



GURU GOBIND SINGH
INDRAPRASTHA
UNIVERSITY

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY

SEC-16C, DWARKA, NEW DELHI – 110078



एक कदम स्वच्छता की ओर



CITIZEN CHARTER

S. N.	Description of Service	Required Documents	Contact Office for submission of Application	Contact Office for receiving of Document	Time Duration for completion of activity
1.	Consolidated Statement of Marks & Provisional Certificate in case of minimum credits (Drop Cases)	<ol style="list-style-type: none">Drop Case Application duly verified and forwarded by the respective College / USS.Photocopy of all Semester Marksheets.Photocopy of "No Dues Certificate" as received from the respective College / USS.	Reception Counter, Examination Division	Concerned Section Head	15 working days after receiving of the request (in normal situation)
2.	Transcript	<ol style="list-style-type: none">Application duly verified and forwarded by the respective College / USS.Photocopy of all Semester Marksheets / Consolidated Marksheet as the case may be and photocopy of Degree.Challan issued by Indian Bank against requisite fee.	Reception Counter, Examination Division	Concerned Section Head	15 working days after receiving of the request (in normal situation)
3.	Duplicate Semester / Consolidated Statement of Marks	<ol style="list-style-type: none">Application duly verified and forwarded by the respective College / USS.Photocopy of all Semester Marksheets / Consolidated Marksheet as the case may be.Challan issued by Indian Bank against requisite fee.FIR for missing document(s).	Reception Counter, Examination Division	Concerned Section Head	15 working days after receiving of the request (in normal situation)
4.	Duplicate Degree	<ol style="list-style-type: none">Application duly verified and forwarded by the respective College / USS.Photocopy of all Semester Marksheets / Consolidated Marksheet / Degree.Challan issued by Indian Bank against requisite fee.FIR for missing document.	Reception Counter, Examination Division	Concerned Section Head	15 working days after receiving of the request (in normal situation)
5.	Correction of Name in Semester Marksheet / Consolidated Marksheet / Provisional Certificate	<ol style="list-style-type: none">Application duly verified and forwarded by the respective College / USS.Original Semester Marksheets / Consolidated Marksheet / Provisional Certificate as the case may be.Challan issued by Indian Bank against requisite fee.Correction Order issued by Admission Branch (in case of major changes).Photocopy of Xth Class Marksheet in case of name correction.Photocopy of Admission Slip issued by the University.	Reception Counter, Examination Division	Concerned Section Head	15 working days after receiving of the request (in normal situation)

Approved by the Academic Council in its 53rd Meeting dt.02.06.2022

S. N.	Description of Service	Required Documents	Contact Office for submission of Application	Contact Office for receiving of Document	Time Duration for completion of activity
6	Attestation of Documents	<ol style="list-style-type: none"> 1. Application 2. Photocopy of Document(s) to be attested. 3. Original Document(s) issued by the University (to be produced at the time of Attestation). 4. Challan issued by Indian Bank against requisite fee. 	Reception Counter, Examination Division	Concerned Section Head	05 working days after receiving of the request (in normal situation)
7.	Verification of Documents	<ol style="list-style-type: none"> 1. Request letter for verification of document(s) must be received from the Employer Organization and Universities/ Institutes/ Agency (India and Abroad). 2. Photocopy of Semester Marksheet/ Consolidated Marksheet/ Provisional Certificate/ Degree. 3. Fees will be charged from the Private Agencies. 4. The Government Agencies are exempted from the verification charges. 	Reception Counter, Examination Division / official email id	Concerned Section Head (through post / official email id)	15 working days after receiving of the request (in normal situation)
8.	Medium of Instruction Certificate	<ol style="list-style-type: none"> 1. Application 2. Photocopy of Consolidated Marksheet. 3. Photocopy of Degree/ Provisional Certificate. 	Concerned office of the Dean, University School of Studies	Concerned office of the Dean, University School of Studies	07 working days after receiving of the request (in normal situation)
9.	Migration Certificate	<ol style="list-style-type: none"> 1. Application Form duly filled by the student and verified by the concerned Dean/ Director/ Principal of USS/ Affiliated Institute. 2. Photocopy of Consolidated Marksheet. 3. Photocopy of Degree/ Provisional Certificate. 4. Admission Proof for further study i.e. Fee Receipt/ Admission Slip/ I.D. Card. 5. Challan issued by Indian Bank against requisite fee. 	Facilitation Centre, Admission Branch	Facilitation Centre, Admission Branch	15 working days after receiving of the request (in normal situation)

Note: Marksheet will be disbursed free of cost for the first time to concerned School/ College/ Centre within 2 – 3 months of exam result publication. For other situation, fee will be charged as per norms.

Note: The term period delivery of service may be changed in the circumstances of genuine technical reasons and situation out of control.

Note: All Fees mentioned above will only be deposited in **Indian Bank** situated at the **University Campus at Dwarka, New Delhi**. The Bank will issue a Fee Challan against the fee deposited which will be further submitted alongwith the document (wherever applicable).



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