

## Benchmarking of Administrative Processes/Citizen Charter of DMIMS (DU)

Proceedings of the meetings of the Committee constituted to suggest Bench Marking of Administrative Process/Citizen Charter.

The following were present:

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| 1) Dr. Rajiv Borle, Hon'ble Vice-Chancellor, DMIMS(DU)       | Chairman  |
| 2) Dr. Neelam Mishra, Hon'ble Pro Vice-Chancellor, DMIMS(DU) | Member    |
| 3) Dr. A.J. Anjankar, Hon'ble Registrar, DMIMS(DU)           | Member    |
| 4) Dr. S.S. Patel, Chief-Coordinator, DMIMS(DU)              | Member    |
| 5) Dr. Adarshlata Singh, Dean Academics, Faculty of Medicine | Member    |
| 6) Dr. LalitbhusanWaghmare, Director, IQAC                   | Secretary |

The matter for preparing Citizen Charter for the university was discussed by the Secretary with the Chairman of the Committee and it was decided that first of all, information on the points to be included in the Citizen Charter relating to various Departments/Offices/Branches may be sought from the Chairperson/Convener/Incharges concerned. The meeting of the Committee was held on 07th March, 2018 and after detailed deliberations, the Committee recommended that the Citizen Charter be got approved by the Hon'ble Pro Chancellor and thereafter, it may be uploaded on the university website for information of the students as well as Parents/Guardians of the students. However, in the end, it was decided that the said citizen charter may be reviewed by the same committee after a year and the amendment/addition, if any may be got included in the Citizen Charter available on the University website after approval of the Vice-Chancellor.

### Recommended Citizen Charter for Datta Meghe Institute of Medical Sciences (Deemed To Be University), Sawangi (Meghe), Wardha

Datta Meghe Institute of Medical Sciences (Deemed To Be University), Sawangi (Meghe), Wardha was established on 24th May, 2005 by the Ministry of HRD, Government of India with the objectives to facilitate and promote studies and research in emerging areas of higher education with focus on new frontiers of Health Sciences studies to achieve excellence in these connected fields. The University accreditation by National Assessment and Accreditation Council (NAAC), an autonomous organization of the University Grants Commission, in 2007 and 2013. As a result of the exercise, the NAAC accredited this University at "A" level (institutional score 3.36 @ 4 point scale) in 2013 and has been re-accredited as grade 'A+' with CGPA3.53 @ 7 points scale for further seven years commencing from 2017.

Details of services provided by various offices of the university:

Sn	Name of the Office	Services/Jobs Rendere	Officer concerned	
<b>A. ACADEMIC AND ADMINISTRATIVE OFFICES</b>				
1.	Establishment	All establishment/ service matters of the Non-teaching staff of the University.	Registrar, DMIMS(DU)	07122249462 EXT. 526#
2.	Faculty Branch	All establishment/ service matters of the teaching staff of the University.	Registrar, DMIMS(DU)	07122249462 EXT. 526#
3.	Academic Branch	Admissions, Syllabi, Clarification of Rules, Academic Council, Faculties,	Dean Academics of the faculties, DMIMS(DU)	07152-304000 & 07152-287701 to 06 EXT. 465#

		Boards of Studies, all other Academic matters		
4.	Registration Branch	Registration of students, Ph.D, Regn. Inter-college Migrations, Migration Certificates.	Controller of Examination and Convener of Ph.D. Cell, DMIMS(DU)	0712-2249462 EXT. 228#
5.	General Branch	All kinds of purchases, Including stationary, Maintenance of stores & issue of stores.	Purchase Officer & Store Incharges, DMIMS(DU)	07152-304000 & 07152-287701 to 06EXT. 291# 344 365
6.	Reception & Information Cell	Attending to enquires, Sale of prospectuses, Forms and other university publications	Admission Nodal Officer, DMIMS(DU)	07152-304000 & 07152-287701 to 06EXT. 524#
7.	University Works Department	All construction works Maintenance work, Including Civil, Electrical, Public Health	Maintenance Incharge, DMIMS(DU)	07152-304000 & 07152-287701 to 06, EXT. 270#
8.	Health Centre	Medical care of students, and employees	Chief Medical Superintendent, AVBRH	07152-304000 & 07152-287701 to 06EXT. 218#
9.	Sports Office	Sports activities of students	Sports Officer, DMIMS(DU)	07152-304000 & 07152-287701 to 06EXT. 218#
10.	Security Office	Security arrangements on the campus	Security Officer, DMIMS(DU)	07152-304000 & 07152-287701 to 06 EXT. 289#
<b>B. COLLEGES</b>				
1.	Colleges Branch	Affiliation of Colleges, Selections in Colleges and other matters related to affiliated colleges.	Dean of the constituent colleges, DMIMS(DU)	07152-304000 & 07152-287701 to 06 JNMC EXT. 102# SPDC EXT. 201# SRMMCON EXT. 177# MGAC EXT. 567# RNPC EXT. 338#
<b>C. EXAMINATIONS</b>				
1.	Result Branches	Examination forms and all enquiries relating to results, Provisional Certificates, Result gazettes, Issue of Provisional certificates/ Degrees	Controller of Examination and Assistant Registrar, DMIMS(DU)	0712-2249462 EXT. 228#
2.	Conduct Branch	Conduct of Theory and Practical Examinations Date Sheets, Unfair Means Cases etc.	Controller of Examination DMIMS(DU)	0712-2249462 EXT. 228#
3.	Secrecy Branch & Re-Evaluation Branch	Paper Setting, Evaluation of Answer Books, Ph. D. Thesis, Re-Evaluation/re- checking of Answer Books	Controller of Examination and Assistant Registrar (Confidential Section), DMIMS(DU)	0712-2249462 EXT. 228#
<b>D. HOSTELS</b>				

1.	Girls Hostels & Working Women Hostel	All matters pertaining to Girls' Hostels.	Concerned Wardens, Hostels, DMIMS(DU)	<b>07152-304000 &amp; 07152-287701 to 06 EXT. 124#</b>
2.	Boys Hostels	All matters pertaining to Boys' Hostel.	Concerned Wardens, Hostels, DMIMS(DU)	<b>07152-304000 &amp; 07152-287701 to 06 EXT. 124#</b>
<b>E. LIBRARY SERVICES</b>				
1.	University Library	All Library matters	Chief Librarian & Librarians of Constituent Colleges, DMIMS(DU)	<b>07152-304000 &amp; 07152-287701 to 06 EXT. 123#</b>
<b>F. ACCOUNTS</b>				
1.	Accounts Branch	All accounts matters including Fee, Salaries Loans, Remuneration, TA, Medical Reimbursement, Pension etc.	Financial Officer, DMIMS(DU)	<b>07152-304000 &amp; 07152-287701 to 06 EXT. 512#</b>
<b>G. STUDENTS WELFARE</b>				
1.	Directorate of Students and Youth Welfare	Cultural activities and other students' matters	Director, Student Welfare	<b>07152-304000 &amp; 07152-287701 to 06 EXT. 518#</b>
2.	Office of the Director, Student Welfare	All students' matters	Director, Student Welfare	<b>07152-304000 &amp; 07152-287701 to 06 EXT. 518#</b>
<b>H. STUDENTS DISCIPLINE</b>				
1.	Preceptorship	All matters relating to students' discipline	Preceptor, DMIMS(DU)	<b>07152-304000 &amp; 07152-287701 to 06 EXT. 137#</b>

**NOTE: The Contact no for the all officio is 07152-304000 & 07152-287701 to 06 and ask the operator to connect in the desire office.**

### **Important Information**

In case of problems not resolved at the Institutional level within the stipulated period formal complaints may be lodged with the following Officers:

Sn	Services/ Jobs Rendered	Officer to becontacted
1.	Administrative Matters	Registrar
2.	Examination related matters	Controller ofExaminations
3.	Cultural activities, sports andOther students' problems	Director, Students Welfare & Sports Officer
4.	All matters pertaining to Girls'Hostels, Working Women Hostel and Boys' Hostels.	Chief Rector

## Normative period of services

Sn	Name of Service	Time Limit	Nodal Officer/Office
1.	Issue of Duplicate DMC	5 Days	Asstt. Registrar (Examinations), DMIMS(DU)
2.	Issue of Provisional Degree/ Diploma Certificate & Ph.D.	7 Days	CoE, Asstt. Registrar (Confidential), DMIMS(DU)
3.	Issue of Duplicate Degree & Diploma	7 Days	CoE&Asstt. Registrar (Confidential), DMIMS(DU)
4.	Issue of Transcript	7 Days	Deans of the Constituent Colleges, DMIMS(DU)
5.	Correction of DMC, Degree and Diploma Certificate	7 Days	Vice-Chancellor & CoE, DMIMS(DU)
6.	Verification of Result	10 Days	CoE, Asstt. Registrar (Confidential), DMIMS(DU)
7.	Settlement of Result	15 Days	CoE, Asstt. Registrar (Confidential), DMIMS(DU)
8.	Migration Certificate	2 Days	CoE, DMIMS(DU)
15.	Extension in submission of Ph.D. Thesis/URS/Leaveto URS/Regn. Etc.	10 Days	Assistant Registrar & convener Ph.D. Cell, DMIMS(DU)
16.	Provisional Registration	On the spot at the time of admission	Admission Nodal Officer, DMIMS(DU)
17.	Issue of Identity Card to students	2 Days	Dean of the Constituent Colleges, DMIMS(DU)
18.	Supply of Course Catalogues and regulations governing undergraduate courses/post graduate Courses	15 Days after counseling	Chairman of the Induction Programme (UG/PG) Committee of the constituent College, DMIMS(DU)
19.	Supply of lecture outlines to the students	15 Days after admission	Convener, Attendance Cell of the constituent Colleges, DMIMS(DU)
20.	Display of sessional results	7 Days	Convener, Examination Cell, DMIMS(DU)
21.	Issue of Bonafide Certificate/ Conduct Certificate	Same Day	Dean of the constituent Colleges, DMIMS(DU)
22.	Display of Date Sheet of Sessional Exams	15 Days	Convener, Examination Cell, DMIMS(DU)
23.	Issue of library card to students	5 Days	Librarian, DMIMS(DU)
24.	Issue of official e-mail IDs/Password to students	15 Days	Convener, Attendance Cell, DMIMS(DU)
25.	Closure of official e-mail IDs	30 June of every year	Incharge, EDP, DMIMS(DU)
26.	Refund of hostel security	1 Month	Chief Rector, DMIMS(DU)
27.	Refund of caution money	1 Month	Finance Officer, DMIMS(DU)

Note: The days for accomplishing the job, mentioned above, shall be considered working days. Further, the above citizen charter is for outside stakeholders and for internal stakeholders (except students) it may be extended in future.