

# Good Governance {Citizen's Charter}



**2022**

**Sardar Vallabhbhai Patel  
University of Agriculture and Technology,  
Meerut-250 110 (U.P.) India 15**

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Registrar  
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## Good Governance

Good Governance Day (Susasan Divas) was established in India in 2014, to be observed annually on 25-December, towards fostering awareness among the Indian people of accountability in government. 12 Principles of Good Governance: Participation, Representation, Fair Conduct of Elections, Responsiveness, Efficiency and Effectiveness, Openness and Transparency, Rule of Law, Ethical Conduct, Competence and Capacity, Innovation and Openness to Change.

Sardar Vallabhbai Patel University of Agriculture and Technology, Meerut (U.P.) strives for excellence. Transparency and efficiency are the two precursors for achieving excellence in the services rendered by the University. 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 and works towards Good Governance.

In the SVPUAT, Meerut, administration is a staff function organizationally and therefore has a mandate of supporting teaching, research and extension through consulting on newer technological problems, it is assured that administration of SVPUAT, Meerut will be humble, polite, adept, professional, prompt, accountable, and transparent on the issues being handled.

This **Citizens' Charter** represents the commitment of the SVPUAT, Meerut, towards standard, quality and time frame of service delivery, information, non-discrimination and accessibility along with grievance redressal mechanism based on the anticipated expectations and aspirations of the public in order to achieve highest level of transparency and accountability in the system. The objectives of the **Citizens' Charter** are:

- 1) Making administration accountable and citizen friendly thus facilitating good governance,
- 2) Enhance the commitment and performance levels of the university,
- 3) Empowers the citizens with the right information and promise of best service with inbuilt grievance redressal machinery,
- 4) Educate the citizens on what to expect and how to act and
- 5) Add to the administrative efficiency and reputation

The Charter enables the service seekers to avail the services of the various units of the SVPUAT, Meerut with minimum inconvenience and maximum speed. For the convenience of service seekers, in the charter it is clearly indicated 'WHERE TO CONTACT' and 'HOW TO PROCEED' for various services. The time limit given in the Charter is maximum time, beyond which the service seekers may contact grievance redressal subcommittee. "The stake holders can register grievance, whenever for the services sought, the stipulated time in the citizen's charter exceeds.

The grievance should be submitted to the respective Deans/Directors/Registrar as the case may be. These grievances will be settled in 7 days, failing which the matter will be reported to the sub-committee, or any other committee, constituted by the Vice Chancellor from time to time for the purpose.

**Reasonability Clause:** The maximum processing times for the office for the services mentioned in this Charter are applicable under normal conditions. These prescribed processing periods may reasonably increase during the period when there is abnormal pressure on the office. For example, during the month of February-March, there is quite large number of receipt of bills in Finance Office/R&D Office for processing, in Administration (including Faculty Affairs Office) the work related to pay fixation of large number of employees, in Academic Affairs office during admission, convocation, examination, etc., there is large pressure of work. The Citizen's Charter will be maintained and updated by the Administration Section for good governance.

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**CITIZEN'S CHARTER FOR SERVICES RENDERED AT OFFICE/UNIT:  
ACADEMIC/EXAMINATION SECTION (Registrar), SVPUAT, MEERUT**

S. No.	Details of the Service	Requirement from the stake holders	Check List	Maximum processing time for the office	Contact details of the concerned official
1.	Transcripts verification for the students admitted prior to 2015 and onwards) (prepared by students)	Name of Student, Branch, Programme and University Roll No.	Original Grade Cards	3 working days	Registrar
2.	Transcripts (for the students admitted in 2015 and onwards) preparation and verification	Copy of paid E-receipt, Name of Student, Branch, Programme and University Roll No.	Nil.	2 working days	Registrar
3.	Dispatch of Degree & Medals (not received in Convocation) by post after completing the formalities by graduands	Communication Address, ID Proof, University Roll No., Branch, Programme and year of award	Nil.	4 working days	Registrar
4.	Issue of Duplicate Grade Card	Copy of paid E-receipt, Name of Student, Branch, Programme and University Roll No.	Nil.	As per instruction of the Dean	Registrar
5.	Receiving of Degree by graduands on counter	ID Proof, University Roll No., Branch, Programme and year of award	Nil.	Same day	Registrar
6.	TC-cum-Migration Certificates	<b>For UG:</b> Photocopy of Final Semester Grade Sheet, Copy of E-receipt <b>For PG/Ph.D.:</b> Application through HoD, Photocopy of Final Semester Grade Sheet, Copy of E-receipt	Nil.	Same day	Registrar
7.	<i>Bona fide</i> Certificates/ Other Certificates	Application by the Student only for Semester-I	Nil.	Same day	Registrar
8.	Degree Verifications	Request Letter with concerned student details	Nil.	Within a week	Registrar
9.	Registration/Semester exams/ Meetings /Convocation and works	Nil.	Nil.	As per Academic Calendar	Registrar

**Note:** University also follows the U.P. Government "JANHIT GUARANTEE KANOON".

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**CITIZENS CHARTER FOR SERVICES RENDERED AT OFFICE/UNIT:  
SCHOLARSHIP SECTION (DSW) SVPUAT, MEERUT**

Sanctioning and Processing of Various Scholarships for Ph. D, PG & UG Student(s)

S. No	Details of the Services	Requirement from the stake holders	Check list	Maximum processing time for the office	Contact details of the concerned official
1.	Sponsored Scholarship; ICAR, DST, UGC, CSIR and others (i.e. feeding of the data on the respective scholarship portal like Continuation, HRA, Contingency etc. for each month/3 months; as the case may be).	Award letter along with UTR Number of the transaction of sanctioned amount of fellowship	1. Matching of dates in Sanction letter, 2. Matching of Bank transaction details i.e. UTR Number.	5 working days from the Date of receipt of application(s) in the Section.	DSW/ Section Officer (Scholarship)
2.	Stipend to M.Sc. (Ag.)/ M.V.Sc. & M. Tech. & Ph. D. Students	1. Recommendation from Dean P.G.S. along with copy of minutes. 2. Forwarded by Heads / Coordinators of the Departments/Colleges 3. Photocopy of the online registration slip	1. Roll Numbers, 2. Registration Number 3. Bank A/c. Number and IFS Code 4. Category of the students (All in the prescribed form)	7 working days from the date of receipt of application(s) in the Section.	DSW/ Section Officer (Scholarship)
3.	Forwarding of State Scholarship	1. Completely Filled & Self attested hard copy of the application forms along with requisite self attested enclosures 2. Forwarding by Head/ Coordinators Scholarship Section, DSW.	1. <i>Bona fide</i> Certificate 2. Bank A/c. details (should be on the name of student only) 3. Domicile Certificate 4. Income Certificate 5. Grade Sheet 6. Fee details filled up in the form.	As per the timeline declared by the Respective State Government.	DSW/ Section Officer (Scholarship)
4.	Awarding of State Scholarship (if awarded through scholarship section of the University)	1. Award letter 2. UTR Number of the transaction of sanctioned amount of Scholarship	1. Matching of dates in Sanction letter, 2. Matching of Bank transaction details i.e. UTR Number.	10 working days from the date of receipt of application(s) in the Section.	DSW/ Section Officer (Scholarship)



5.	Renewal of Merit-cum Means (MCM) Scholarship	Grade Renewal/Continuation Sheet for	1. Grade Sheet 2. Percentage of credit earned	18 Working days for Processing (each year after declaration of even semester results)	DSW/ Section Officer (Scholarship)
6.	Bill preparation for Ph. D, M.Sc. (Ag.)/ MV. Sc./ & M. Tech Students	Monthly bills are prepared by the Section on behalf of Departments/College	For any kind of recommendation for withholding of fellowship/stipend by the respective department/College or Dean (Academic Affairs)	Sent to each Department/College on 25 <sup>th</sup> of every month for correction, if any.  <i>(The Departments/ Colleges check the absentee statement and forward it Section for payment)</i>	DSW/ Section Officer (Scholarship)

  
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**CITIZEN'S CHARTER FOR SERVICES RENDERED AT OFFICE/UNIT:**  
**OFFICE OF THE FACULTY AFFAIRS (DAM/Establishment Section) SVPUAT, MEERUT**

S. No	Details of the service	Requirement from the stake holders	Check List	Maximum processing time for the office	Contact details of the concerned official
1.	Acceptance of Joining Report	Joining report to be submitted through concerned HoD/ DoC.	<ol style="list-style-type: none"> <li>All formats provided with the offer letter have been filled-in and forwarded by the Head/Coordinator.</li> <li>Self attested copies of certificates of educational qualifications.</li> <li>Self attested copies of experience certificates</li> <li>Relieving letter from previous employer, if employed anywhere.</li> <li>Medical fitness certificate from CMO.</li> </ol>	03 working days	DAM/Establishment Section
2.	Leave Applications (except CL/CCL)	Application for leave (except CL/CCL) be submitted at least 07 days before the commencement of leave, through HoD/ DoC.	<ol style="list-style-type: none"> <li>Leave application duly forwarded by the HoD/ DoC concerned.</li> <li>HoD/ DoC recommendations for leave of any nature exceeding one month.</li> <li>Current family details for sanction of CCL leave.</li> <li>Supporting documents, if any.</li> <li>Leave entitlement as per Statutes of the University and notices issued from time to time.</li> </ol>	03 working days.	DAM/Establishment Section
3.	No Objection Certificate for Visa Purpose	Request must be submitted through concerned HoD/DoC.	<ol style="list-style-type: none"> <li>Invitation letter for official visit.</li> <li>For personal visits, purpose must be mentioned.</li> </ol>	03 working days	DAM/Establishment Section



4.	Permission for visiting abroad	Request must be submitted through concerned HoD/DoC 15 days before commencement.	Invitation letter must be enclosed with the application, if it is official visit. In case of personal visits, purpose must be mentioned.	07 working days	DAM/Establishment Section
5.	No Objection Certificate for Passport	Request must be submitted through HoD/DoC.	1. An undertaking in the prescribed format. 2. Two passport size photographs.	07 working days	DAM/Establishment Section
6.	No Objection Certificate for higher studies	Request must be submitted through HoD/DoC.	1. Leave application duly forwarded by the HoD/CoC concerned. 2. HoD recommendations for leave of any nature exceeding one month. 3. Supporting documents, if any. 4. Leave entitlement as per Statutes of the University and notices issued from time to time.	07 working days	DAM/Establishment Section
7.	Sanction of fund from Seminar/conferences/workshop	Request must be submitted through HoD/DoC.	12 Purpose must be clearly mentioned in the letter and invitation letter must be enclosed for Seminar/conferences/workshop s/Colleges and visit for research and academic activities.	03 working days	DAM/Establishment Section/ Comptroller
8.	Forwarding of application for outside employment/deputation	Request must be submitted through HoD/DoC.	1. Application in the prescribed format, as applicable. 2. Copy of advertisement.	07 working days	DAM/Establishment Section

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9.	Pay fixation/ Pay protection etc.	Request must be submitted through concerned HoD/DoC within three month from the date of joining the University.	For pay protection last pay certificate issued from previous employer is mandatory and he/she should have applied through proper channel for faculty position.	15 working days	DAM/Establishment Section
10.	Correspondence with previous employer for any reason	Request must be submitted through concerned HoD / DoC	Full details of previous employment and employer must be mentioned in the letter.	15 working days	DAM/Establishment Section
11.	Counting of past services for pensioner benefits	Request must be submitted through concerned HoD/ DoC within three month from the date of joining the University.	1. He/she should have applied through proper channel for faculty position at the University. 2.Full details of previous employment and employer must be mentioned in the letter.	15 working days	DAM/Establishment Section
12.	Forwarding of cheques/ drafts to concerned section received from the borrowing University in case of deputation/ Lien etc. and from previous organization in case of counting of past services.	-	-	07 working days	DAM/Establishment Section
13.	Sanction for encashment of leave on superannuation/ Resignation/ Voluntary Retirement/Premature Retirement	The HoD/ DoC concerned shall furnish details of availed/unveiled Vacation Leave in the prescribed format within 3 days of superannuation/Resignation/ Voluntary Retirement/Premature Retirement/Death.	-	07 working days after receipt of the details from concerned HoD/DoC.	DAM/Establishment Section

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14.	No-Dues Certificate	The HoD/ DoC concerned shall ensure to furnish no dues certificate at the earliest.		03 working days after receipt of the same from concerned Department/ College.	DAM/Establishment Section
15.	Resignation/ Technical resignation/ Lien / Voluntary Retirement/ Premature Retirement	Application must be routed through DoC concerned keeping in view the notice period, if any.	1. Exact date of relieving must be Mentioned in the letter. 2. Proof regarding submission of application through proper channel 3. Copy of offer letter must be enclosed, if going to join a position in other Institution / Organisation.	21 working days	DAM/Establishment Section
16.	Processing of request for deputation	Application must be routed through DoC concerned.	1. Exact date of relieving must be Mentioned in the letter. 2. Proof regarding submission of application through proper channel. 3. Copy of offer letter.	15 working days	DAM/Establishment Section
17.	Issue of No Objection Certificate/Vigilance Clearance Certificate to appear in interview etc.	Request must be submitted through concerned HoD/ DoC.	1. Proof regarding submission of application through proper channel. 2. Copy of call letter.	07 working days	DAM/ Establishment Section
18.	Any other matter not listed above	Request must be submitted through proper channel	-	15 working days (where a policy decision is involved)	DAM/ Establishment Section

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CITIZEN'S CHARTER FOR SERVICES RENDERED AT OFFICE/UNIT:

**OFFICE OF RESEARCH & DEVELOPMENT (Director Research) SVPUAT, MEERUT**

S. No.	Details of the service	Requirement from the stake holders	Check List	Maximum processing time for the office	Contact details of the concerned official
1.	For approval of Project Screening Committee	Request letter from the concerned faculty	1. Forwarding of HoD/ DoC	03 working days	Director Research
2.	Projects screening committee meeting and issuance of certificate from the office	Minutes of meeting from PI	1. Project overhead 2. Copy of ethical committee/ animal ethical/ bio safety report, if applicable 3. Soft copy of endorsement certificate is required.	04 working days	
3.	For acknowledgement of funds	Fund allocation letter/mail from funding agency	1. Forwarding of HoD/ DoC 2. Fund allocation letter/mail from funding agency 3. NEFT/RTGS Details 4. Any other supporting document.	05 working days	
4.	For approval of draft advertisement	Request letter from the concerned faculty	Draft Advertisement must be in the format as prescribed in University Project Guidelines	03 working days	
5.	For approval of recommendation of selection committee meeting (if in order)	Request letter from the concerned faculty	1. Forwarding of HoD/DoC Complete set of documents	03 working days	
6.	For approval of any type of committee	Request letter from the concerned faculty	1. Forwarding of HoD/ DoC 2. Composition of Committee must be in accordance to the University Project Guideline/ University Purchase Guideline	03 Working Days	

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7.	For approval of break-up of funds (if submitted as per sanction of funding agency)	Request letter from the concerned faculty	1. Forwarding of HoD/ DoC 2. Forwarding of Mentor/ Supervisor (in case of fellow) through HoD/ DoC 3. It must be in accordance to the sanction/ original proposal (as the case may be)	05 working days	Director Research
8.	Issuance of Endorsement letter to Faculty/ Staff/ Project Fellow for applying grant	Request letter from the concerned faculty	1. Forwarding of HoD/ DoC 2. Soft Copy of the format in which endorsement is required to be sent.	05 working days	
9.	Extension of project staff tenure (if as per rule)	Request letter from P.I./ Coordinator	1. Forwarding of HoD/ DoC 2. Approval from Funding agency (if required)	05 working days	
10.	For grant of extension period of sanctioned funds	Request letter from the concerned faculty	1. Forwarding of HoD/ DoC 2. Copy of Sanction letter	05 working days	
11.	Appointment of Ad-hoc Staff under Testing / Consultancy Project (if as per rules)	Request letter through HoD/ DoC	Forwarding of HoD/ DoC	05 working days	
12.	Forwarding of Travelling Allowance (TA) bill and salary bills out of Testing/ Consultancy Project	Request letter through HoD/ DoC	Duly filled in application form on prescribed format along with address of the office to which bill is to be forwarded.	05 working days	
13.	Approval for filing patent	Duly filled University patent application form and forwarded & recommended by Departmental R&D Committee	Recommendation of coordinator of IPR Cell/Director Research	05 working days	
14.	Forwarding of applications of faculty/ student for travel grant support to funding agencies	Request letter from concerned faculty/ student	1. Forwarding of HoD/ DoC 2. Duly filled application form in the prescribed format of the funding agency	03 working days	

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15.	Issuance of unique tax invoice number	Duly filled in and signed tax invoice	<ol style="list-style-type: none"> <li>Forwarding of HoD/ DoC</li> <li>Project consultant signature</li> <li>Details of amount deposited</li> <li>Address of client</li> <li>GSTIN number of clients</li> </ol>	05 working days
16.	Noting of challan	Challan stamped by bank	<ol style="list-style-type: none"> <li>In case of online transfer UTR number/ NEFT is must.</li> <li>Seal and signature of HoD and Bank</li> </ol>	03 Working Days
17.	Noting and Forwarding of testing consultancy bills for its clearance	Testing consultancy bills in prescribed format	<ol style="list-style-type: none"> <li>Forwarding of HoD/ DoC</li> <li>Statement of challan No.</li> <li>P.I./ Consultant signature</li> <li>Copy of agreement signed with the client, if any</li> <li>Consolidated details, transfer entry</li> <li>Copy of project completion report and registration form duly signed by PI/ Consultant &amp; HoD</li> </ol>	05 Working Days

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**CITIZEN'S CHARTER FOR SERVICES RENDERED AT OFFICE/UNIT:**

**OFFICE OF COMPTROLLER, S.V.P.U.A. & T. Meerut**

S. No	Details of the service	Requirement the Bills	Check List	Contact details of the concerned official
<b>1.</b>	<b>Salary/Fellowship</b> of Processing Salary/Fellowship of JRF/SRF/RA/Contractual employees/technicians as the case maybe.	Submission of complete in all respects with supporting documents duly forwarded by the P.I./Coordinator/HoD/Dean/ Director	<ol style="list-style-type: none"> <li>1. Absentee statement</li> <li>2. Fund availability</li> <li>3. Forwarding of concerned P.I./Coordinator/HOD/Dean/Directors</li> <li>4. Joining Report</li> <li>5. Any other requirement as per University/State Govt. rules</li> </ol>	Comptroller
<b>2.</b>	<b>Equipment/Contingency/ Consumable</b>			
	Order Registration	Submission of purchase file complete in all respects with triplicate copy of purchase order with detail terms and conditions documents duly forwarded by the P.I./HoD/Dean/Director	<ol style="list-style-type: none"> <li>1. Sanction Letter</li> <li>2. Tender/ inquiry letter</li> <li>3. University Website/ News paper uploading as the case maybe</li> <li>4. Online receive Bids</li> <li>5. Comparative statement</li> <li>6. Reports of the Technical/Purchase Committee award the Bid to Firm's</li> <li>7. Payment terms</li> <li>8. Proprietary certificate, if required</li> <li>9. Performance bank guarantee( as per University Office Order)</li> <li>10. Taxation</li> <li>11. Any other requirement as per University/Govt Rules</li> </ol>	Comptroller

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	Processing of bills for payment and reimbursement	Submission of bill by P.I./ Coordinator /HoD/Dean/Director as the case maybe	<ol style="list-style-type: none"> <li>1. Bill</li> <li>2. Major/Minor Budget Head</li> <li>3. Stock Entry</li> <li>4. Signature of PI / HOD/Dean/Director</li> <li>5. Appropriate deduction of taxes, as applicable</li> <li>6. Fund sanction</li> <li>7. Order copy</li> <li>8. Any other requirement as per University/ Stat Govt rules</li> </ol>	Comptroller
	Processing of Bills in case of Online Purchases by GEM	Submission of bill on complete in all respects with supporting documents duly forwarded by the P.I. / HoD /Dean/Director	<ol style="list-style-type: none"> <li>1. Mode of payment (Bank)</li> <li>2. Bill</li> <li>3. Major/Minor Budget Head</li> <li>4. Stock Entry</li> <li>5. Signature of PI</li> <li>6. Fund sanction</li> <li>7. Order Copy</li> <li>8. Any other requirement as per University/State Govt. rules</li> </ol>	Comptroller
<b>3.</b>	<b>Travel</b>			
	Processing of travel bills for reimbursement	Submission of bill in format complete in all respects With supporting documents duly forwarded by the P.I. / HoD/Dean/Director	<ol style="list-style-type: none"> <li>1. Bills</li> <li>2. Major/Minor Budget Head</li> <li>3. Signature of PI/HOD/Dean/Director</li> <li>4. Fund sanction</li> <li>6. Order Copy</li> <li>7. Any other requirement as per University/State Govt. rules</li> </ol>	Comptroller

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**CITIZEN'S CHARTER FOR SERVICES RENDERED AT OFFICE/UNIT:**

**FINANCE SECTION, SVPUA&T, MEERUT**

**Budget Section**

S. No	Details of the Services	Requirement from the stakeholders	Check list	Contact details of the concerned official
1.	Sanction of the Fund – (Recurring) (Non-Recurring) (Salary)	Request letter through proper channel	1. Budget Provision 2. Availability of fund	Comptroller
2.	Permission for opening current bank account	Request File through proper channel	1. Receiving the request from the Faculty member/Other 2. Examine the admissibility of the Purposes. 3. Conveying the approval of the authority	Comptroller

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**BILL SECTION**

S. No.	Details of Service	Requirement from the Stake Holder	Check List	Contact Details of the concerned official
1.	Processing of Fellowship of JRF/SRF as the case may be	Submission of complete format in all respects with supporting documents duly forwarded by the concerned PI/HoD /Dean/Director	1. Forwarding of concerned PI/HoD /Dean/Director	Comptroller
2.	Order Registration	Submission of purchase file complete in all respects, Purchase orders with detail Terms and Conditions	<ol style="list-style-type: none"> <li>1. Procedure of Advt., if any</li> <li>2. Date of Receiving of Bids</li> <li>3. Comparative chart of Technical and Financial Bid</li> <li>4. Resolution of Committee</li> <li>5. Checking of order copy</li> <li>6. Validity of bid</li> <li>7. Matching of item mentioned in P.O. with bid</li> <li>10. Payment terms</li> <li>11. Performance bank guarantee, as the case maybe.</li> <li>12. Signature of purchase committee &amp; order placing authority</li> <li>13. Proprietary Certificate, if required</li> <li>14. Any other requirement as per University/State Govt. rules</li> </ol>	Comptroller

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3.	Processing of LC, Wire Transfer, FD	Submission of Complete format in all respects along with LC Form of SBI/HDFC/AXIS/Other Bank documents duly forwarded by the PI / HoD/Dean/Director	<ol style="list-style-type: none"> <li>1. Bills</li> <li>2. Term &amp; Condition mentioned in Purchase Order</li> <li>3. LC documents as required</li> <li>4. Performance Bank Guarantee, as the case may be</li> <li>5. Notary Stamp Paper</li> <li>6. Any other requirement as per University/State Govt. rules</li> </ol>	Comptroller
4.	Processing of Bills for Online Purchases (GEM)	Submission of bill on Complete format in all respects with supporting documents duly forwarded by the PI/HoD/Dean /Directors	<ol style="list-style-type: none"> <li>1. Mode of payment (Bank)</li> <li>2. Bill of supply with University GSTIN as applicable (Supporting documents of purchase is required)</li> <li>3. Major/Minor Budget Head</li> <li>4. Stock Entry</li> <li>5. Signature of PI/HOD/Dean/Director</li> <li>6. Fund sanction</li> <li>7. Purchase Order Copy</li> </ol>	Comptroller
5.	Travel Processing of Travel Bills for reimbursement	Submission of bill on Complete format in all respects with supporting documents duly forwarded by the PI/HoD/Dean/Director	<ol style="list-style-type: none"> <li>1. TA Bills</li> <li>2. Major/Minor Budget Head</li> <li>3. Entry</li> <li>4. Sanction copy</li> <li>5. Signature of PI/HOD/Dean/Director</li> <li>6. Copy of fund sanction</li> <li>7. Any other requirement as per University/ State Govt. rules</li> </ol>	Comptroller

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6.	TA advance on tours	Submission of application in prescribed Performa along with relevant supporting documents, duly recommended by Head/Dean/Director	<ol style="list-style-type: none"> <li>1. Copy of Sanction of fund/ approval of competent authority</li> <li>2. Advance should be noted in Department/College/Office</li> <li>3. Purpose of journey should be defined on bills as per sanction.</li> </ol>	Comptroller
7.	University Guests Payment	Submission of claim in the prescribed Performa duly recommended by the PI/HOD/Dean/Director	<ol style="list-style-type: none"> <li>1. Copy of sanction of fund/ Approval of competent authority.</li> <li>2. Invitation letter, if applicable</li> <li>3. Details of honorarium, if applicable</li> <li>4. Submission of certified original bills/vouchers</li> <li>5. Complete bank details in prescribed format for RTGS/NEFT</li> </ol>	Comptroller
8.	Settlement of TA Bills / Advances	Submission of TA bills/ Settlement of advance forms along with necessary self-certified bills.	<ol style="list-style-type: none"> <li>1. Submission of certified Original bills/Voucher against respective claims.</li> <li>2. Adjustment of advance/ payment as per sanction.</li> </ol>	Comptroller
9.	Ph. D Examiner payment	Submit the bill after verification and forwarding by HOD/Dean/Director	<ol style="list-style-type: none"> <li>1. Details of Student and examiner</li> <li>2. Date of Examination/Viva</li> <li>3. Invitation of Examiner</li> <li>4. Submission of certified original bills/Voucher against respective claims duly forwarded by examination office.</li> <li>5. Complete bank details in prescribed format for RTGS/NEFT</li> </ol>	Comptroller
10.	External Experts	Submission of bill along with necessary self-certified bills	<ol style="list-style-type: none"> <li>1. Submission of certified original bills/Voucher against respective claims duly forwarded by concerned Head of the Office.</li> <li>2. Complete bank details in prescribed format for RTGS/NEFT</li> </ol>	Comptroller

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**Salary & Recovery Section**

S. No	Details of the Services	Requirement from the Stake Holder/Employees	Check List	Contact Details of the concerned official
1.	Leave Salary & Pensioners Benefit (300 Days)	Under consideration of State Govt.	1. Payment through Director of Pension, UP, Lucknow	Comptroller
2.	GSLI	Bill Submitted to LIC Department every month	Any payment made by LIC	Comptroller
3.	Guest Faculty Payment (Honorarium)	Submission of claim prescribed Performa duly recommended by the Head/Dean/Director	1. Copy of Sanction of fund/ approval of competent authority. 2. Invitation letter 3. Details of the classes taken	Comptroller
4.	Payment to Outsourcing Agency	Submission of certified bill by OIC/HOD/Dean/Director	1. Bills 2. EPF/ESI contribution along with challan 3. Tax Deduction, if required, along with challan	Comptroller

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**Provided fund (PF) Section**

S. No.	Details of the Services	Requirement from the Stake Holder/Employees	Check List	Contact Details of the concerned official
1.	GPF advance/ withdrawal	Submission of prescribed form along with forwarding of OIC/HOD/Dean/Director	<ol style="list-style-type: none"> <li>Balance available</li> <li>Admissibility as per GPF Rule</li> <li>Conditions for Withdrawal along with requisite documents, if necessary</li> </ol>	Comptroller
	GPF final payment-Other than IV Class (Teaching above the IV Class) GPF final payment-IV Class	90% + 10%  100%	None	Comptroller
2.	NPS Final payment	Submission of online request by the subscriber	<ol style="list-style-type: none"> <li>Submission of Online generated withdrawal form along with Photo</li> <li>Copy of Address Proof</li> <li>Copy of Identity Proof</li> <li>Signature of 2 Witness</li> <li>Details of Annuity purchased for Pension scheme</li> <li>Requirement as per NPS regulations as amended from time to time, if any</li> </ol>	Comptroller

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**CITIZEN'S CHARTER FOR SERVICES RENDERED AT**  
**OFFICE/SERVICE BOOK & PENSION SECTION SVPUA&T, MEERUT**

S. No	Details of the service	Requirement from the DAM Office	Check List	Contact details of the concerned official
1.	Retirement Notice: Issue of retirement notice	NONE	Service Book	DAM/ Comptroller, Service Book & Pension
2.	Pension Computation 40% is on NON-Teaching Staff 20% Is on Teaching Staff As per State Govt. Order/Rules	File	Service Book	DAM/ Comptroller, Service Book & Pension
3.	Payment of Gratuity	After Proceeding of Pension file, the gratuity amount is sanction by Director of pension as per applicable rule by the state govt. U.P.	Service book/ prescribe format	DAM Office/ Comptroller, Service Book & Pension
4.	Family Pension including provisional family pension to spouse/dependents of deceased NPS subscriber	Family Pension claims are processed in a similar way as per rule of State Govt. U.P.	Service Book	DAM Office/ Comptroller Service Book & Pension

  
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**CITIZEN'S CHARTER FOR SERVICES AT  
ADMINISTRATION (DAM/Establishment Section),  
SARDAR VALLABHBHAI PATEL UNIVERSITY OF  
AGRICULTURE AND TECHNOLOGY, MEERUT**

S. No.	Name of the Service	Requirement from the stake Holder/Employees	Check List	Maximum time for processing of application/request	Concerned Office
1.	Acceptance of Joining Report	Joining report to be submitted along with duly filled-in all the formats provided with the offer letter and all relevant documents through concerned HoD/DoC/Section In-charge.	<ol style="list-style-type: none"> <li>All formats provided with the offer letter duly filled-in and forwarded by the Head/ Coordinator.</li> <li>Self attested copies of certificates of educational qualifications and experience certificates.</li> <li>Relieving letter from previous employer, if employed anywhere.</li> <li>Medical fitness certificate from CMO/SS Hospital.</li> </ol>	03 working days	DAM/Establishment Section
2.	Leave Applications	Application for leave (except CL) must be submitted well in advance i.e. at least 07 days before the commencement of leave through HoD/ DoC / Section In-charge.	<ol style="list-style-type: none"> <li>Leave application duly forwarded by the HoD/ DoC concerned.</li> <li>Current family details are required for sanction of paternity leave/maternity leave.</li> <li>Supporting documents, if any.</li> <li>Leave entitlement must be ensured as per the Statutes of the University and notices issued from time to time before applying for the same.</li> </ol>	03 working days	DAM/Establishment Section
3.	Permission for visiting abroad/No Objection Certificate for Visa Purpose	Request must be submitted through concerned HOD/ DoC / Section In-charge 15 days before the date of visit.	<ol style="list-style-type: none"> <li>Invitation letter must be enclosed with the application, if it is official visit.</li> <li>In case of personal visits, purpose must be mentioned.</li> </ol>	07 working days	DAM/Establishment Section



4.	No Objection Certificate for Passport	Request must be submitted Through concerned HoD/ DoC /Section In-charge.	1. An undertaking in the prescribed Format. 2. Two passport size photographs.	07 working days	DAM/Establishment Section
5.	No Objection Certificate for higher studies	Request must be submitted Through concerned HoD/ DoC /Section In-charge.	1. Leave application duly forwarded by the HoD/ DoC concerned. 2. Supporting documents, if any. 3. Leave entitlement must be ensured as per the Statutes of the University and notices issued from time to time before applying for the same.	07 working days	DAM/Establishment Section
6.	Pay fixation/ Pay protection etc.	Request must be submitted through concerned HoD/ DoC Within one month from the date of joining the University.	For pay protection LPC issued from previous employer is mandatory and he/she should have applied through proper channel.	15 working days	DAM/Establishment Section
7.	Correspondence with employer for any reason	Request must be submitted through concerned HoD/ DoC /Section In-charge.	Full details of previous employment and employer must be mentioned in the letter.	15 working days	DAM/Establishment Section
8.	Counting of past services for pensioners benefits	Request must be submitted through concerned HoD/ DoC within three month from the date of joining the University.	1. He/she should have applied through proper channel for the post in the University. 2. Full details of previous employment and employer must be mentioned in the letter.	15 working days	DAM/Establishment Section
9.	Forwarding of cheques/ drafts to concerned section received from the borrowing University in case of deputation/Lien etc.	-----	-----	07 working days	DAM/Establishment Section

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10.	Sanction for encashment of leave on superannuation/Resignation/Voluntary Retirement/Premature Retirement	The HoD/ DoC concerned shall furnish details of availed/unavailed Vacation Leave in the prescribed format within 3 days of superannuation/Resignation/Voluntary Retirement/Premature Retirement/ Death.	-----	07 working days after the date of superannuation/Resignation/ Voluntary Retirement/ Premature Retirement	DAM/Establishment Section
11.	No-Dues Certificate	The HoD/ DoC concerned shall ensure to furnish No Dues Certificate at the earliest.	-----	03 working days after receipt of the same from concerned Department/ College.	DAM/Establishment Section
12.	Processing of Resignation/ Technical resignation/ Voluntary Retirement/ Premature Retirement	Application must be routed through the HoD/ DoC concerned keeping in view the notice period, if any.	1. Exact date of relieving must be mentioned in the letter. 2. Copy of offer letter must be enclosed, if going to join a position in other Institution/ Organization.	21 working days	DAM/Establishment Section
13.	Processing of Request for deputation	Request must be submitted through concerned HoD/ DoC / Section In-charge.	1. Exact date of relieving must be mentioned in the letter. 2. Copy of offer letter must be enclosed.	15 working days	DAM/Establishment Section
14.	Issue of NOC/Vigilance Clearance Certificate to appear in interview etc.	Request must be submitted through concerned HoD/ DoC / Section In-charge.	1. Proof regarding submission of application through proper channel. 2. Copy of call letter.	07 working days	DAM/Establishment Section
15.	Extension of term of daily wage workers/re-engaged workers	Request of concerned HoD/ DoC/ Section In-charge must be received at least 15 days before the expiry of term.	-----	07 working days	DAM/Establishment Section

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