



# नागरिक / ग्राहक चार्टर

## CITIZEN'S/CLIENT'S CHARTER

उच्चतर शिक्षा विभाग  
DEPARTMENT OF HIGHER EDUCATION  
मानव संसाधन विकास मंत्रालय  
(MINISTRY OF HUMAN RESOURCE DEVELOPMENT)  
शास्त्री भवन, नई दिल्ली-110001  
SHASTRI BHAWAN, NEW DELHI-110001.  
*Website : [www.mhrd.gov.in](http://www.mhrd.gov.in)*

OCTOBER, 2019

***Citizen's/Client's Charter of Department of Higher Education***

<b>Vision</b>	<ul style="list-style-type: none"><li>• To realize India's human resource potential to its fullest in the higher education sector with equity and excellence.</li></ul>
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<b>Mission</b>	<ul style="list-style-type: none"><li>• Provide greater opportunities of access to higher education with equity to all the eligible persons and in particular to the vulnerable sections.</li><li>• Expand access by supporting existing institutions, establishing new institutions, supporting State Governments and Non-Government Organizations / Civil Society to supplement public efforts aimed at removing regional or other imbalances that exist at present.</li><li>• Initiate policies and programmes for strengthening research and innovations and encourage institutions – public or private - to engage in stretching the frontiers of knowledge.</li><li>• Promote the quality of higher education by investing in infrastructure and faculty, promoting academic reforms, improving governance and institutional restructuring towards the inclusion of the hitherto deprived communities.</li></ul>
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<b>Our Clients and Stakeholders</b>	<ul style="list-style-type: none"><li>• Citizens of India.</li><li>• Students and Faculty of Educational Institutions.</li><li>• People's representative.</li><li>• Ministry of Women &amp; Child Development, Ministry of Minority Affairs, Ministry of Social Justice and Empowerment, Ministry of Science &amp; Technology, Ministry of Tribal Affairs and Ministry of Development of North Eastern Region.</li><li>• Council of Scientific &amp; Industrial Research (CSIR), other Research Councils.</li><li>• State Governments / Union Territory Administrations.</li><li>• Regulatory Bodies {University Grants Commission (UGC), All India Council of Technical Education (AICTE), National Council of Teacher Education (NCTE), Distance Education Council (DEC), National Commission for Minority Educational Institutions (NCMEI)}</li><li>• Autonomous Bodies, Indian Institute of Advance Study (IIAS), Central Educational Institution, Deemed to be Universities, Subordinate offices.</li><li>• Grantee Institutions.</li><li>• United Nations Educational, Scientific and Cultural Organization (UNESCO) and other International Partners.</li><li>• Banks.</li><li>• Civil Society Groups in the field of education.</li></ul>
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<b>Services /Service Standards and Timeline</b>		
<b>S.No.</b>	<b>List of Main Services &amp; Service Standards</b>	<b>Timeline</b>
1.	i) Release of Funds under various schemes of this Department details of which are available on website - <a href="http://www.mhrd.gov.in">www.mhrd.gov.in</a> .  ii) Release of Funds to Grantee Institutions	Within 25 working days after approval of the competent authority
2.	Grant of Scholarships to University & College students pursuing higher education.	Within 21 working days
3.	Processing of requests for filling up of various positions received from Higher Education Institutions and Regulatory Bodies under the control of the Department.	Within 9 months
4.	Prompt response to queries/clarifications received from the Responsibility Centers under the control of the Department.	Within 21 working days
5.	Payment to vendors	Within 21 working days
6.	Redressal of Public Grievances	
	(i) Action on grievances forwarding and monitoring for action by Authority concerned.	Within 60 days
	(ii) Monitoring of grievances (by senior Officials)	Weekly Review Meeting
7.	Issue of ISBN	Within 7 working days after applying on the ISBN portal subject to application complete with requisite information.

<b>Responsibility Centre</b> <b>(Institutions/Autonomous Bodies under the D/o Higher Education)</b>
<ul style="list-style-type: none"> <li>• A list of Responsibility Centres under this Department is enclosed(Annexure). The same are also available on <a href="http://www.mhrd.gov.in">www.mhrd.gov.in</a></li> </ul>
<ul style="list-style-type: none"> <li>• Role of the Department of Higher Education with the Regulatory bodies: Administrative and Financial.</li> </ul>
<ul style="list-style-type: none"> <li>• Role of the Department of Higher Education with the Autonomous Institutions: Administrative and Financial.</li> </ul>

### Grievance Redress Process

The Department of Higher Education has Grievance Redressal Mechanism in place Headed by an officer of the level of Additional Secretary.

#### for Public Grievances & Citizen's/Client's Charter:-

**Shri V.L.V.S.S. Subba Rao**  
**Sr. Economic Adviser**  
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### Grievance Lodging Process

Visit the link <https://pgportal.gov.in>. Visit the website CPGRAMS – [www.pgportal.gov.in](http://www.pgportal.gov.in) –  
>Register yourself as a user->Register your grievance.

#### Timeliness for response

Acknowledgement

Within three days

Immediate reply

Within one month

Final redress of all grievances

Within two months

#### Expectations from the Citizens with regard to Public Grievance Redress:-

- i.** Grievance is to be lodged after registering on the above give CPGRAMS/pgportal link and supporting documents may be uploaded, if found necessary.
- ii.** For registration, correct credentials (eg- Name, Address, Phone and e-mail) to be provided.
- iii.** Issue give below will not be taken up for redressal and hence, may not be registered:-
  - a) Sub-judice cases or any matter concerning judgment given by any court
  - b) Personal and family disputes.
  - c) RTI matters.
  - d) Anything that impacts upon territorial integrity of the country or friendly relations with other disputes.
  - e) Suggestions
- iv.** Citizens should first take up their grievances directly with Ministries/Departments/State Governments.
- v.** **Any grievance send by e-mail will not be attended to / entertained. Please lodge your grievance at [pgportal.gov.in](https://pgportal.gov.in)**

## **EXPECTATIONS FROM CITIZENS/STAKEHOLDERS**

1. Any query on the programme, scheme or activity of the Department should be clear and specific.
2. All stakeholders participating in any activity or event of the Department should send the complete relevant information in time.
3. Proposal for release of funds must be timely and should accompany all relevant documents as mentioned in the guidelines of schemes available on web-site: [www.mhrd.gov.in](http://www.mhrd.gov.in)
4. Utilisation Certificates in respect of earlier releases are submitted timely to facilitate further releases.
5. Proposals in prescribed format with full details is required, as per the guidelines of specific schemes available on web-site: [www.mhrd.gov.in](http://www.mhrd.gov.in).
6. Suggestions to improve the Scheme/Policy/Programmes.
7. Progress from State Governments.
8. Cooperation from State Governments with regard to implementation of Policy/Schemes/Programmes.
9. Share the website of this Department in respect of various Policies/Programmes/schemes.

### **Right to Information**

Visit the link [www.rit.gov.in](http://www.rit.gov.in)

### **Review of Citizen's/Client's Charter**

**Citizen's/Client's Charter shall be reviewed in April, 2020.**

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