

**CITIZEN'S /CLIENT CHARTER
OF
DIRECTORATE OF HIGHER EDUCATION
CHANDIGARH ADMINISTRATION.**

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PREFACE

Education Department is headed by Education Secretary. All the Policy matters are decided at the level of Government. For proper Control & Administration Director Higher Education, Chandigarh looks after College Education. The role of Department is to ensure imparting Education at Graduate & Post Graduate level in various colleges. There are Five Govt. Arts and Science Colleges, 2 Professional Colleges, two in service teacher training institutions on Govt. side. Besides this, there are seven Privately Managed Govt. Aided colleges in UT, Chandigarh for Graduation and Post Graduation in classes i.e Arts, Science & Commerce. Govt. Home Science College in Sector-10, Chandigarh offers BSc & MSc in the field of Home Science, Food & Nutrition and Clothing & Textiles and its allied branches. Govt. College of Education, Sector-20, Chandigarh offers teachers training to students of B.Ed courses. Govt. College of Commerce & Business Administration Sector -50 offers for Commerce & Business Administration Courses. Regional Institution of English, Sector-32 imparts in-service training to the teachers of UT and neighbouring states for improvement in teaching of English. State Council of Educational Research and Training, Sector-32, Chandigarh holds workshops/seminars and imparts training of the in service teachers. It also runs Elementary Teachers Training course. The T.S. Central State Library Sector 17 & Divisional Library (South/, Sector 34-B Chandigarh of the city caters the requirement of books, journals of national/international repute and develop the Reading Habit among students and general public. Apart from above Govt. College of Yoga & Health Education Sectors-23, is also functioning which provides Yoga & Health Education.

Vision

Framing the Citizen Charter on common service matter is to create an enabling environment for the development and management of human resources of the Chandigarh Administration for efficient, effective, accountable, responsive and transparent governance.

Mission

Citizen Charter on Common Service matters will provide a dynamic framework and procedure for the effective functioning of the U.T. Administration. It will develop competence in the Administration at all levels for efficient delivery of services, inculcate and support a culture of transparency, accountability and zero tolerance or corruption in public affairs and to institutionalise a system of constructive ongoing engagement with stakeholders to have the desired result.

REDRESSAL OF GRIEVANCES IN CASE OF DIRECTORATE

In case of non compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievances officer for Redressal of their grievance:

Deputy Director (Admn),
O/o Director Higher Education,
Chandigarh Administration.

Tel. No. 0172-2740704

E-mail : dcaeducation.chd@gmail.com

REDRESSAL OF GRIEVANCES DEPARATMENT OF HIGHER EDUCATION,CHANDIGARH ADMINISTRATION.

In case the grievance is not redressed finally, the same can be taken up at higher level:

Director Higher Education
Chandigarh Administration.
Tel. No. -0172- 2748211
E-mail : dhe-chd@nic.in

STAKEHOLDERS

Sr.No.	Stakeholders
1.	General Public
2.	Govt. Colleges/Institutes in UT, Chandigarh
3.	Govt. Aided College in UT, Chandigarh.
4.	Recognised Association of the Department.

LIST OF RESPONSIBILITY CENTERS/ATTACHED/SUBORDINATE ORGANIZATION.

Sr. No.	Responsibility Centers and Subordinate organization	Address	Office/ Landline Number /M. No.	Email.
1	Smt. Rama Arora, Principal, Govt. College, Sector-11, Chandigarh	H.No-3050, Sector-28/D, Chandigarh	2740597 8146511773	www.gc11.com principal@gc.ac.in
2	Mrs Anita Kaushal, Principal, Govt. College for Girls-11, Chandigarh	H.No 285, Sector-16, Chandigarh	2740614 9915986059	gcg principal @yahoo.co.in principalgcg@yahoo.co.in
3	Prof (Dr.) Rosy Walia Joshi, Principal Govt. College - 46, Chandigarh	H.No.1617/C, Sector-35/B, Chandigarh	2676010 9888409177	Gc46chandigarh@gmail.com
4	Dr.Mrs.Binu Dogra Principal Govt.College- 42, Chandigarh	H.No 1095, Sector-11 Panchkula	2676005 9872887656	gcg42cgd@yahoo.com
5	Dr. Manjit Kaur Officiating,Principal, Govt. College of Commerce& Business Administration Sector, 50 Chandigarh	H.No -9 Sector 20/A Chandigarh	2540363 9417086781	gccba chd@hotmail.com
6	Mrs Sudha Katyal ,Principal Govt. Home Science College, Sector 10, Chandigarh	H.No 3142, Sec-21/D, Chandigarh	2740387 7837729090	homescience@chd.nic.in
7	Dr. Harsh Batra, Officiating Principal, Govt.College of Education , Sector-20, Chandigarh	H.No 275 Sector-12/ A, Panchkula (Haryana)	2700075 9316118538	gcechd@yahoo.co.in
8	Dr. Mahender Singh, Principal, Govt. College of Yoga &Health Sector 23, Chandigarh	H.No 2, Campus Govt. College of Education, Sec-20, Chandigarh	2700378 9417378569	gcyehchandigarh@mail.com
9	Smt. Vandana Lunyal, Director, Regional Institute of English, Sector-32, Chandigarh	H.No Tower-5, Flat -100, Homeland Height 5, Sector-70, Mohali	2676008 9988870780	drie32chd@gmial.com
10	Dr. Surinder Dahiya, Director State Institute of Education, Sector 32, Chandigarh	H.No-3435, Progressive Enclave, Sector-50/B, Chandigarh	2676011 9417702244	ssdahiya@gamail.com.
11	Mrs. Anju Gupta, Librarian, T.S Central State Library, Sector 17, Chandigarh	H.No-3237, Sector-27/D, Chandigarh	2702565 9876594856	csl_chd@nic.in
12	Mrs. Rupinder Bedi, Library In-charge Divisional Library South, Sector 34, Chandigarh	H.No.3453,Secrtor-27D, Chandigarh	2676002 9878066827	Stlib34-chd@nic.in

PRIVATELY MANAGED GOVT. AIDED COLLEGES

13	Dr.Pawan Kumar Sharma , Principal, DAV College, Sector-10, Chandigarh	Principal Lodge , DAV College Sector-10, Chandigarh.	2754400 8708995055	ibfo@davchd.com principal@davchd.com
14	Dr.Nisha Bhargva, Principal MCM DAV College for Women, Sector-36, Chandigarh	Principal Residence MCM DAV College for Women, Sector-36, Chandigarh	2603355 9815758400	info@mcmdavcw-chd.edu www.mcmdavcw-chd.edu principal_mcmdavcollege@yahoo.in
15	Dr. Jatinder Kaur , Principal, Guru Gobind Singh College for Women, Sector-26,Chandigarh	H.No 358, Phase-III/A, Mohali	2792757 2791610 9781996284	Principalggsc w@yahoo.in
16	Dr. Agnese Dhillon ,Principal, Dev Samaj College for Education, Sector-36,Chandigarh	H No 1340, Sector-33/C, Chandigarh	2603241 9814780833	devsamaj@rediffmail.com info@devsamaj.org
17	Dr. Meena Chopra, Principal, Dev Samaj College for Women, Sector-45, Chandigarh	H.No- 296, Sector-45/A, Chandigarh	2603497 9814867164	info@dscw45.com
18	Dr.Balraj Thapar Offg. Principal, S.D. College, Sector-32, Chandigarh	H.No. 2663, Sector-40,Chandigarh	2600090 4912400 9872227460	info@ggdsd.ac.in principal@ggdsd.ac.in
19	Prof. Satinder Kaur, Officiating Principal, Sri Guru Gobind Singh College, Sector-26, Chandigarh	H.No-1659, Sector-34 D, Chandigarh	2792754 2790312 8427101659	Principal.sggs26@gmailcom

COMMON SERVICES

Sr. No	Services	Service /Performance standards	Process	Contact details of the Responsible Officer
1	Earned leave	30 days	Receipt of application complete in all respects	Head of the Department
2	NOC for higher studies	30 days	i) Receipt of application ii) Obtaining the decision of the competent authority.	Head of the Department
3	LTC	30 days	i) Receipt of application ii) obtaining decision of the competent authority	Head of the Department
4	NOC for applying for another/higher post	30 days	i) Receipt of application ii) obtaining decision of the competent authority	Head of the Department
5	General Provident fund	20 days	Receipt of application in all respects.	Head of the Department
6	NOC for passport	45 days	i) receipt of application complete in all respect iii) Obtaining vigilance clearance. iv) Obtaining the decision of the competent authority	Head of the Department
7	Ex-India leave	35 days	i) Receipt of application complete in all respects ii) Obtaining vigilance clearance. iii) Obtaining the decision of the competent authority.	AA – Group 'A' Administrative Secretary- Group 'B' Head of Department – Group 'C' & 'D'
8	Compassionate appointment	90 days	i) Receipt of application ii) Obtaining decision of the competent authority	Head of the Department
9	Processing of extension of deputation period	90 days	i) Examination of the proposal by the Department ii) Obtaining decision of the competent authority	Administrative Secretary

Sr .No	Services	Service /Performance standards	Contact details of the Responsible Officer	Weightage	Process	Documents required	Fee
1.	Booking of Auditorium	15 days	RE(C)		1. Receipt of request 2. Processing of proposal 3. Issue of orders	Application/ request for the booking of auditorium	i. Rent without AC upto 4 Hrs. 10,000/- ii. Rent with AC upto 4 Hrs. 15,000/- iii. Rent without AC beyond 4 Hrs. per day 12,000/- iv. Rent with AC beyond 4 Hrs. per day 20,000/- v. Cleaning Charges 1,000/- vi. Security for booking of auditorium 10,000/- (refundable)
2.	Booking of accommodation for Competitive exam/ recruitment exam etc.	15 days	RE(C)		1. Receipt of request 2. Processing of proposal 3. Issue of orders	Application/ request for the booking of accommodation	1. 10.00 per candidate per day shall be charged for the use of hall/furniture subject to minimum of ` .1000/- for the first two hours & `1500/- for four hours & ` 2000/- for the whole day. 2. 2000/- per day shall be charged as Security to be deposited with the head of the institution refundable after the exam/function etc. is over. 3. Electricity and water charges shall be extra at the following rates:- Upto to 250 students 500/- 251 to 500 students 1000/- 501 to 750 students 1500/- 751 to 1000 students 2000/-
However the examining bodies like UPSC,SSC, Punjab University are provided rent-free accommodation.							
3.	ACRs (Now APAR)	45 days	RE(C)/DHE 2740704		After receiving from the concerned institutions		
4.	Processing for extension of adhoc appointment/ grant of approval	30 days	-do-		-do-		

CONCLUSION

We welcome suggestions from our users/stake holders through consultation for improving the charter and to provide quality education.