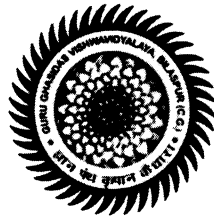


# GURU GHASIDAS VISHWAVIDYALAYA

Koni, Bilaspur, (C.G.), India



## CITIZEN'S CHARTER



## **CITIZEN'S CHARTER**

A citizen's charter is the expression of an understanding between citizens and the service provider concerning the quantity and quality of services. It represents the commitment of the organization. The Charters are expected to sincerely ensure strict compliance to rules, regulations, and ethical standards in implementing the programs, projects, and activities with transparency and fairness. The citizen's charter is a written, voluntary declaration by service providers about standard, quality, and time frame of service delivery, grievance redressal mechanism, transparency, and accountability. Citizen's Charters are in-corporate the following elements:-

- About the University.
- Vision
- Objectives
- Organogram of the University
- Concerns, Service and Time Frame
- Details of Authorities

### **About Guru Ghasidas Vishwavidyalaya:**

Guru Ghasidas Vishwavidyalaya(GGV) is a Central University of India, located in Bilaspur C.G. State, established under Central Universities Act 2009, No. 25 of 2009. Formerly called Guru Ghasidas University (GGU), established by an Act of the State Legislative Assembly, it was formally inaugurated on June 16, 1983. GGV is an active member of the Association of Indian Universities and Association of Commonwealth Universities. The University is appropriately named to honor the great Satnami Saint Guru Ghasidas (born in 17th century), who championed the cause of the downtrodden and waged a relentless struggle against all forms of social evils and injustice prevailing in the society. The University is a residential cum affiliating institution, having its jurisdiction spread over Bilaspur Revenue Division of Chhattisgarh state.

### **Vision:**

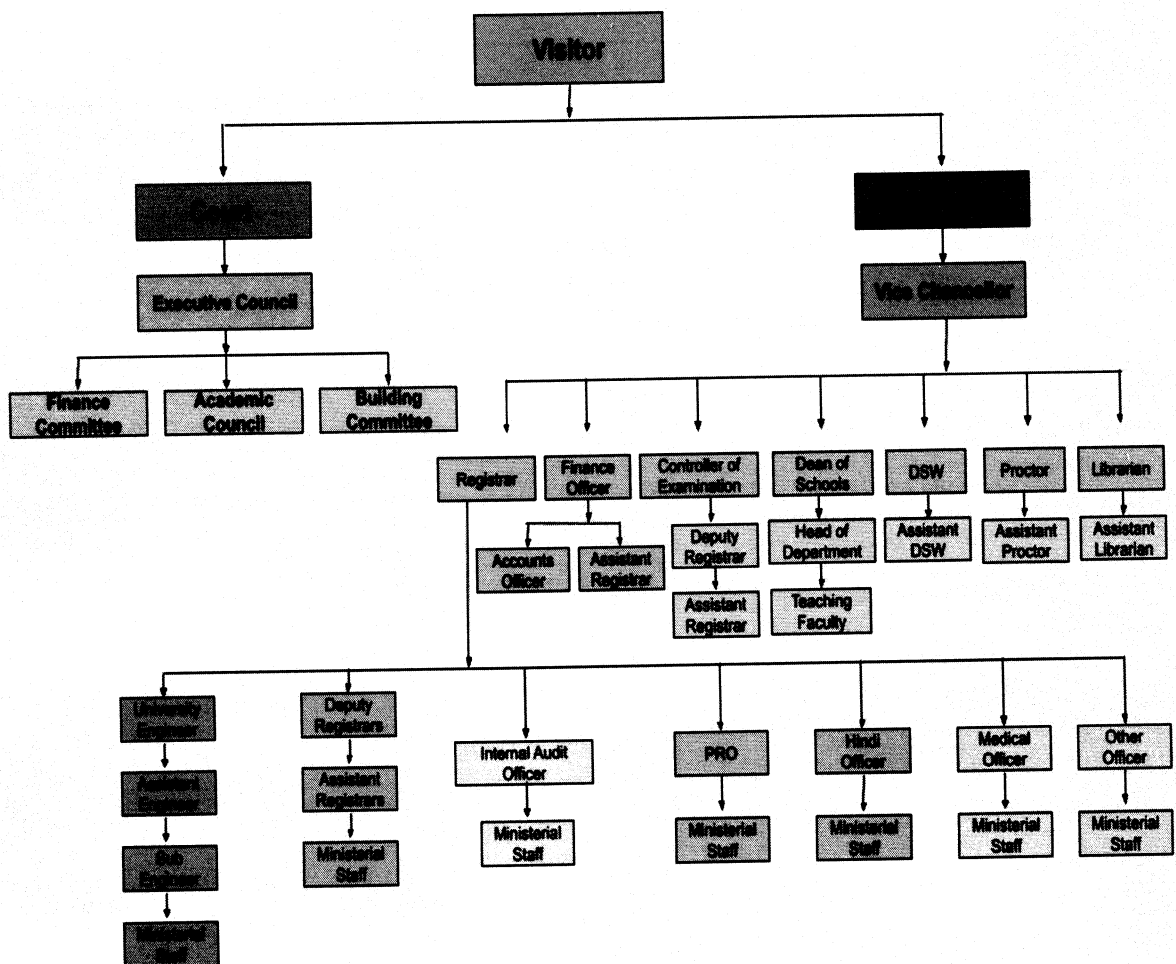
Motivated by the thoughts and teachings of Guru Ghasidas, a great Satnami Saint of the 18th Century, Guru Ghasidas Vishwavidyalaya, Bilaspur (CG), is committed to social empowerment, particularly of the weaker sections of the society with the help of quality higher education and training. The focus of the University is on offering and strengthening innovative academic programs in emerging interdisciplinary areas of science, engineering, social science, and humanities with quality assurance to contribute to the growth of the knowledge base of the University in particular and academia in general. The University aims to provide value-based holistic education, which will lead to the growth and development of a community better equipped to serve mankind.

## Objectives:

The objectives of the University are as follows.

- To disseminate and advance knowledge by providing instructional and research facilities in such branches of learning as it may deem fit;
- To make special provisions for integrated courses in Humanities, Social Sciences, Science & Technology in its educational programs;
- To take appropriate measures for promoting innovations in the teaching-learning process and inter-disciplinary studies and research;
- To educate and train human resources for the development of the country;
- To establish linkages with industries for the promotion of Science and Technology;
- To pay special attention to improving the people's social and economic conditions and welfare, their intellectual, academic, and cultural development.

## Organogram of the University:



## Concerns, Services and Time Frames:

University citizen charter is as under:

S. no.	Name of the Services Offered/Provided	Concern Stakeholder	Time Frame	Nodal/Controlling Officers
1	Admission related problem	Students	20 working days of the last date of admission	Assistant Registrar (Academic)
2	Correction in the transcript Grade point		07 working days after the receipt of the application	Controller of Examination
3	Issue of transcript		14 working days after the receipt of the application	Controller of Examination
4	Issue of duplicate documents		10 working days after the receipt of the application	Controller of Examination
5	Issue of provisional degree/diploma/certificate		03 working days after the receipt of the application	Controller of Examination
6	Issue of duplicate degree/diploma/certificate		30 working days after the receipt of the application	Controller of Examination
7	Fee return		21 working days after the receipt of the application	Finance Officer
8	Issue of NOC		07 working days after the receipt of the application	Concerning Head and Hostel Warden
9	Refund of caution money/admission fees		21 working days after the receipt of the application	Finance Officer
10	UG/PG scholarship related Issues		14 working days after the receipt of the application	SC & ST Cell/ Dean Student Welfare
11	Scholarship award issue related to PhD students		14 working days after the receipt of the application	Assistant Registrar (Development)
12	Verification of results		07 working days after the receipt of the application	Controller of Examination
13	Students grievances related issue		14 working days after the receipt of the application	Concerning Head/Dean/Dean Student Welfare/ Grievance Cell
14	Central library related issue		07 working days after the receipt of the application	Librarian
15	To provide information about general behavior, attendance and academic performance	Parents	07 working days after the receipt of the application	Concerning Head of Department
16	To issue various certificate required/asked by parents		14 working days after the receipt of the Application	Controller of Examination
17	Process leave/duty leave, application including permission to leave head quarter		05 working days after the receipt of the application	Assistant Registrar (Administrative)
18	Make various entries like leave/vacation record, increment, training etc in the service book		10 working days after the receipt of the application	Assistant Registrar (Administrative)
19	To forward various application of staff addressing to higher office		03 working days after the receipt of the application	Concerning Head/Officers/In-charge/Co-ordinator

20	Sanction and Payment of TA/DA/Medical and other bills	Teaching and Non-Teaching	30 working days after the receipt of the application	Concerning Officers and Finance Officer
21	To pay all type of remunerations after receiving approval/office order		14 working days after the receipt of the application	Finance Officer
22	Sanction and payment of imprest bill		21 working days after the receipt of the bills	Concerning Officers and Finance Officer
23	CAS/Promotion/ Modified assured carrier progression Scheme related issue		180 working days after the receipt of the application	Registrar
24	Utilization certificate/ Statement of expenditure related issues		30 working days after the receipt of the bills and application	Finance Officer
25	Project fund related issue		14 working days after the receipt of the application	Deputy Registrar (Development)/ Finance Officer
26	Grievances related issue		21 working days after the receipt of the application	Concerning Officers
27	Transfer related issue	Non-Teaching	30 working days after the receipt of the application	Assistant Registrar (Administrative)
28	To provide latest update about enquiry, quotation, quotation opening, purchase order etc.	Supplier and Service Provider	14 working days	Assistant Registrar (Store)
29	To provide latest update about receipt of equipment		05 working days	Concerning Head/ Assistant Registrar (Store)
30	To provide latest update about testing, installation, bill submission to office etc		07 working days after Satisfactory demonstration and installation of equipment	Concerning Head/ Assistant Registrar (Store)
31	Submit and pass the bill		14 working days after Satisfactory demonstration and installation of equipment	Finance Officer
32	To provide information about payment		14 working days	Finance Officer
33	Grievances related issue		07 working days after the receipt of the Application	Concerning Head/Officers
34	To provide detailed information of students eligible for placement		Industries/Organizations	As and when required
35	Verification of documents, academic record etc of the student recruited by the industry/organization	07 working days		In-charge Placement Cell
36	To provide necessary information under RTI act	Citizens	As per GOI rules	RTI Cell

## Details of Authorities:

### 1) Academic Head

**Vice-Chancellor:** Prof Alok Kumar Chakrawal

**Contact Number:** 07752-260283, 9099939487

**E-mail Address:** [vc@ggu.ac.in](mailto:vc@ggu.ac.in)

### 2) Administrative Head

**Registrar:** Prof. Shailendra Kumar

**Contact Number:** 07752-260209, 9806846850

**E-mail Address:** [ggu.registrar@gmail.com](mailto:ggu.registrar@gmail.com)

### 3) Dean of School of Studies:

S. no.	Schools of Studies	Name of Deans	Contact Number	E-mail Address
1	School of Arts	Prof. D.N. Singh	99181-75000	<a href="mailto:pipnar@gmail.com">pipnar@gmail.com</a>
2	School of Commerce & Management Studies	Prof. Manish Shrivastava	94252-27387	<a href="mailto:manishbilaspur@rediffmail.com">manishbilaspur@rediffmail.com</a>
3	School of Education	Prof. V.S. Rathore	75874-72651	<a href="mailto:vishan_rathore@rediffmail.com">vishan_rathore@rediffmail.com</a>
4	School of Engineering & Technology	Prof. T.V. Arjunan	98943-32446	<a href="mailto:arjun_nivi@yahoo.com">arjun_nivi@yahoo.com</a>
5	School of Interdisciplinary Education & Research	Prof. B.N. Tiwary	94060-34535	<a href="mailto:tiwarybn8@gmail.com">tiwarybn8@gmail.com</a>
6	School of Law	Prof. Pratibha J. Mishra	78694-22622	<a href="mailto:pjmlndn@gmail.com">pjmlndn@gmail.com</a>
7	School of Life Sciences	Prof. L.V.K.S. Bhaskar	82249-79600	<a href="mailto:lvksbhaskar@gmail.com">lvksbhaskar@gmail.com</a>
8	School of Mathematical & Computational Sciences	Prof. A.K. Saxena	94252-22744	<a href="mailto:amitsaxena65@rediffmail.com">amitsaxena65@rediffmail.com</a>
9	School of Natural Resources	Prof. S.S. Singh	94241-63260	<a href="mailto:sssingh_ggu@rediffmail.com">sssingh_ggu@rediffmail.com</a>
10	School of Physical Science	Prof. G.K. Patra	94333-78801	<a href="mailto:patra29in@yahoo.com">patra29in@yahoo.com</a>
11	School of Social Science	Prof. Manisha Dubey	98274-03395	<a href="mailto:manu.bilaspur@gmail.com">manu.bilaspur@gmail.com</a>

#### 4) Officers and Other Officers of the University:

S. no.	Name	Designation	E-Mail ID	Contact No
1	Prof. S.S. Singh	Finance Officer	fo@ggu.ac.in	94241-63260
2	Dr. R. K. Sharma	Controller of Examinations	controllerofexamsggv@gmail.com	97165-02992
3	Prof. M. K. Singh	Chief Vigilance Officer	mukesh3003@gmail.com	94791-71019
4	Dr. A. K. Sharma	Librarian	arun2929@gmail.com	9425374463
5	Prof. V. S. Rathore	Proctor	vishan_rathore@rediffmail.com	75874-72651
6	Prof. A. S. Ranadive	Director IQAC	director-iqac@ggu.ac.in	94076-00463
7	Dr. M.N. Tripathi	Dean, Student Welfare	ommadhav27@gmail.com	07752-260204, 99814-01993
8	Dr. Ratnesh Singh	Director HRDC	directorhrdc@ggu.ac.in	98262-00372
9	Prof. Ashok Mishra	Chief Hostel Warden	hudcoashok@gmail.com	94792-43779
10	Shri H. N. Choubey	Joint Registrar	hnc.jrggv@gmail.com	94061-35771
11	Dr R. K. Choubey	OSD, Engineering	rkchoubey.ggv@gmail.com	96305-26842
12	Dr. S. Jha	Deputy Registrar (Examination)	drggvjha@gmail.com	07752-260490 / 75877-08454
13	Shri S. K. Mehar	Deputy Registrar(VC Secretariat)	vcpaggu@gmail.com	70009-51753
14	Shri S. K. Tripathi	Assistant Registrar (Store)	storesectionggv2021@gmail.com	94791-28418
15	Shri. Abhideep Tiwari	Assistant Registrar (Administration, Legal & RTI Cell)	abhhideep.tiwari@gmail.com	07752260017, 9406-302426
16	Shri Tikendra Prakash Singh	Assistant Registrar (Academic & Confidential Section)	arggvbsp@gmail.com	94241-69003
17	Shri Sudhakar Lonare	Assistant Registrar (Development)	ardevelopmentggv@gmail.com	9424147601
18	Shri Shrikant Kardekar	Assistant Registrar (Finance Section)	arfinanceggv@gmail.com	96694-46461
19	Mr. Satish Bhatt	Public Relation Officer	ggupro@gmail.com	07752-260473
20	Mr. Premnath Kamlesh	Placement officers	tpo@ggu.ac.in	94792-18765
21	Shri L. K. Jaiswal	Other Officer (University Engineer)	laxmikantjaiswal22@gmail.com	93017-85608
22	Dr. A. K. Mondal	Medical Officer	drmondalamal1@gmail.com	94255-46165
23	Prof Manish Shrivastava	Other Officer (OSD Development)	manishbilaspur@rediffmail.com	94252-27387
24	Prof Manish Shrivastava	Other Officer (Subordinate Legislation)	manishbilaspur@rediffmail.com	94252-27387
25	Prof S.C Shrivastava	Other Officer (OSD Finance)	sharadscs2@gmail.com	94313-82634

26	Shri Amitesh Jha	Other Officer (OSD Store)	amitesh2911@yahoo.co.in	98279-30291
27	Prof Praveen Mishra	Other Officer (OSD Admin)	pravinmishra2010@gmail.com	63067-52735
28	Dr M.K Gupta	Other Officer (Confidential)	mkgiaps@gmail.com	94790-37747

### 5) Heads of Teaching Departments

S. no.	Name of Department	Name of the Head of the Department	E-Mail ID	Contact no
1	Anthropology and Tribal Development	Dr. Neelkanth Panigrahi	nilakantha.panigrahi@gmail.com	9437920834
2	Biotechnology	Dr. Renu Bhatt	bhatt1996@yahoo.com	7389457727
3	Botany	Dr. S. K. Shahi	sushilkshahi@gmail.com	9479230418
4	Chemical Engineering	Dr. A. K. Chandrakar	anil.chandrakar@gmail.com	7587300404
5	Chemistry	Dr. S. S. Thakur	ssthakur_02@yao.com	9981209738
6	Civil Engineering	Dr. M. C. Rao	rao.chakradhar@gmail.com	8770504793
7	Commerce	Prof. Ashok Kumar Mishra	hudcoashok@gmail.com	9479243779
8	Computer Science and Engineering	Dr. Alok Kumar Singh Kushwaha	alokkumarsingh.jk@gmail.com	8090631394
9	Computer Science and Information Technology	Prof A. K. Saxsena	amitsaxena65@rediffmail.com	9425262192
10	Economics	Dr. Namita Sharma	dr.namit23@rediffmail.com	8103533830
11	Education	Dr. C.S. Wazalwar	chandrashekharwalwar@yahoo.com	9425223875
12	Electronics and Communication Engineering	Smt. Anita Khanna	anitadhawan0308@gmail.com	9425280114
13	English & Foreign Languages	Dr. Anurag Chauhan	anuragchauhanac@hotmail.com	9425536308
14	Forensic Science	Dr. Sudhir Yadav	sudhirforensic@gmail.com	8889402569
15	Forestry, Wildlife and Environmental Sciences	Dr. S. C. Tiwari	set_in@yahoo.com	9770042779
16	Hindi	Prof. D. N. Singh	pipnar@gmail.com	9918175000
17	History	Prof. Pravin Kumar Mishra	pravinmishra2010@gmail.com	6306752735
18	Industrial and Production Engineering	Prof. S.C. Srivastava	sharad_scs@yahoo.com	7250306654
19	Information Technology	Dr Rohit Raja	drrohitraja1982@gmail.com	9827164467
20	Journalism and Mass Communication	Prof D. N. Singh	pipnar@gmail.com	9918175000



21	Law	Dr. Sagar Kumar Jaiswal	adv.sagar@yahoo.co.in	9452565566
22	Library and Information Science	Dr. Brajesh Tiwari	brajeshitiwari65@gmail.com	9425227690
23	Managements Studies	Dr. B. D. Mishra	biswadeep_m@hotmail.com	9893258102
24	Mechanical Engineering	Prof. T.V Arjunan	arjun_nivi@yahoo.com	9894332446
25	Pharmaceutical Sciences	Prof. V. D. Rangari	dr.rangarivinod@gmail.com	9893939894
26	Physical Education and Sports	Prof. Vishan Singh Rathore	vishan_rathore@rediffmail.com	8269325282
27	Political Science & Public Administration	Prof Anupama Saxsena	anupama66@rediffmail.com	9406304040
28	Pure and Applied Mathematics	Dr. P.P. Murthy	mathsggv@rediffmail.com	9424168937
29	Pure and Applied Physics	Prof. P.K. Bajpai	bajpai.pk1@gmail.com	9424154024
30	Rural Technology and Social Development	Dr. Pushpraj Singh	contactprsingh@gmail.com	9406433396
31	Social Work	Dr Sangya Tripathi	sangyatripathi@gmail.com	7509067890
32	Zoology	Prof. L.V. K. S. Bhaskar	lvksbhaskar@gmail.com	8224979600

### 6) Details of Nodal Officers

S. no.	Program	Nodal Officer	Email	Mobile
1.	Induction of Alumni	Dr. Amit Khaskalam	amitkhaskalam@gmail.com	9425280380
2.	NIRF	Prof. A.S. Ranadive,	asranadive04@yahoo.co.in	9407600463
3.	Industry Interface Cell	Dr. Dilip Kumar Pal	drdilip2003@yahoo.co.in	7389263761
4.	Incubation Cell	Prof. V.D.Rangari	dr.rangarivinod@gmail.com	9407600463
5.	Skill Development Program	Dr. Rohit Raja	drrohitraja1982@gmail.com	7000559696
6.	MOOCs & GIAN, SWAYAM	Dr. M.C. Rao	rao.chakradhar@gmail.com	9039522447
7.	Scholarship of SC, ST & OBC student	Dr. S. Kispotta	skispotta57@gmail.com	9425547718
8.	Unnat Bharat Abhiyan	Dr. K. K. Chandra	kkchand ra31@rediffmail.com	9893750299
9.	AISHE Cell	Mr. Santosh Tripathi	santoshsurabhi@gmail.com	9479128418
10	Equal Opportunity Cell	Dr. Harit Kumar Jha	harit74@yahoo.co.in	9826630805
11.	Gender Champions	Shri Ashish Parashar	aparashar08@gmail.com	9425502572

12.	Swachchha Bharat Abhiyan	Dr. Sujit Kumar Mishra	sujitmishraedu@gmail.com	9407969464
13.	University Anti Ragging Committee	Dr. A.K. Dixit	dixitak@live.com	9406135771
14.	National Service Scheme	Dr. Sanjit Sardar	sanjitsardar@rediffmail.com	9407928407
15.	Ek Bharat Shreshtha Bharat	Dr. Rajendra Mehta	drmehta21@gmail.com	9425376299
16.	National Academic Depository	Dr. R. K. Sharma	rksharma992@yahoo.com	7587708454
17.	Choice Based Credit System	Dr A K. Dixit	dixitak@live.com	9406135771
18.	Institutions Innovation Council	Prof Harish Kumar	harish1963@yahoo.co.in	9425542428
19.	Innovation IPR Facilitation Cell & Innovation Club	Dr. S.K. Shahi	shahi.sk@rediffmail.com	9479230418
20.	National Education Policy	Prof. B.N. Tiwary	tiwarybn8@gmail.com	9406034535
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22.	Physical led	Dr. Chanchal Kumar	chanchalbios@gmail.com	7827409151
23.	Samarth Portal	Prof. A.K. Saxena	amitsaxena65@rediffmail.com	9425222744
24.	Institutional Ethical Committee	Prof. LVKS Bhaskar	Ivksbhaskar@gmail.com	8224979600
25.	Fit India Movement	Prof. V.S. Rathore	Vishan_rathore@rediffmail.com	7587472651
26.	Internal Complaint Committee	Prof. Anupama Saxena	anupama65@gmail.com	9179444732
27.	Central Placement cell	Prof. Harish Kumar	harish1963@yahoo.co.in	9425542428
28.	USEIF-Fulbright Campus Representative Coordinator	Prof. Harish Kumar	harish1963@gmail.com	9425542428
29.	Youth Parliament	Prof. P.J. Mishra	pjmldn@gmail.com	9413760046
30.	Direct Benefit Transfer (DBT) FOR NET/CSIR Fellowship	Dr. Vinay Kumar Singh	ggviums@gmail.com	9301010198
31.	National Centre for Accelerator Research	Prof. P.K. Bajpai	bajpaipk1@gmail.com	9424147601
32.	Psychological Counseling / Committee cell	Dr. P. J. Mishra	pjmldn@gmail.com, psychologicalcounselingcellggv@gmail.com	9413760046
33.	Setting up of Entrepreneur Cell	Dr. Vivekanand Mandal	pharmafriend@rediffmail.com	7587472660
34.	Centre for Endangered Language	Dr. Nilkanth Panigrahi	nilkantha.panigrahi@gmail.com	9981860112
35.	Internal Committee for the Students with Disabilities	Dr M.N. Tripathi	ommadhav27@gmail.com	9981401993
36.	UDYAMEE-Project	Dr. Dilip Kumar	drdilip2003@yahoo.co.in	7389263761

		Pal, Coordinator	n	
37	SPIC-MACAY	Dr. Bhaskar Chaurasiya	bhaskarchaurasiya@rediffmail.com	9425893212
38	CU Portal	Shri H.N. Choubey	hnc.jrggv@gmail.com	9406135771
39	Bharat Ka Amrit Mahotsav	Prof. Pravin Kumar Mishra	pravinmishra2010@gmail.com	6306752735
40	UGC Online Student Grievance Redressal Portal	Dr. M.N. Tripathi.	ommadhav27@gmail.com	9981401993
41	AIU , Association of Indian Universities (Uploading the Data)	Shri S. Lonare	ardevelopmentggv@gmail.com	9424147601
42	AIU Control Zone Convention	Dr. S.K. Shahi	shahi.sk@rediffmail.com	9479230418
43	NAAC Steering Committee	Prof. LVKS Bhaskar,	lvksbhaskar@gmail.com	8224979600

1) Pushyraj Singh <sup>26/8/21</sup>

2) Dr Alok Kumar Singh Kushwaha <sup>Alok 26/8/21</sup>

A Ranadive