Grievance Redressal Officer(GRO)/Chair, Equality Opportunity Office(EOO),/Liaison Officers(SC/ST/OBC/PwD)
- v) Chair, Internal Complaints Committee(ICC), Dr.B.R.Ambedkar University Delhi
- vi) SPIO, RTI Cell, Dr.B.R.Ambedkar University Delhi
- vii) All the DRs/ARs of the Divisions of Dr.B.R.Ambedkar University Delhi

Copy for kind information to:-

- i) Office of the Hon'ble Vice Chancellor, Dr.B.R.Ambedkar University Delhi

**ANNEXURE-A****CITIZEN CHARTER**

Dr. B. R. Ambedkar University Delhi is a public University with a multi campus, unitary structure with research, postgraduate and undergraduate programmes in the social sciences and the humanities.

Dr. B. R. Ambedkar University Delhi was established by the Government of the National Capital Territory of Delhi through an Act of Legislature in 2007 and was notified in July 2008.

Vision Statement

Dr. B. R. Ambedkar University Delhi aspires to be a premier, globally recognized institution of higher learning with a focus on Liberal Arts, Humanities and Social Sciences. The University is committed to the promotion of education, research and extension work, combining academic excellence with access, equity and social justice.

Mission Statement

The Mission of Dr. B. R. Ambedkar University Delhi is to prepare mature and skilled professionals, sensitive to their social responsibilities, who transcend the social, cultural, linguistic and economic barriers in the pursuit, generation and dissemination of knowledge. The University strives to transform its students into responsible global citizens characterized by their courage, humility, honesty, commitment and integrity.

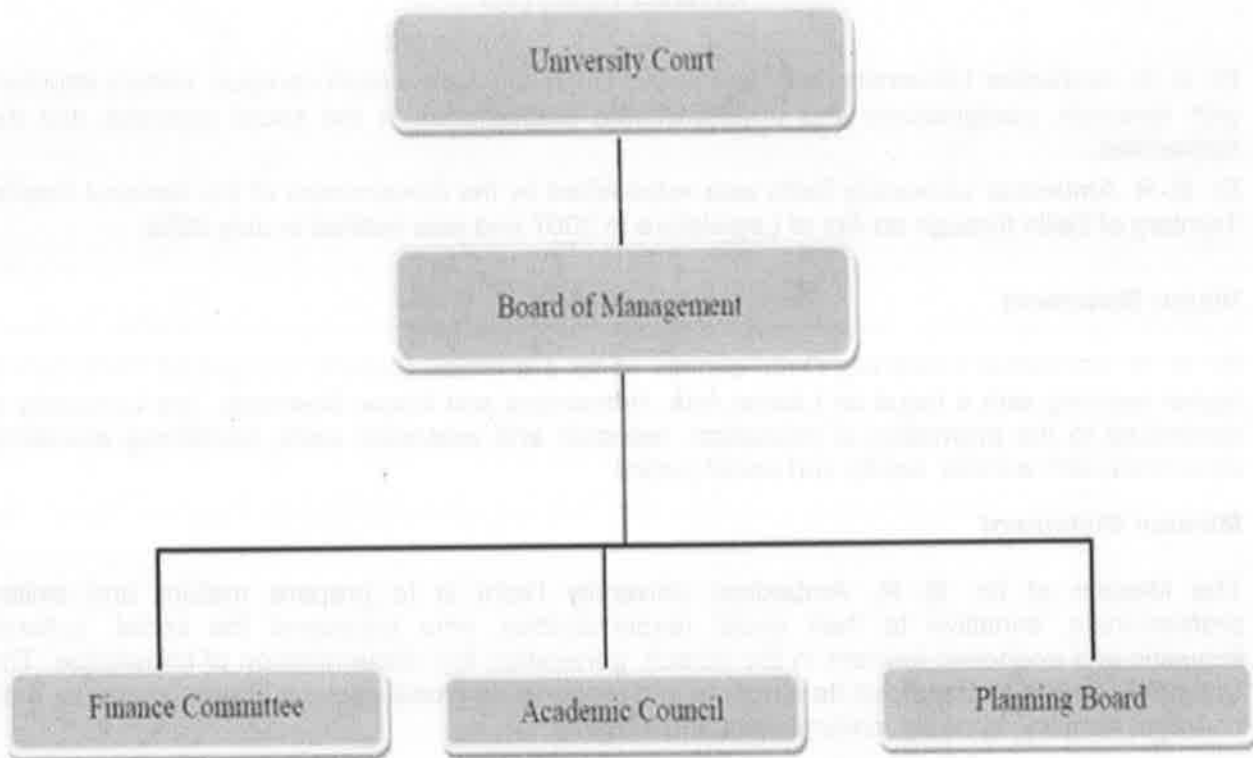
Core Values

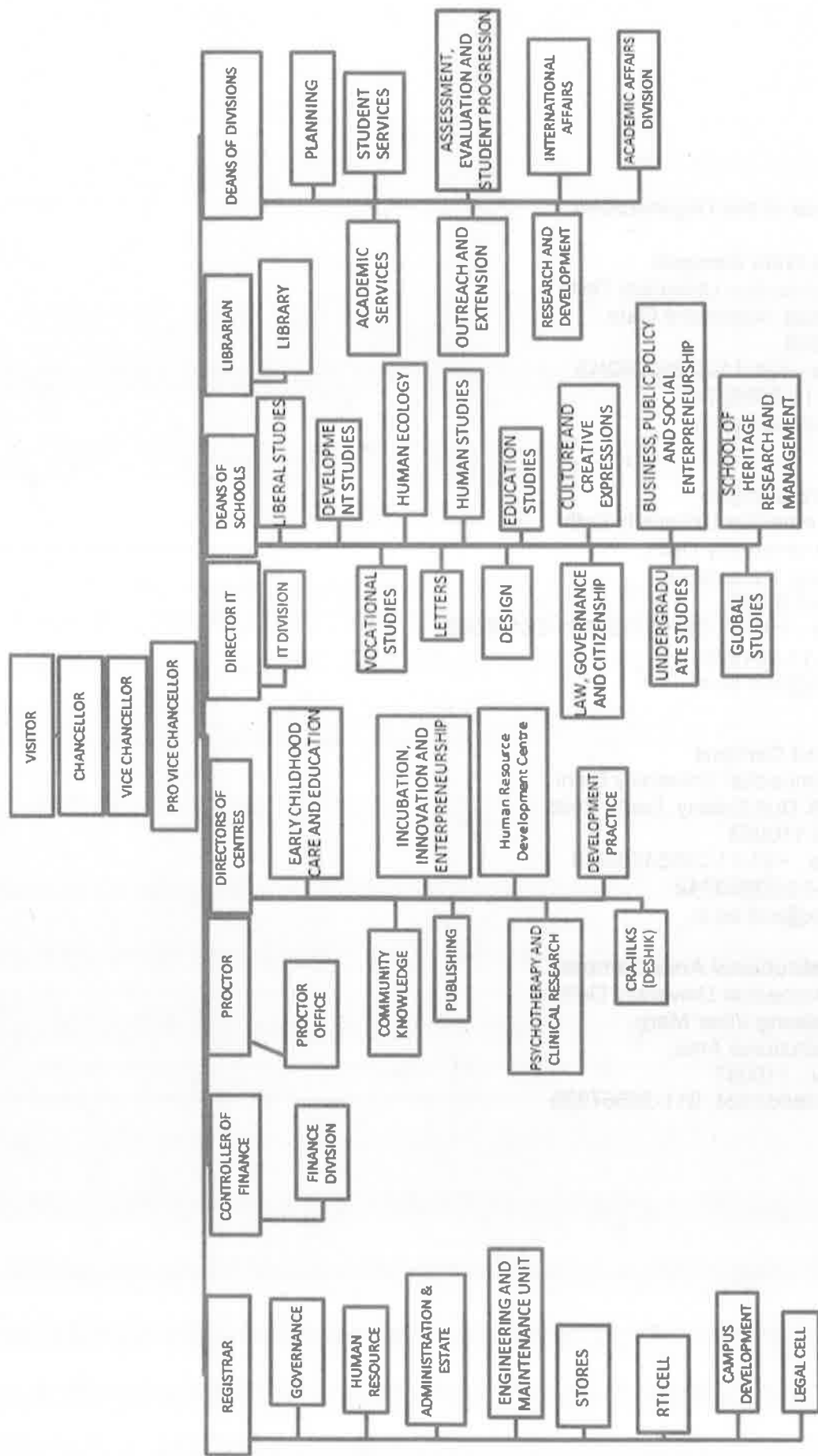
- Excellence with equity and social justice.
- Engaged scholarship.
- Valuing diversity.
- Social responsibility.
- Integrity and humility.
- Commitment to human values.
- Teamwork and collaboration.
- Transparency and accountability.

Dr. B. R. Ambedkar University Delhi is committed to ensure quality higher education accessible to all sections of society as knowledge becomes socially productive only when it transcends social barriers. The University strives to promote excellence with social justice ensuring quality by following international standards.

Dr. B. R. Ambedkar University Delhi promotes research excellence through engaged scholarship and upholds independence, interdisciplinarity and integrity in research that is devoted to the service and transformation of society.

ORGANOGRAM





Name and address of the Organization

1. **Kashmere Gate Campus**
Dr. B.R. Ambedkar University Delhi
Lothian Road, Kashmere Gate,
Delhi 110006
Telephone : +91-11-23863740/43
Fax : +91-11-23863742
Email: info@aud.ac.in

2. **Karampura Campus**
Dr. B.R. Ambedkar University Delhi
Ambedkar University Delhi,
Shivaji Marg, Karampura
New Delhi-110015,
Telephone : +91-11-25192175, 011-25102328
Fax : +91-11-25192175
Email: info@aud.ac.in

3. **Lodhi Road Campus**
Dr. B.R. Ambedkar University Delhi
Aliganj, BK Dutt Colony, Lodhi Road
New Delhi 110003
Telephone : +91-11-24654732/30
Fax : +91-11-23863742
Email: info@aud.ac.in

4. **Qutab Institutional Area Campus**
Dr. B.R. Ambedkar University Delhi
18 - A, Satsang Vihar Marg,
Qutab Institutional Area,
New Delhi : 110067
Tel : 011-26567324, 011-26567326

Assessment, Evaluation and Student Progression (AES)

Point of contact: Dean (AES)/ AR (AES)

Email: deanaes@aud.ac.in, aes@aud.ac.in, contact: 011-28160229

Appellate Authority: Registrar

Email: registrar@aud.ac.in, contact: 011-23861846, 011-28160202

<u>Sl. No.</u>	<u>Nature of service</u>	<u>Timeline</u>
1.	Issuance of Duplicate Degree Certificates	21 Days
2.	Issuance of Corrected Duplicate Degree Certificates	21 Days
3.	Issuance of Consolidated Transcript	21 Days
4.	Issuance of Duplicate Transcript Year/ Semester wise	21 Days
5.	Issuance of Corrected Transcript Year/ Semester wise	21 Days
6.	Issuance of Migration/Transfer Certificate	14 Days
7.	Attestation of Documents	7 Days
8.	Medium of Instruction Certificate (MOI)	7 Days
9.	Issue of Provisional Certificate	7 Days
10.	Issue of bonafide Certificate/ Study Certificate	7 Days
11.	Issue of Character Certificate	7 Days

12.	Issue of No Dues Certificate	7 Days
13.	Special Certificate	7 Days
14.	Sending Certificates Electronically/By Post	7 Days for electronic transfer and 10 days by post

Student Services Division

Point of contact: Dean (SS)/AR (SS)

Email: arss@aud.ac.in, studentservices@aud.ac.in, contact: 011-23864054

Appellate Authority: Chairperson, University Students Grievance Redressal Committee (USGRC)

Email: registrar@aud.ac.in, contact: 011-23861846, 011-28160202

<u>Sl. No.</u>	<u>Nature of service</u>	<u>Timeline</u>
1.	Issuance of Student ID Card	5 days from the date of orientation
2.	Contingency grant	10 Days
3.	Student Travel Grant	10 Days
4.	Processing of Stipend	7 Days
5.	Withdrawal of new admission and release of refund	30 days
6.	Processing of Fee-Waiver	30 Days
7.	Disbursement of Scholarship	21 Days
8.	Disbursement of Welfare Fund	21 Days
9.	Refund of Caution Deposit	15 Days
10.	Issuing of bonafide certificates, scholarship certificates and other relevant documents	15 Days
11.	Online problem redressal system for students	5 Days
12.	Verification of fee payment	1 Day
13.	Issue of Duplicate Student ID Card	7 Days
14.	Processing of No Dues Certificate	7 Days

School Offices

Point of contact: Dean and Dean Office

Karampura

School of Global Affairs

Email: deansga@aud.ac.in, sga@aud.ac.in, Contact: 011-25102326

School of Law, Governance and Citizenship

Email: deanslgc@aud.ac.in

School of Vocational Studies

Email: deansvs@aud.ac.in, svs@aud.ac.in, Contact: 011-25192119

Kashmere Gate

School of Undergraduate Studies

Email: deansus@aud.ac.in, susoffice@aud.ac.in

School of Business, Public Policy and Social Entrepreneurship

Email: deansbppse@aud.ac.in, sbppseoffice@aud.ac.in

School of Letters

Email: deansol@aud.ac.in, solfaculty@aud.ac.in

School of Human Studies

Email: deanshs@aud.ac.in, shsoffice@aud.ac.in

School of Liberal Studies

Email: deansls@aud.ac.in, slsoffice@aud.ac.in

School of Development Studies

Email: deansds@aud.ac.in, sds@aud.ac.in

School of Human Ecology

Email: deanshe@aud.ac.in, sheoffice@aud.ac.in

School of Culture and Creative Expressions

Email: deanscce@aud.ac.in, scceoffice@aud.ac.in

School of Design

Email: deansd@aud.ac.in

Lodhi Road

School of Education Studies

Email: deanses@aud.ac.in, sesoffice@aud.ac.in

Qutab Institutional Area

School of Heritage Research & Management

Email: deanshrm@aud.ac.in, shrmfaculty@aud.ac.in

Appellate Authority: Registrar

Email: registrar@aud.ac.in, contact: 011-23861846, 011-28160202

Sl. No.	Nature of service	Timeline
1.	Declaration of Results	15 Days from the last exam
2.	Issue of Semester Transcript	7 Days
3.	Issue of Bonafide Certificate	7 Days
4.	Issue of No Objection Certificate for Training/Fieldwork/Internship, etc.	7 Days
5.	Verification of antecedents of Students	5 Days
6.	Issue of Medium of Study Certificate	5 Days

Library

Point of contact: Librarian

Email: librarian@aud.ac.in, contact: 011-23865084

Appellate Authority: Registrar

Email: registrar@aud.ac.in, contact: 011-23861846, 011-28160202

<u>Sl. No.</u>	<u>Nature of service</u>	<u>Timeline</u>
1.	Registration of Users in Library Management Software/Record	3 Days from the date of issuance of ID card by SS Division
2.	Renewal of Library card	3 Days

RTI Cell

Point of contact: Public Information Officer

Email: spio@aud.ac.in, Contact: 011-28160245

Appellate Authority: Registrar

Email: faa@aud.ac.in, contact: 011-23861846, 011-28160202

<u>Sl. No.</u>	<u>Nature of service</u>	<u>Timeline</u>
1.	Reply to the RTI Application	30 Days
2.	Transfer of application to another Public Authority)	5 Days
3.	Reply to the RTI Application concerning Life or Liberty	48 Hours
4.	PIO to issue Notice to 3rd Party	5 Days
5.	Reply to the RTI Application (if 3rd Party is involved)	40 Days
6.	First Appeal by the Applicant	30 Days
7.	First Appellate Authority to Pass an Order	30 Days

Internal Complaints Committee (ICC)

Point of Contact: Chairperson ICC

Email: icc@aud.ac.in, contact:

Executive Authority: Vice-Chancellor

Email: vc@aud.ac.in, contact: 01123865075, 01123861845

<u>Sl. No.</u>	<u>Nature of service</u>	<u>Timeline</u>
1.	Redressal of Complaint	90 days after receipt of written complaint

Grievance and Complaints

Sl. No.	Committee/Officer	Contact
1.	UGC Grievance Redressal Portal	Prof. Kartik Dave, Chair Email: kartik@aud.ac.in Ms. Anshu Singh, Nodal Officer Email: anshusingh@aud.ac.in
2.	Student Grievances Redressal Committee	Dean (SS) - Chair of the Committee Email: deanss@aud.ac.in Online Grievance filing link: https://aud.ac.in/grievances-redressal-machanism-form
3.	Grievance Redressal Committee - Non-teaching staff	Registrar - Chair of the Committee Email : registrar@aud.ac.in
4.	Grievance Redressal Officer under RPwD Act	Assistant Professor (SES) Email: aram@aud.ac.in
5.	Anti Ragging Committee	Registrar-Chair
6.	Equal Opportunity Office - Chair	Dr Oinam Hemlata Devi Email: hemlata@aud.ac.in
7.	Liaison Officer – SC	Mr. Akha Kaihrii Mao Email: akha@aud.ac.in
8.	Liaison Officer – ST	Mr. Akha Kaihrii Mao Email: akha@aud.ac.in
9.	Liaison Officer – OBC	Mr. Sameer Saini samir@aud.ac.in
10.	Liaison Officer - PWD	Mr. S R Prabhakaran Email: srprabhakaran@aud.ac.in

Academic Services Division

Point of contact: DR (Academic)

Email: dracad@aud.ac.in, contact: 011-23862326

Appellate Authority: Vice-Chancellor

Email: vc@aud.ac.in, contact: 011-23865075, 011-23861845

<u>Sl. No.</u>	<u>Nature of service</u>	<u>Timeline</u>
1.	Issue of Identity Card to the faculty	7 days from the date of joining
2.	Processing of Medical ID Card	7 days after the date of joining
3.	NOC for various purposes	7 days after the receipt of application
4.	Disposal of representations	5 days
5.	Forwarding of outside application	10 days
6.	Processing of proposals of travel grant	As per the Travel Grant Policy
7.	No dues certificate on leaving the organisation	5 days

Human Resources Division

Point of contact: DR (HR)

Email: drhr@aud.ac.in, Contact: 011-23862320

Appellate Authority: Registrar

Email: registrar@aud.ac.in, contact: 011-23861846, 01128160202

<u>Sl. No.</u>	<u>Nature of service</u>	<u>Timeline</u>
1.	Issue of Identity Card	7 days from the date of joining
2.	Processing of Leave Forms/ Medical ID Card	7 days from the date of joining
3.	NOC for various purposes	3 days
4.	Disposal of representations	10 days
5.	Forwarding of outside application	10 days
6.	No dues certificate on leaving the organisation	Same day

Administration/ Estates Division

Point of contact: DR (Admn/Estate)

Email: dradmn@aud.ac.in/drestate@aud.ac.in, contact: 011-28160219

Appellate Authority: Registrar

Email: registrar@aud.ac.in, contact: 011-23861846, 01128160202

<u>Sl. No.</u>	<u>Nature of service</u>	<u>Timeline</u>
1.	Processing of Medical Bills	10 days
2.	Processing of Children Education Allowance claims	10 days
3.	Processing of Newspaper/ Telephone Bills	10 days
4.	Processing of bill of Mobile/ Briefcase purchase	10 days
5.	Processing of salary of Guards/ Housekeeping staff	10 days

Finance Division

Point of contact: DR (Finance)

Email: drfinance@aud.ac.in, Contact: 011-28160206

Appellate Authority: Controller of Finance

Email: cof@aud.ac.in, contact: 011-28160206, 011-28160237

<u>Sl. No.</u>	<u>Nature of service</u>	<u>Timeline</u>
1.	Processing of Payment of time-bound Bills (Electricity, Water, Telephone, etc)	1 day
2.	Processing of Payment of other Bills (LTC, CEA, Medical, Newspaper, payment of salary to Adjunct/ Guest/ Contract, etc.)	5 days
3.	Financial concurrence/ vetting of proposals	7 days
4.	Processing of payment of Salary of Regular, deputation and contractual staff	Last day of every month
5.	Processing of payment of Salary of Outsourcing staff	by 7th of every month
6.	Transfer of NPS to subscriber's account	within 7 days of transfer of salary
7.	Transfer of statutory deductions to the parent organization of staff on Foreign Service	within 7 days of transfer of salary
8.	Uploading of Salary Slip	within 3 days of transfer of salary
9.	Issue of Last Pay Certificate	7 days from receipt of personal file in Division

10.	Issue of No Dues Certificate	3 days
11.	Issue of Form 16	by 15th June
12.	Deposition of TDS for 24/26 Q	By 7th day of the subsequent month
13.	Filing of return for 24/26 Q	Last day of subsequent month after completion of every quarter
14.	Finalisation of Annual Accounts and submission of the same to the Audit	30th June every year
15.	Preparation and submission of reply to the SAR by the Audit	30th November every year
16.	Submission of Audited Annual Accounts along with SAR for laying before the Legislative Assembly of Delhi	31st December every year
17.	Last date of filing of Income tax returns	31st October every year
18.	Deposition of TDS GST during the month	Within 10th day of the subsequent month