

Citizen Charter of a College

1. Vision

To provide quality higher education through academic excellence, innovation, inclusiveness, and ethical values.

2. Mission

- To impart quality education.
- To promote research, innovation, and skill development.
- To ensure equitable access to education.
- To develop socially responsible citizens.

3. Services Offered

- Admission to UG programmes.
- Issue of Transfer Certificate (TC), Conduct Certificate, and Migration Certificate.
- Issue of Bonafide and Character Certificates.
- Scholarship assistance and verification.
- Examination registration and hall tickets.
- Publication of results and mark sheets.
- Re-evaluation and scrutiny of answer scripts.
- Library services.
- NSS, Sports, and Cultural activities.
- Career Counselling.
- Anti-Ragging Cell.
- Internal Complaints Committee (ICC).
- Student grievance redressal.
- RTI assistance.

4. Service Delivery Standards

Service	Time Limit
Admission confirmation	As per SAMS/University schedule
Bonafide Certificate	1–2 working days
Conduct Certificate	2 working days
Transfer Certificate	Within 7 working days
Migration Certificate (forwarding)	Within 7 working days
Scholarship verification	Within 7 working days
Duplicate ID Card	3 working days
Library Membership	Same day

Examination Form Verification	Within 2 working days
Student Grievance Disposal	Within 15 working days
RTI Reply	Within 30 days as per RTI Act

5. Rights of Students

- Quality teaching and learning.
- Transparent admission process.
- Fair and timely evaluation.
- Safe and inclusive campus.
- Access to library and laboratories.
- Timely scholarship processing.
- Protection against ragging and harassment.
- Opportunity to participate in extracurricular activities.

6. Responsibilities of Students

- Attend classes regularly.
- Maintain discipline and decorum.
- Respect college property.
- Follow examination rules.
- Avoid ragging and misconduct.
- Keep contact details updated.
- Pay fees within the prescribed time.
- Maintain cleanliness of the campus.

7. Grievance Redressal Mechanism

Students may approach:

- Head of Department
- Academic Bursar
- Student Grievance Redressal Cell
- Anti-Ragging Committee
- Internal Complaints Committee (ICC)
- Principal

If the grievance remains unresolved, it may be escalated to the affiliated University or the Department of Higher Education, Government of Odisha, as applicable.

8. Contact Details

- Principal:- Anirudha Mahakul-7682924583
- Office Superintendent:- Himanshu Sekhar Meher-8328853065
- Nodal Officer (Scholarship):- Prashanta Mallik-9437594192
- IQAC Coordinator:- Shashikanta Jena-7008957295
- Anti-Ragging Nodal Officer:- Prashanta Mallik-9437594192

- RTI Public Information Officer:- Shashikanta Jena-7008957295
- Email: mmdcbaunsuni@gmail.com
- Telephone Number:- 7682924583
- College Website:- www.mmdcbaunsuni.in

9. Commitment of the College

The college commits to:

- Deliver services within the prescribed timelines.
- Maintain transparency and accountability.
- Treat all stakeholders with courtesy and respect.
- Ensure equal opportunity without discrimination.
- Continuously improve academic and administrative services through feedback.

Objectives of a Citizen Charter

- Improve public service delivery.
- Define measurable service standards.
- Enhance accountability and transparency.
- Increase stakeholder satisfaction.
- Establish an effective grievance redressal system.
- Promote good governance and institutional excellence.

For **Government Colleges under the Higher Education Department, Government of Odisha**, the Citizen Charter is typically displayed prominently on the college website and notice board. It is aligned with the **Odisha Right to Public Services Act, 2012**, the guidelines of the **Department of Higher Education, Government of Odisha**, and quality assurance practices encouraged by bodies such as National Assessment and Accreditation Council. It is also often considered during institutional quality assessment and governance reviews.