

CITIZEN'S CHARTER FOR SERVICES RENDERED AT OFFICE / UNIT
OFFICE OF DEAN (ACADEMICS)

1. Introduction:

The Motilal Nehru National Institute of Technology Allahabad strives for excellence. Transparency and efficiency are the two precursors for achieving excellence in the services rendered by the institute. This is done by letting people know the mandate of the different sections of the administration, the procedures involved, requisite documentation and the commensurate service related expectations through this CITIZEN'S CHARTER.

2. Vision and Mission Statement:

This CITIZEN'S CHARTER represents the commitment of the Office of the Dean(Academic) towards standard, quality and time frame of service delivery, information, non-discrimination and accessibility based on the anticipated expectations and aspirations of the students in order to achieve highest level of transparency and accountability in the system. It is designed to guide and initiate action for the applications submitted in the Office of the Dean (Academic), MNNIT Allahabad with minimum inconvenience and maximum speed.

The objectives of the CITIZEN'S CHARTER are

- 1) Making Dean (Academic) Office staff administration accountable and student friendly.
- 2) Enhancing the commitment and performance levels of the Office of the Dean (Academic).
- 3) Empowering the students with the right information and promise of best services.
- 4) Assisting the students on what-when-where to expect and how to submit their requests.
- 5) Contributing to the overall administrative efficiency and reputation of the Institute.

In the Office of the Dean (Academic), the administrative staff strives to be humble, polite, adept, professional, prompt, accountable and transparent on the issues of the students and faculty. The same co-operation is expected of the service seekers to be considerable, reasonable and tolerant.

3. Reasonability Clause:

The maximum processing time for the Office for the services mentioned in the CITIZEN'S CHARTER is applicable under normal conditions. The service period might cause deviation from CITIZEN'S CHARTER timelines in case

1. If the application is not supported by all requisite documents or any discrepancy is found in the details.
2. Any non-routine/customized requirement mentioned in the application request
3. Request requiring any administrative approvals or technical intervention (like uploading of data on servers)

Also, the prescribed processing periods may reasonably increase during the period when there is abnormal pressure on the Office. For example, data requirement from ministries or during the period of processing of scholarships by ministries/ processing of loans for fee submission, there are quite large number of applications for fee receipts, fee structure, bona-fide certificate and other related documents for availing scholarships/loans.

Also, the service may be delayed in Academic Affairs Office during Admission processes, Examinations, Senate meetings, Convocation etc., when there is huge pressure of work and deadlines to be met.

4. Review and Up gradation

The CITIZEN'S CHARTER will be maintained and upgraded time to time by the Academic section administration. The administration will initiate action and build and expand the scope of this framework based on unfolding situation.

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1. Guidelines for submitting applications:

- If the enrolled student is residing in the Institute, he/she is encouraged to apply in hard copy on the application format available at the first counter of the Office. Payment for academic documents may be done on POS machine available at the counter / Institute Accounts Section. Online payment will not be entertained.
- If the enrolled student is not residing in the Institute, the application may be routed through academics@mnnit.ac.in from his/her MNNIT domain Email ID only. Applications received through other domain email IDs like gmail/rediffmail/yahoo etc. will be entertained only from the alumni of the Institute. Online payment for academic documents will be acceptable only in such cases.
- The Office will verify student's credentials by checking student's Institute ID Card and the submitted application in the prescribed format. If all details are found genuine, complete and correct, the same shall be acknowledged, verified and initiated for processing the same working day.
- Applicants should plan well in advance for the need of required documents and allow the Office to verify and process the applications within the time frames mentioned in the CITIZEN'S CHARTER. No "Urgent" requests shall be entertained so as to hamper the collective interest of other students.
- No proxy applications on other's behalf / authorizations to receive documents on other's behalf will be entertained. Anonymous requests or grievances are to be avoided.

2. Details of Concerned Section to be contacted for relevant services

The Citizen's Charter enables the service seekers to avail the services of the Dean (Academic) Office of MNNIT. For the convenience of service seekers, the Section to be contacted for various services is mentioned below:

S No.	Details of Services	Requirement from the stake holders	Maximum processing time (working days) for the Office #	Contact Details of the Concerned Section of the Office
1.	Submission of Application / Payment on POS	Name, Reg. No, Branch, Contact Details alongwith Document Fee (if any) submission receipt	Same Day	Counter no. 1
2.	Bonafide, Fee receipt, Fee Structure, Demand Letter		3 days	Counter no. 2
3.	Migration Certificate, Provisional certificate, Gradesheets, Degree, Transcript, Certificate of Language, CPI Conversion certificate, Any other Certificate of Study in the Institute (Customized)	As per requirement of concerned section	5 days	Counter no. 3
4.	Student Educational Verifications		7 days	
5.	Issue of Duplicate Grade Sheets		7 days	
6.	Issue of Duplicate Degree		30 Days	
7.	Fee Refunds*		30 days	
8.	Exams Results		10 days from the last date of exam	Exam Cell examcell@mnnit.ac.in
9.	Any other matter not listed above	NA	15 Days	Dean (Academic)

The Maximum processing time mentioned is for document preparation, verification and signing of documents of routine nature. Any non-routine / customized service request may require more time. The service seekers may contact the Office administration for addressing the urgencies/grievances, if any.

* The timelines may vary as the concerned work depends on administrative approvals as well as dependency and co-ordination with other departments of the Institute