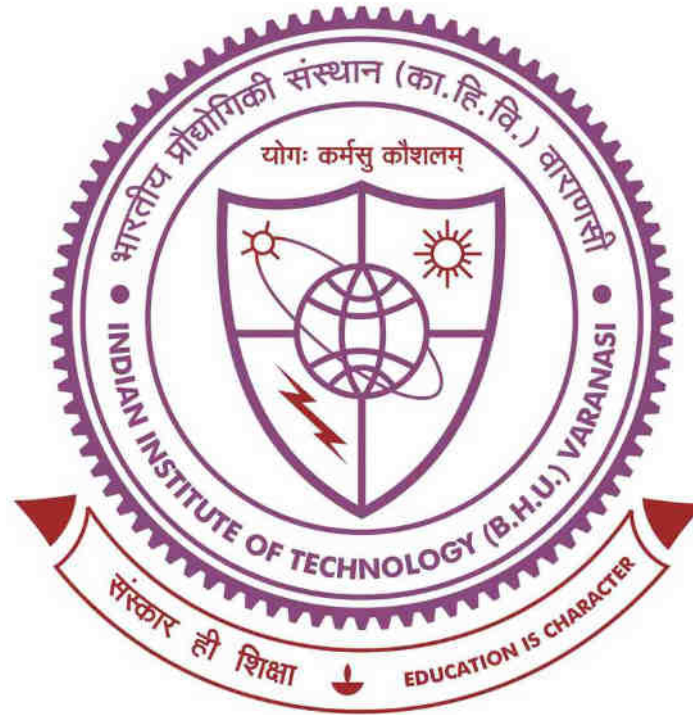


Citizen's Charter



Indian Institute of Technology
(Banaras Hindu University), Varanasi

Indian Institute of Technology (Banaras Hindu University), Varanasi strives for excellence. Transparency and efficiency are the two precursors for achieving excellence in the services rendered by the institute. 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.

In the Indian Institute of Technology, administration is a staff function organizationally and therefore has a mandate of supporting teaching, research and translational research through consulting on newer technological problems. For IIT (BHU), Varanasi, "Education is *Sanskar*". Administration is also expected to develop and sustain right *Sanskar* amongst its fellow members. Hence, it is assured that administration of IIT (BHU), Varanasi will be humble, polite, adept, professional, prompt, accountable, and transparent on the issues being handled.

This **Citizens' Charter** represents the commitment of the IIT(BHU), Varanasi 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 institute,
- 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 IIT(BHU), Varanasi 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 sub committee.

"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/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 of the AMC, or any other committee, constituted by the Director from time to time for the purpose.

Reasonability Clause: The maximum processing time 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 General Administration Section.

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

ACADEMIC/EXAMINATION SECTION, IIT(BHU), VARANASI

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 Institute Roll No.	Original Grade Cards	3 working days	Assistant Registrar (Exam.)
2.	Transcripts (for the students admitted in 2015 and onwards) preparation and verification	Copy of paid E-receipt, Name of Student, Branch, Programme and Institute Roll No.	Nil.	2 working days	Assistant Registrar (Exam.)
3.	Dispatch of Degree & Medals (not received in Convocation) by post after completing the formalities by graduands	Communication Address, ID Proof, Institute Roll No., Branch, Programme and year of award	Nil.	4 working days	Assistant Registrar (Exam.)
4.	Issue of Duplicate Grade Card	Copy of paid E-receipt, Name of Student, Branch, Programme and Institute Roll No.	Nil.	As per instruction of the Dean (Academic Affairs)	Assistant Registrar (Exam.)
5.	Receiving of Degree by graduands on counter	ID Proof, Institute Roll No., Branch, Programme and year of award	Nil.	Same day	Assistant Registrar (Exam.)
6.	TC-cum-Migration Certificates	For UG/IDD: Photocopy of Final Semester Grade Sheet, Copy of E-receipt For PG/Ph.D.: Application through HoD, Photocopy of Final Semester Grade Sheet, Copy of E-receipt	Nil.	Same day	Assistant Registrar (Academic)
7.	Bonafide Certificates/ Other Certificates	Application by the Student only for Semester-I	Nil.	Same day	Assistant Registrar (Academic)
8.	Degree Verifications	Request Letter with concerned student details	Nil.	Within a week	Assistant Registrar (Academic)
9.	Registration/Semester Exams./Results/ Meetings /Convocation and other works	Nil.	Nil.	As per Academic Calendar	Assistant Registrar (Academic)

CITIZENS CHARTER FOR SERVICES RENDERED AT OFFICE/UNIT:
SCHOLARSHIP SECTION, IIT(BHU), VARANASI

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	Teaching Assistantship to Ph.D. Students.	1. Recommendation from D.P.G.C 2. Forwarding by Head/Coordinator of the Department/School. 3. Photocopy of the online registration slip	1. Roll Number 2. Registration Number 3. Bank A/c. Number and IFS Code and 4. Category of the students etc. (All in T.A.ship form)	6 working days from the date of receipt of application(s) in the Section.	Section Officer (Scholarship)
2	Tutorship for Ph.D. Students post 5 years (<i>if thesis not submitted</i>)	1. Recommendation from D.P.G.C. 2. Forwarding by Head/Coordinator of the Department/School 3. Copy of the online registration slip	1. Roll Number 2. Registration Number 3. Allotted course code and duration for teaching (All in Tutorship form for Ph.D students post 5 years)	6 working days from the date of receipt of application(s) in the Section.	Section Officer (Scholarship)
3	House Rent Support (HRS)	1. Photocopy of Rent Agreement 2. Photocopy of Aadhar Card 3. Photocopy of the registration slip 4. Recommendation of the concerned supervisor 5. Forwarding of the Head/Coordinator, 6. Confirmation of Non-availability of the accommodation by Admin Warden and Chairman CoW	All the mandatory columns should be filled along with requisite enclosures at the HRS form like marriage certificate/ marriage invitation Card and house rent agreement copy.	6 working days from the date of receipt of application(s) in the Section.	Section Officer (Scholarship)

4	Sponsored Scholarship; UGC, CSIR and others <i>(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).</i>	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.	Section Officer (Scholarship)
5	Stipend to M.Tech./M.Pharm Students	1. Recommendation from D.P.G.C. along with copy of minutes. 2. Forwarded by Heads / Coordinators of the Departments/Schools, 3. Photocopy of the online registration slip	1. Roll Numbers, 2. GATE Score validity, 3. Registration Number 4. Bank A/c. Number and IFS Code 5. Category of the students (All in the prescribed form)	7 working days from the date of receipt of application(s) in the Section.	Section Officer (Scholarship)
6	Stipend to V th year IDD Students	1. Recommendation from D.P.G.C. along with copy of minutes. 2. Forwarded by Heads / Coordinators of the Departments/Schools, 3. Photocopy of the online registration slip 4. Gradesheet of VII th & VIII th Semester.	1. Roll Numbers, 2. GATE Score/CPI validity 3. Registration Number 4. Bank A/c. Number and IFS Code 5. Category of the students (All in the prescribed form)	7 working days from the date of receipt of application(s) in the Section.	Section Officer (Scholarship)
7	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.	1. Bonafide 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.	Section Officer (Scholarship)

8	Awarding of State Scholarship (if awarded through scholarship section of the Institute)	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.	Section Officer (Scholarship)
9	Forwarding of Central Sector Scholarship	Filled & Signed hard copy of the application forms of the student, forwarded by Head/Coordinators of the respective Departments/Schools along with supporting documents to be submitted in the Scholarship Section.	1. Bonafide 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 Central/state Ministry.	Section Officer (Scholarship)
9	Awarding of Central Sector Scholarship (if awarded through scholarship section of the Institute)	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.	Section Officer (Scholarship)
10	Reimbursement of fee by employer of the parent or from other private agencies	Filled & Signed hard copy of the application forms of the student, forwarded by HoD/Coordinators of the respective Departments/Schools along with supporting documents to be submitted in the Scholarship Section.	1. Bonafide 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.	Usually these are in Direct Benefit Transfer (DBT) mode by respective agencies	Section Officer (Scholarship)
11	Tutorship for U.G. Students	Recommendation of DUGC & Heads/Coordinators of the Departments/Schools, allotted Subjects	1. Recommendation and Minutes of DUGC meeting 2. Roll Number and allotted Subject	7 working days from the date of receipt of applications in the Section.	Section Officer (Scholarship)
12	Renewal of Merit-cum Means (MCM) Scholarship	Grade Sheet for Renewal/Continuation	1. CPI & SPI of Grade Sheet 2. Percentage of credit earned	18 Working days for Processing (each year after declaration of even semester results)	Section Officer (Scholarship)

13	Bill preparation for Ph.D, M.Tech./ M.Pharm, & IDD/IMD Students	Monthly bills are prepared by the Section on behalf of Departments/Schools	For any kind of recommendation for withholding of fellowship/stipend by the respective department/School or Dean (Academic Affairs)	Sent to each department/School on 25 th of every months for correction, if any. <i>(The Departments/Schools check the absentee statement and forward it directly to the Finance Section for payment)</i>	Section Officer (Scholarship) / Assistant Registrar (Accounts-I)
14	Bill preparation of UG Tutorship (<i>upto fourth year</i>)	Monthly bills are prepared by the Section on behalf of Departments/Schools	For any kind of recommendation for withholding of tutorship by the respective department/School or Dean (Academic Affairs)	Sent to each department/School on 25 th of every months for correction, if any. <i>(The Departments/Schools check the absentee statement and forward it directly to the Finance Section for payment)</i>	Section Officer (Scholarship) / Assistant Registrar (Accounts-I)
15	Forwarding of Tutorship Bill for Ph.D. students post 5 year (<i>if thesis not submitted</i>)	1. Form 5 having details of scholarship amount and duration to be paid 2. Monthly Progress Report forwarded by Supervisor	1. Duration of Tutorship 2. Confirmation that thesis is yet not submitted 3. Approval of Dean (Academic Affairs) on monthly progress report	3 working days from the date of receipt of application(s) in the Section.	Section Officer (Scholarship) / Assistant Registrar (Accounts-I)

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

OFFICE OF THE FACULTY AFFAIRS IIT (BHU), VARANASI

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 / CoS.	<ol style="list-style-type: none">1. All formats provided with the offer letter have been filled-in and forwarded by the Head/Coordinator.2. Self attested copies of certificates of educational qualifications.3. Self attested copies of experience certificates4. Relieving letter from previous employer, if employed anywhere.5. Medical fitness certificate from CMO.	03 working days	Assistant Registrar, Faculty Affairs
2.	Leave Applications (except CL/SCL)	Application for leave (except CL/SCL) be submitted at least 10 days before the commencement of leave, through HoD / CoS.	<ol style="list-style-type: none">1. Leave application duly forwarded by the HoD/CoS concerned.2. DFAC recommendations for leave of any nature exceeding one month.3. Current family details for sanction of paternity leave/maternity leave.4. Supporting documents, if any.5. Leave entitlement as per Statutes of the Institute and notices issued from time to time.	03 working days. If IFAC meeting is required for any reason then 21 working days However, it will depend on the availability of the Chairman and the members.	Assistant Registrar, Faculty Affairs
3.	No Objection Certificate for Visa Purpose	Request must be submitted through concerned HOD/COS .	<ol style="list-style-type: none">1. Invitation letter for official visit.2. For personal visits, purpose must be mentioned.	03 working days	Assistant Registrar, Faculty Affairs

4.	Permission for visiting abroad	Request must be submitted through concerned HOD/COS 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	Assistant Registrar, Faculty Affairs
5.	No Objection Certificate for Passport	Request must be submitted through concerned HoD/CoS.	1. An undertaking in the prescribed format. 2. Two passport size photographs.	07 working days	Assistant Registrar, Faculty Affairs
6.	No Objection Certificate for higher studies	Request must be submitted through concerned HoD/CoS.	1. Leave application duly forwarded by the HoD/CoS concerned. 2. DFAC recommendations for leave of any nature exceeding one month. 3. Supporting documents, if any. 4. Leave entitlement as per Statutes of the Institute and notices issued from time to time.	07 working days	Assistant Registrar, Faculty Affairs
7.	Sanction of fund from CPDA/SPDA	Request must be submitted through concerned HoD/CoS.	1. Purpose must be clearly mentioned in the letter and invitation letter must be enclosed for seminar/conferences/workshop s/schools and visit for research and academic activities. 2. While making request for sanction of fund, guidelines for CPDA/SPDA must be adhered.	03 working days	Assistant Registrar, Faculty Affairs
8.	Forwarding of application for outside employment/deputation	Request must be submitted through concerned HoD/CoS.	1. Application in the prescribed format, as applicable. 2. Copy of advertisement.	07 working days	Assistant Registrar, Faculty Affairs

9.	Encashment of leave on LTC	Request must be routed through LTC Cell of the Institute before proceeding on LTC.		03 working days	Assistant Registrar, Faculty Affairs
10.	Pay fixation/ Pay protection etc.	Request must be submitted through concerned HoD / CoS within three month from the date of joining the Institute.	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	Assistant Registrar, Faculty Affairs
11.	Correspondence with previous employer for any reason	Request must be submitted through concerned HoD / CoS.	Full details of previous employment and employer must be mentioned in the letter.	15 working days	Assistant Registrar, Faculty Affairs
12.	Counting of past services for pensionary benefits	Request must be submitted through concerned HoD/CoS within three month from the date of joining the Institute.	<ol style="list-style-type: none"> 1. He/she should have applied through proper channel for faculty position at the Institute. 2. Full details of previous employment and employer must be mentioned in the letter. 	15 working days	Assistant Registrar, Faculty Affairs
13.	Forwarding of cheques/ drafts to concerned section received from the borrowing Institute in case of deputation/Lien etc and from previous organisation in case of counting of past services.			07 working days	Assistant Registrar, Faculty Affairs

14.	Sanction for encashment of leave on superannuation/ Resignation/ Voluntary Retirement/Premature Retirement	The HoD/CoS 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 receipt of the details from concerned HoD/CoS.	Assistant Registrar, Faculty Affairs
15.	No-Dues Certificate	The HoD/CoS concerned shall ensure to furnish no dues certificate at the earliest.		03 working days after receipt of the same from concerned Department / School.	Assistant Registrar, Faculty Affairs
16.	Resignation/ Technical resignation/ Lien / Voluntary Retirement/ Premature Retirement	Application must be routed through DFAC concerned keeping in view the notice period, if any.	<ol style="list-style-type: none"> 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	Assistant Registrar, Faculty Affairs
17.	Processing of request for deputation	Application must be routed through DFAC concerned.	<ol style="list-style-type: none"> 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	Assistant Registrar, Faculty Affairs
18.	Issue of No Objection Certificate/Vigilance Clearance Certificate to appear in interview etc.	Request must be submitted through concerned HoD / CoS.	<ol style="list-style-type: none"> 1. Proof regarding submission of application through proper channel. 2. Copy of call letter. 	07 working days	Assistant Registrar, Faculty Affairs

19.	Fixation of pay on re-employment/re-engagement			10 working days from the date of receipt of joining report.	Assistant Registrar, Faculty Affairs
20.	Any other matter not listed above	Request must be submitted through proper channel		15 working days (where a policy decision is involved)	DoFA/ Assistant Registrar, Faculty Affairs

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

OFFICE OF RESEARCH & DEVELOPMENT (ADMIN) IIT (BHU), VARANASI

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/CoS	03 working days	1. JS (R&D) Admin 2.AR(R&D) Admin
2.	Project s 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 at office.dord@iitbhu.ac.in	04 working days	
3.	Allotment of Project Code No. (PI may be allowed to start the project activities like advertisement of staff etc.)	Sanction letter/administrative approval from the funding agency with approval of Dean R & D	1. Forwarding of HoD / CoS 2. Duly filled in and signed new project registration form as given in institute project guideline.	05 working Days	
4.	For acknowledgement of funds	Fund allocation letter/mail from funding agency	1. Forwarding of HoD/CoS 2. Fund allocation letter/mail from funding agency 3. NEFT/RTGS Details 4. Any other supporting document.	05 working days	
5.	For approval of draft advertisement	Request letter from the concerned faculty	Draft Advertisement must be in the format as prescribed in Institute Project Guidelines	03 working days	

6.	For approval of recommendation of selection committee meeting (if in order)	Request letter from the concerned faculty	1. Forwarding of HoD/CoS 2. Complete set of documents (Annexure 6- 10 of Project Guidelines)	03 working days
7.	For Dean's nominee	Request letter from the concerned faculty	Copy of the letter of approval of the committee	02 working days
8.	For approval of any type of committee	Request letter from the concerned faculty	1. Forwarding of HoD/CoS 2. Composition of Committee must be in accordance to the Institute Project Guideline/ Institute Purchase Manual	03 Working Days
9.	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/CoS 2. Forwarding of Mentor/ Supervisor (in case of fellow) through HoD/ CoS 3. It must be in accordance to the sanction/ original proposal (as the case may be)	05 working days
10.	Issuance of Endorsement letter to Faculty/ Staff/ Project Fellow for applying grant	Request letter from the concerned faculty	1. Forwarding of HoD/CoS 2. Soft Copy of the format in which endorsement is required to be sent to: office.dord@iitbhu.ac.in	05 working days
11.	Extension of project staff tenure (if as per rule)	Request letter from P.I./ Co-ordinator	1. Forwarding of HoD/CoS 2. Approval from Funding agency (if required)	05 working days
12.	For approval of Student Travel Grant Support Scheme (STGS) application (submitted by following due procedure, having	Duly filled in application form of STGS.	1. Forwarding of HoD/CoS 2. Copy of paper acceptance letter 3. Copy of accepted abstract 4. Copy of conference brochure 5. Date of submission (before due date or not)	04 working days

	endorsement of HOD and as per rules)		6. Matching grant sanctioned by HoD.		
13.	For Cancellation of Student Travel Grant Support Scheme (STGS) application (submitted by following due procedure)	Duly filled in cancellation form of STGS.	1. Forwarding of HoD/CoS 2. Forwarding with comment of Trade Bill and R&D Account Section.	05 working days	
14.	For grant of extension period of sanctioned funds	Request letter from the concerned faculty	1. Forwarding of HoD/CoS 2. Copy of Sanction letter	05 working days	
15.	Appointment of Ad-hoc Staff under Testing / Consultancy Project (if as per rules)	Request letter through HoD/ CoS	Forwarding of HoD/CoS	05 working days	
16.	Forwarding of Travelling Allowance (TA) bill and salary bills out of Testing/ Consultancy Project	Request letter through HoD/ CoS	Duly filled in application form on prescribed format alongwith address of the office to which bill is to be forwarded.	05 working days	
17.	Approval for filing patent	Duly filled institute patent application form and forwarded & recommended by Departmental R & D Committee	Recommendation of coordinator of IPR Cell	05 working days	
18.	Global Initiative for Academic Networks (GIAN) related matters	Request letter from concerned faculty	1. Forwarding of HoD/ CoS 2. Recommendation of Local Coordinator GIAN 3. Proposal to be checked according to GIAN Guideline	05 working days	

19.	Forwarding of applications of faculty/student for travel grant support to funding agencies	Request letter from concerned faculty/ student	1. Forwarding of HoD/ CoS 2. Duly filled application form in the prescribed format of the funding agency	03 working days
20.	Issuance of unique tax invoice number	Duly filled in and signed tax invoice	1. Forwarding of HoD/ CoS 2. Project consultant signature 3. Details of amount deposited 4. Address of client 5. GSTIN number of clients	05 working days
21.	Noting of challan	Challan stamped by bank	1. In case of online transfer UTR number/ NEFT is must. 2. Seal and signature of HoD and Bank	03 Working Days
22.	Noting and Forwarding of testing consultancy bills for its clearance	Testing consultancy bills in prescribed format	1. Forwarding of HoD/ CoS 2. Statement of challan No. 3. P.I./ Consultant signature 4. Copy of agreement signed with the client, if any 5. Consolidated details, transfer entry 6. Copy of project completion report and registration form duly signed by PI/ Consultant &HoD	05 Working Days

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

OFFICE OF RESEARCH & DEVELOPMENT (ACCOUNTS) IIT (BHU), VARANASI

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.	Salary/Fellowship				
	Processing of Salary/Fellowship of JRF/SRF/PDF/Contractual employees/technicians/MT S as the case may be.	Submission of Form No-05 complete in all respects with supporting documents duly forwarded by the P.I./Mentor/Coordinator/HoD as the case may be.	<ol style="list-style-type: none"> 1. Absentee statement 2. Fund availability 3. Bank acquaintance roll 4. Forwarding of concerned P.I./Mentor/Coordinator/HoD as the case may be 5. Income Tax challan as the case may be 6. HRA receipt 7. Joining Report (for the first bill) 8. Medical challan of Rs 180 and Rs 120 each. (annually once) 9. Any other requirement as per Institute/GoI norms 	10 working days (up to despatch of cheque)	Assistant Registrar (R&D Accounts)
2.	Equipment/Contingency/Consumable				
	Order Registration	Submission of purchase file complete in all respects with triplicate copy of purchase order with detail terms and conditions (as per institute purchase manual) documents duly forwarded by the P.I./Mentor/Coordinator/ HoD as the case may be.	<ol style="list-style-type: none"> 1. Sanction Letter (for first procurement) 2. Tender/ inquiry letter 3. CPPP/ Institute Website/ News paper uploading as the case may be 4. Receiving of bids with proper diary entry 5. Comparative statement 6. Minutes of the purchase 	10 working days (up to the level of CFA)	Assistant Registrar (R&D Accounts)

			committee 7. Payment terms 8. Proprietary certificate, if required 9. Performance bank guarantee (as per institute purchase manual) 10. Liquidated damage clause 11. Taxation 12. Any other requirement as per Institute/GoI norms		
	Processing of LC, Wire Transfer, FDD	Submission of Form 05 and Form 06 complete in all respects along with LC form of SBI/HDFC/Axis bank documents duly forwarded by the P.I. / Mentor / Coordinator / HoD as the case may be	1. Tax Invoice/Proforma Invoice, 2. Payment amount 3. T&C mentioned in purchase order 4. LC documents as required 5. Performance bank guarantee as the case may be 6. Notary Stamp Paper 7. 15 CA & CB form 8. Any other requirement as per Institute/GoI norms	10 working days	Assistant Registrar (R&D Accounts)
	Processing of bills for payment and reimbursement	Submission of bill on Form No. 05 complete in all respects with supporting documents duly forwarded by the P.I./Mentor/Coordinator / HoD as the case may be	1. Tax invoice / bill of supply with institute GSTIN 2. Major/Minor Budget Head 3. Name of Recipient 4. Stock Entry/Purchase Certificate 5. Deduction of liquidated damage, if any 6. Signature of PI 7. Appropriate deduction of taxes, as applicable 8. Fund sanction 9. Order copy 10. In case of reimbursement,	10 working days (up to despatch of cheque)	Assistant Registrar (R&D Accounts)

			documents of receiving of payment 11. Any other requirement as per Institute/GoI norms		
	Processing of Bills in case of Online Purchases	Submission of bill on Form No. 05 complete in all respects with supporting documents duly forwarded by the P.I. / Mentor / Coordinator / HoD as the case may be	<ol style="list-style-type: none"> 1. Check the limit for online purchase 2. Mode of payment (Bank/ Credit Card Statement) 3. Tax invoice / bill of supply with institute GSTIN as applicable (Supporting documents of purchase is required if Tax invoice is not available) 4. Major/Minor Budget Head 5. Name of recipient 6. Stock Entry/Purchase Certificate 7. Signature of PI 8. Fund sanction 9. Order Copy 10. In case of reimbursement, documents of receiving of payment (in case of cash on delivery) 11. Any other requirement as per Institute/GoI norms 	10 working days (up to despatch of cheque)	Assistant Registrar (R&D Accounts)
3.	Travel				
	Processing of travel bills for reimbursement	Submission of bill on Form No. 04 complete in all respects with supporting documents duly forwarded by the P.I. / Mentor / Coordinator / HoD as the case may be	<ol style="list-style-type: none"> 1. Tax invoice / bill of supply with institute GSTIN, as applicable 2. Major/Minor Budget Head 3. Name of recipient 4. Signature of PI 5. Fund sanction, if 	10 working days (up to despatch of cheque)	Assistant Registrar (R&D Accounts)

			applicable 6. Order Copy, if applicable 7. Proof of receiving of payment by the vendor 8. Any other requirement as per Institute/GoI norms		
4.	Special Fund DIH(General/Varanasi)				
	Processing of bills for payment/Reimbursement/S tipend	Submission of bill on Form No. 05 complete in all respects with supporting documents duly forwarded by the P.I./Mentor/Coordinator/HoD as the case may be	1. Tax invoice / bill of supply with institute GSTIN 2. Major/Minor Budget Head 3. Name of Recipient 4. Stock Entry/Purchase Certificate 5. Deduction of liquidated damage, if any 6. Signature of PI/Mentor as applicable 7. Appropriate deduction of taxes, as applicable 8. Fund sanction 9. Order copy In case of reimbursement, documents of receiving of payment 10. Any other requirement as per Institute/GoI norms	10 working days (up to despatch of cheque)	Assistant Registrar (R&D Accounts)

5.	STGS				
	Processing of TA /DA Bills 2- Registration fees	Submission of bill on Form No. 04 complete in all respects with supporting documents duly forwarded by the P.I./Mentor/Coordinator/HoD as the case may be	<ol style="list-style-type: none"> 1. Tax invoice / bill of supply with institute GSTIN, as applicable 2. Major/Minor Budget Head 3. Name of recipient 4. Signature of PI 5. Fund sanction, as applicable 6. Proof of receiving of payment by the vendor 7. Any other requirement as per Institute/GoI norms 	10 working days (up to despatch of cheque)	Assistant Registrar (R&D Accounts)
6.	UC/SE				
	Signing of Statement of SE/ UC/Public Financial Management System UC.	Submission of prescribed proforma of funding agency in four copies complete in all respects with supporting documents duly forwarded by the P.I. /Mentor / Coordinator / HoD as the case may be	Template of funding agency	12 working days (5 working days for Office subject to production of Audited UC/SE by Institute CA within 7 days)	Assistant Registrar (R&D Accounts)
7.	Public Finance Management System/Expenditure Advance and Transfer (PFMS/EAT) module	Being registered in PFMS portal and receiving fund in the appropriate account of the Institute for the purpose of expenditure. Other requirement is same as bill processing, vendor details is required	Same as bill processing	10 working days	Assistant Registrar (R&D Accounts)

*** In the above mentioned time schedule, 3 days are for Cheque Section, Finance Unit for preparation, signing and dispatch of cheque.**

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

FINANCE SECTION IIT (BHU), VARANASI

Budget Section

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.	Sanction of the Fund – Plan-OH-31(Recurring) Plan –OH-35(Non – Recurring) Plan-OH-36(Salary)	Request letter through proper channel	1. Budget Provision 2. Availability of fund	10 working days	Assistant Registrar (Budget) / Joint Registrar(Budget)
2.	Permission for opening current bank account	Request letter through proper channel	1. Receiving the request from the Faculty member. 2. Examine the admissibility of the Purposes. 3. Conveying the approval of the authority	5 working days	Assistant Registrar (Budget) / Joint Registrar (Budget)
3.	Preparation of student fee receipt (To identify the help of computerization and from bank)	Payment receipt generated through Bank Portal	1. Receiving the confirmation of the student name and class from the academic for first year student and for other classes, details from the concerned Department/School 2. Manual feeding of the student names 3. Checking and matching the fee amount from the institute account	20 working days	Assistant Registrar (Budget)

TRADE BILL SECTION

S. No.	Details of Service	Requirement from the Stake Holder	Check List	Maximum time required for processing bills, cheque preparation and despatch *	Contact Details of the concerned official
1.	Processing of Fellowship of JRF/SRF as the case may be	Submission of Form No- 05 complete in all respects with supporting documents duly forwarded by the concerned HoD / Coordinator (Submission of certified bill upto 5 th day of that month)	<ol style="list-style-type: none"> 1. Absentee Statement 2. Forwarding of concerned Coordinator/HoD, as the case may be 3. HRA receipt / annual rent agreement in case of HRS payment 	By 10 th of every month	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)
2.	Order Registration	Submission of purchase file complete in all respects with triplicate Copy of Purchase orders with detail Terms and Conditions (As per Institute Purchase Manual) documents duly forwarded by the Coordinator/HoD as the case may be.	<ol style="list-style-type: none"> 1. Enquiry Document 2. Procedure of Advt., if any 3. Date of Receiving of Bids 4. Comparative chart of Technical and Financial Bid 5. Resolution of Committee 6. Signature of Registrar Nominee, if purchase is above Rs. 5 lakhs 7. Checking of order copy 8. Validity of bid 9. Matching of item mentioned in P.O. with bid 10. Payment terms 11. Performance bank guarantee, as the case may be. 12. Late delivery clause 13. Signature of purchase committee & order placing authority 14. Proprietary Certificate, if required 15. Any other requirement as per Institute/GoI norms 	<p>6 working days (for orders upto Rs.10 lakhs)</p> <p>12 working days (for orders above Rs.10 lakh)</p>	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)

3.	Processing of LC, Wire Transfer, FDD	Submission of Form 05 and Form 06 complete in all respects along with LC Form of SBI/HDFC/AXIS Bank documents duly forwarded by the Coordinator / HoD as the case may be.	<ol style="list-style-type: none"> 1. Tax Invoice/Proforma Invoice, 2. Payment Amount 3. T&C mentioned in Purchase Order 4. LC documents as required 5. Performance Bank Guarantee, as the case may be 6. Notary Stamp Paper 7. Form 15 CA & CB 8. Any other requirement as per Institute/GoI norms 	10 working days	Dy. Registrar (A/Cs) & Assistant Registrar (Accounts-1)
4.	Processing of Bills for Online Purchases	Submission of bill on Form No. 05 complete in all respects with supporting documents duly forwarded by the Coordinator/HoD as the case may be.	<ol style="list-style-type: none"> 1. Check the limit for online purchase 2. Mode of payment (Bank/ Credit Card Statement) 3. Tax invoice / bill of supply with institute GSTIN as applicable (Supporting documents of purchase is required if Tax invoice is not available) 4. Major/Minor Budget Head 5. Name of recipient 6. Stock Entry/Purchase Certificate 7. Signature of PI 8. Fund sanction 9. Order Copy 10. In case of reimbursement, documents of receiving of payment (in case of cash on delivery) 	10 working days	Dy. Registrar (A/Cs) & Assistant Registrar (Accounts-1)
5.	Travel				
	Processing of Travel Bills for reimbursement	Submission of bill on Form No. 04 complete in all respects with supporting documents duly forwarded by the Coordinator/HoD as the case may be	<ol style="list-style-type: none"> 1. Tax Invoice / Bill of Supply is required with Institute GSTIN 2. Major/Minor Budget Head 3. Name of Recipient wherever applicable 4. Stock Entry/Purchase Certificate 	10 working days	Dy. Registrar (A/Cs) & Assistant Registrar (Accounts-1)

			<p>with signature of storekeeper</p> <ol style="list-style-type: none"> 5. Deduction of liquidated damage, if any 6. Signature of Head/Coordinator 7. Appropriate deduction of Taxes alongwith Challan, if applicable 8. Copy of fund sanction 9. Order Copy 10. Proof of receiving of payment by the vendor, boarding pass, hotel, taxi, food bills, Form 4, etc. 11. Any other requirement as per Institute/ GoI norms 		
6.	RSGF				
	Processing of bills for Reimbursement / payment	Submission of bill on Form No. 05 complete in all respects with supporting documents duly forwarded by the Coordinator/HoD as the case may be	<ol style="list-style-type: none"> 1. Tax Invoice / Bill of Supply is required with Institute GSTIN 2. Major/Minor Budget Head 3. Name of Recipient 4. Stock Entry/Purchase Certificate 5. Deduction of Liquidated Damage if any 6. Signature of faculty member/PI 7. Appropriate deduction of Taxes 8. Fund sanction 9. Any other requirement as per Institute / GoI norms 	10 working days	Dy. Registrar(A/Cs) & Assistant Registrar (Accounts-1)
7.	STGS				
	Processing of TA /DA Bills	Submission of bill on Form No. 04 complete in all respects with supporting documents duly forwarded by the Coordinator/HoD as the case may be.	<ol style="list-style-type: none"> 1. Tax Invoice / Bill of Supply is required with Institute GSTIN 2. Major/Minor Budget Head 3. Name of Recipient 4. Signature of Coordinator/Head 5. Fund sanction 	10 working days	Dy. Registrar (A / Cs) & Assistant Registrar (Accounts-1)

			6. Any other requirement as per Institute / GoI norms		
8.	CPDA				
	Processing of Bills	Submission of bill on Form No. 04/Form 5 (as the case may be) complete in all respects with supporting documents duly forwarded by the Coordinator/HoD as the case may be.	<ol style="list-style-type: none"> 1. Tax Invoice / Bill of Supply is required with Institute GSTIN 2. Major/Minor Budget Head 3. Name of Recipient 4. Stock Entry/Purchase Certificate 5. Signature of Coordinator/Head 6. Signature of faculty member 7. Fund sanction 8. Any other requirement as per Institute/GoI norms 	10 working days	Dy. Registrar (A/Cs) & Assistant Registrar (Accounts-1)
9.	Plan – Works (OH-35)	Submission of bill on Form No. 05 complete in all respects with supporting documents duly forwarded by the Coordinator/HoD as the case may be.	<ol style="list-style-type: none"> 1. Tax Invoice / Bill of Supply is required with Institute GSTIN 2. Major/Minor Budget Head 3. Name of Recipient 4. Stock/Job Register Entry/Purchase Certificate, which ever is applicable. 5. Deduction of Liquidated Damage, if any 6. Fund sanction 7. Signature of Coordinator/Head/Incharge 8. Checking of Measurement Book, if applicable 9. Verification of Work by IWD, wherever applicable 10. User Certificate, if applicable 11. Any other requirement as per Institute/GoI norms 	15 working days	Dy. Registrar (A/Cs) & Assistant Registrar (Accounts-1)

10.	TA advance on tours	Submission of application in prescribed proforma along with relevant supporting documents, duly recommended by Head	<ol style="list-style-type: none"> 1. Copy of Sanction of fund/ approval of competent authority 2. Advance should be noted in Department/School/Office 3. Purpose of journey should be defined on bills as per sanction. 4. Form 5 and Form 6 should be enclosed 	6 working days	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)
11.	Institute Guests Payment	Submission of claim on Form 5 in the prescribed proforma duly recommended by the Head	<ol style="list-style-type: none"> 1. Copy of sanction of fund/ approval of competent authority. 2. Invitation letter, if applicable 3. Details of honorarium, if applicable 4. Submission of self certified original bills/vouchers 5. Complete bank details in prescribed format for RTGS/NEFT 	02 working day through NEFT (if provided by the Deptt/School/Office) (upto bank level)	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)
12.	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"> 1. Submission of self certified original bills/Voucher against respective claims. 2. Adjustment of advance/payment as per sanction. 	10 working days	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)
13.	PhD Examiner payment	Exam Unit, IIT (BHU) will submit the bill after verification and forwarding of Dean	<ol style="list-style-type: none"> 1. Details of Student and examiner 2. Date of Examination/Viva 3. Invitation of Examiner 4. Submission of self certified original bills/Voucher against respective claims duly forwarded by examination office. 5. Complete bank details in prescribed format for RTGS/NEFT 	02 working days through NEFT (if provided by the Deptt/School/Office) (upto bank level)	Dy. Registrar(A/Cs) & Assistant Registrar (Accounts-1)

14.	External Experts	Submission of bill along with necessary self-certified bills	<ol style="list-style-type: none"> 1. Submission of self certified original bills/Voucher against respective claims duly forwarded by concerned Head of the Office. 2. Complete bank details in prescribed format for RTGS/NEFT 	02 working days through NEFT (if provided by the Deptt/School/Office) (upto bank level)	Dy. Registrar (A/Cs) & Assistant Registrar (Accounts-1)
15.	Telephone Reimbursement	Submission of certified bill	<ol style="list-style-type: none"> 1. Monthly original telephone bills/payment receipt self certified forwarded by Head / Coordinator / Incharge 2. Reimbursement as per entitlement. 	10 working days	Dy. Registrar (A/Cs) & Assistant Registrar (Accounts-1)
16.	Mess Payment	Submission of certified bill	<ol style="list-style-type: none"> 1. Bank account details of student 2. List of student duly certified by Chairman, CoW 	10 working days	Dy. Registrar (A/Cs) & Assistant Registrar (Accounts-1)

*** In the above mentioned time schedule, 3 days are for Cheque Section for preparation, signing and dispatch of cheque, EXCEPT in the case of time limit mentioned in point no. 2, 11, 13 & 14.**

LTC Section

S. No.	Details of the Services	Requirement from the Stake Holder/Employees	Check List	Maximum Processing period for applications/ requests from the date of receiving for payment	Contact Details of the concerned official
1.	LTC advance/payment and Leave Encashment on LTC	Submission of application in prescribed proforma along with relevant supporting documents, duly recommended by Head	<ol style="list-style-type: none"> 1. Submission of LTC application in prescribed format along with Leave Encashment form, if required, must be prior to Journey date 2. Leave sanction copy 3. Ticket & Original Boarding Pass in case of Air Travel, as per rule of GoI 4. Forwarding _____ by Head/Coordinator/Unit Incharge on LTC advance/claim and leave encashment required for LTC. 5. Any other requirement as per Institute/Govt of India norms 	10 working days	Assistant Registrar (LTC)
2.	LTC Approval	Submission of request in the prescribed format along with relevant supporting documents duly recommended by the concerned HoD/ CoS/ Section In-charge.	-----	07 working days (sanction and communication after receipt of sanction of leave from concerned Unit)	LTC Cell
3.	LTC Settlement	Submission of claim on the prescribed form	Supporting bills/ cash deposit receipt of excess amount & documents as per requirements	04 working days	LTC Cell

Salary & Recovery Section

S. No	Details of the Services	Requirement from the Stake Holder/Employees	Check List	Maximum Processing period for applications/ requests from the date of receiving for payment	Contact Details of the concerned official
1.	Leave Salary and Pensionary Benefit Payment	A letter may be sent from respective office regarding encasement of 300 days leave.	<ol style="list-style-type: none"> 1. Complete Leave Details till date of Retirement of the concerned employee 2. Sanction letter from Admin 	10 working days	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)
2.	GSLI	Bill may be submitted to the salary section with due signature of respective Head of the office	Bill with relevant letter addressed to BHU	10 working days	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)
3.	Guest Faculty Payment (Honorarium)	Submission of claim on Form 5 in the prescribed proforma duly recommended by the Head/Coordinator	<ol style="list-style-type: none"> 1. Copy of Sanction of fund/ approval of competent authority. 2. Invitation letter 3. Details of the classes taken 	5 working days	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)
4.	Tuition Fee/Children Education Allowance	Submission of claims along with relevant documents in Form 5.	<ol style="list-style-type: none"> 1. Submission of self certified original bills/Voucher against respective claims. 2. Date of Birth of Child 3. Any other requirement as per Govt of India norms 	10 working days	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)
5.	Payment to Outsourcing Agency	Submission of certified bill	<ol style="list-style-type: none"> 1. Absentee statement 2. Wage calculation sheet 3. Tax Invoice 4. EPF contribution along with challan 5. Tax Deduction, if required, along with challan 	10 working days	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)
6.	Salary/wages payment to daily wagers	Submission of certified bill upto 5 th day of that month	<ol style="list-style-type: none"> 1. Absentee statement 2. Wage calculation sheet 3. EPF contribution alongwith challan 4. Tax Deduction, if required, alongwith Challan 	By 10 th of every month	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)

Medical Reimbursement Cell

Sl. No.	Details of the Services	Requirement from the Stake Holder/Employees	Check List	Maximum Processing period for applications/ requests from the date of receiving for payment	Contact Details of the concerned official
1.	Medical reimbursement	Submission of certified bill as per prescribed format	<ol style="list-style-type: none">1. Signature and forwarding of the Head/Coordinator/Incharge2. Original bills along with check list3. Cash Voucher and copy of prescription page4. Signature and seal of consultant in case of treatment within BHU.5. Admissibility of the claim as per rule6. All supporting document related to the claim.7. Any other requirement as per format	10 working days	Assistant Registrar (MR. Cell)
2.	Referral cases for outside treatment (Meeting of Medical Board)	Submission of claim on the prescribed form.	Supporting bills & documents as per requirements	Meeting of Medical Board - Once in a month	MR Cell

P.F. Section

Sl. No.	Details of the Services	Requirement from the Stake Holder/Employees	Check List	Maximum Processing period for applications/ requests from the date of receiving for payment	Contact Details of the concerned official
1.	GPF advance/ withdrawal	Submission of prescribed form 12A alongwith forwarding of Head/Coordinator/ Incharge	1. Balance available 2. Admissibility as per GPF Rule 3. Conditions for Withdrawal along with requisite documents, if necessary	5 working days	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)
	GPF final payment	None	None	Payment on the Date of retirement	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)
	CPF Advance/ Withdrawal	Submission of prescribed form along with forwarding of Head / Coordinator/ Incharge	1. Balance available 2. Admissibility as per GPF Rule\ 3. Conditions for Withdrawal along with requisite documents, if necessary	5 working days	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)
	CPF Final Payment	Submission of request on prescribed Form 5 along with forwarding of Head/Coordinator/ Incharge	Requirement as per Institute/Govt of India norms	5 working days from the date of receipt of request	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)
	NPS Conditional Withdrawal	Submission of online request by the subscriber	Requirement as per NPS regulations as amended from time to time	As per NPS payment procedure	Dy. Registrar (A/ Cs) & Assistant Registrar (Accounts-1)

	NPS Final payment	Submission of online request by the subscriber	<ol style="list-style-type: none"> 1. Submission of Online generated withdrawal form alongwith Photo 2. Copy of Address Proof 3. Copy of Identity Proof 4. Signature of 2 Witness 5. Details of Annuity purchased for Pension scheme 6. Requirement as per NPS regulations as amended from time to time, if any 	As per NPS payment procedure	Dy. Registrar (A/Cs) & Assistant Registrar (Accounts-1)
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CITIZEN'S CHARTER FOR SERVICES RENDERED AT
OFFICE/SERVICE BOOK & PENSION SECTION IIT (BHU), VARANASI

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.	Retirement Notice: Issue of retirement notice	NONE	Service Book	Within 15 working days	Assistant Registrar, Service Book & Pension
2.	On Superannuation/ Retirement from Service: (i)- Grant of Pension & Gratuity (ii)- Grant of Capitalized Value of Pension due to Commutation of pension to the extent of 40%. (iii)- Grant of Ordinary Family Pension (Enhanced Rate as well as Normal Rate) jointly in favour of Spouse.	Following documents are required: 1. Form for Pension 2. Two specimen signatures, duly attested in duplicate. 3. Two copies of joint photograph of with wife/husband (passport size) duly attested in envelope. 4. Two slips each bearing thumb and finger impressions duly attested (Female for right	1. Specimen signatures, duly attested, in duplicate. 2. Two copies of joint photograph of with wife/husband (passport size) duly attested in envelope. 3. Two slips each bearing thumb and finger impressions duly attested (Female for right hand/Male for left hand). 4. Two slips each showing particulars of height and identification marks duly attested.	Within 30 working days	Assistant Registrar, Service Book & Pension

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
		<p>hand/Male for left hand).</p> <p>5. Two slips each showing particulars of height and identification marks duly attested.</p> <p>6. Photocopy of current month pay slip.</p> <p>7. Photocopy of PAN card.</p> <p>8. Photocopy of Bank Pass Book and/ or cancelled cheque.</p>	<p>5. Photocopy of current month pay slip.</p> <p>6. Photocopy of PAN card.</p> <p>7. Photocopy of Bank Pass Book and/ or cancelled cheque.</p> <p>9. 8. Photocopy of Aadhar</p>		
3.	Payment of Gratuity	<p>On receipt of all the no dues certificate from the concerned offices/Units and submission of the same by the pensioner/family pensioner, the claim is processed after it is audited by the Audit Section of the Institute</p>	<p>All the no dues certificate from the concerned offices / Units</p>	<p>Within 30 working days</p>	<p>Assistant Registrar, Service Book & Pension</p>

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
4.	Family Pension including provisional family pension to spouse/dependents of deceased NPS subscriber	Family Pension claims are processed in a similar way as cited at Sl. No. 1.	Same as cited at Sl. No. 1.	Within 30 working days	Assistant Registrar, Service Book & Pension
5.	Revision of Pensionary benefits due to revision in Pay	On receipt of revision order, pension claims alongwith other supporting documents claims are audited and processed in a similar way as cited at Sl. No. 1	<ol style="list-style-type: none"> 1. Copy of PPO 2. Pay Revision order 3. Current residential address, if there is a change 	Within 30 working days	Assistant Registrar, Service Book & Pension
6.	Revision of DR	None	Order from MHRD	Same month's pension if order received till 15 th of the month,	Assistant Registrar, Accounts-I
7.	Revision of additional pension (Above 80 Years)	At present Suo moto	Office Copy of PPO of the Pensioner	Same Month's Pension	Assistant Registrar, Accounts-I
8.	Restoration of Commutation	At present Suo moto	Office Copy of PPO of the Pensioner	Same Month's Pension	Assistant Registrar, Accounts-I

**CITIZEN'S CHARTER FOR SERVICES RENDERED AT
INTERNAL AUDIT WING IIT (BHU), VARANASI**

S. No.	Details of the service	Requirement from the stake holders/processes	Check List	Maximum processing time for the office	Contact details of the concerned official
01	Audit encasement on Superannuation Pension/ Family Pension	Submission of Audit encasement form along with pension file, personal file and service book complete in all respects with supporting documents duly forwarded by the Coordinator/HoD/ concerned officer as the case may be	<ol style="list-style-type: none"> 1. Duly updated service book 2. Pension calculation sheet 3. Duly filled commutations form 4. Form of family details 5. Required photograph 6. Account details 7. Photocopy of Aadhar/PAN 	20 working days	Assistant Registrar (Audit)
02	Retirement Gratuity/Death Gratuity	Submission of Audit encasement form along with pension file and service book complete in all respects with supporting documents duly forwarded by the Coordinator/HoD/ concerned officer as the case may be	<ol style="list-style-type: none"> 1. No dues certificate of all concerned departments/Units 2. Pension file 3. Gratuity calculation sheet 4. Form of nomination 5. Account details photocopy of Aadhar/PAN 	15 working days	Assistant Registrar (Audit)
03	Commutation of Pension	Submission of Pension file and service book complete in all respects with supporting documents duly forwarded by the Coordinator/HoD/ concerned officer as the case may be	<ol style="list-style-type: none"> 1. Commutation form duly signed and forwarded by the concerned authority 2. Commutation calculation sheet 	10 working days	Assistant Registrar (Audit)
04	Leave Encashment	Submission of Leave file of concerned employee complete in all respects with supporting documents duly forwarded by the concerned officer as the case may be	Dully certified leave statements in respect of Earned Leave/ Commuted leave/ HPL/LTC/EOL	15 working days	Assistant Registrar (Audit)

05	Pay Fixation	Submission of Pay fixation file complete in all respects with supporting documents duly forwarded by the Coordinator/HoD/ concerned officer as the case may be	<ol style="list-style-type: none"> 1. Application of the beneficiary 2. T&C of the offer of appointment 3. Application through proper channel 4. Nature of relieving, if applicable 5. Last pay certificate, , if applicable 6. “Details required for fixation of pay “ sheet, if applicable 	20 working days	Assistant Registrar (Audit)
06	Counting of past services	Submission of personal file complete in all respects with supporting documents duly forwarded by the Coordinator/HoD/ concerned officer as the case may be	<ol style="list-style-type: none"> 1. Application of the beneficiary 2. Receiving of pension/ pro rata pension/ service gratuity from previous employer 3. Receiving of retirement gratuity, if applicable 4. Receiving of accumulated GPF/CPF contribution with interest from previous employer 5. Confirmation letter from previous employer 	20 working days	Assistant Registrar (Audit)
07	Providing Audit Opinion	Submission of concerned file complete in all respects with supporting documents duly forwarded by Competent Authority as the case may be	As per the case basis and applicable GoI rules/ Institute Norms/previous rules or policies	10 working days depending on the case	Assistant Registrar (Audit)

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

INSTITUTE WORKS DEPARTMENT (IWD) IIT (BHU), VARANASI

Sl. No.	Details of the service	Process / Requirement from the stake holders	Check List	Maximum processing time for the office	Contact details of the concerned official
1.	Request for the work / estimate for work.	After the receipt of request from the concerned department/office/unit of institute in the office of Chairman (IWC), estimate will be prepared and sent to the concerned department/office/unit after the site inspection of IWD staff in the presence of user. During the site inspection, If the user is not present for site inspection, the time may increase.	1. Request letter duly signed & forwarded by the head of the department / school / unit. 2. Request letter should have mobile no./contact no. and e-mail of the user. 3. Clear requirement of user be given & his presence is must at the time of site inspection for preparing of estimate.	10 working days	Assistant Engineer Civil/ Electrical
2.	Tender preparation	After the receiving of clear fund sanction from budget section, the technical staffs of IWD prepare tender document / BoQ for the tender process. The tender document / BoQ is duly checked & signed by the technical staffs and converted into tender.	1. Fund sanction letter 2. Estimate copy 3. BoQ	5 working days (for work up to 1 lakh) 15 working days (for work up above 1 lakh)	Assistant Engineer Civil/ Electrical and AR, IWD

3.	Tender processing till issue of work order/agreement	Remark: Processes to be executed by the IWD		80 days	Assistant Engineer Civil/ Electrical and AR, IWD
3a.	Tender publishing and upload.	After the receipt of duly checked & signed BoQ from technical staffs of IWD with soft copy of tender documents along with request of concerned department/office/unit of institute and clear fund sanction of the work.	Fully checked & signed BoQ in soft copy along with all relevant papers be received from IWD technical team.	05 working days	AR, IWD
3b.	Tender period	As per rules & regulations and tender requirement, the tender documents/BoQ will be uploaded on Institute website/CPP portal to invite the quotations from the registered or empanelled vendors/contractors of UWD (BHU)/ EWSS(BHU)	Tender quotations invited from registered / empanelled bidders in a prescribed time period.	06 to 21 days	AR, IWD
3c.	Tender Extension (whenever applicable)	If sufficient bid/quotation is not received in the office of IWD, then the tender time may be extended to attract more number of eligible bidders with the approval of Chairman, IWC	Minimum three quotations are required to be received for opening in any tender process otherwise time extension will be given by the authority as per requirement.	1. Processing 01 day 2. Extension period 03 to 15 days	AR, IWD
3d.	Tender document checking and verification by technical staff	It is depending on the number of bids/tender document invited by IWD and opened by Tender Opening Committee; technical staff checked & verified the tender document/bid and sent to IWD office for further process.	Tender opened by a committee and given to concerned persons for checking of qty., rate & other relevant documents submitted by the bidders	10 working days	Assistant Engineer Civil/ Electrical and AR, IWD

3e.	Comparative statement preparation and checking of eligible L-1 bidder.	As per the average size of tender documents/BoQ in which minimum 03 bids are received, comparative statement prepared by IWD office staff and duly checked by technical staffs of IWD. This time line may increase accordingly, if number of bidders submit their bids/tender documents and the tender BoQ size is above average i.e. the items in the tenders are more than 6.	Comparative statement prepared by office staff and fully checked & signed by technical team in respect of all prescribed requirement of department/office/unit.	10 working days	Chairman, IWD / AR, IWD
3f.	Comparative statement signed by the IWC members.	If all the minimum required members are available for signing on the comparative statement through circulation.	Comparative statement duly signed by committee members for further process	03 working days	AR, IWD
3g.	Preparation of work order and its dispatched.	Work order prepared by IWD office in favour of L-1 bidder. After being duly signed by the authority, it will be sent to Finance Office for the registration for approval by the Competent Financial Authority (CFA). If work order value is below 02 Lakhs, it will be signed by the authority and issued within 02 working days.	Work order prepared after all the necessary required formalities completed in a tender award process in favour of L-1 bidder	05 working days (up to CFA)	AR, IWD
3f.	Agreement Process after registration from the finance office	Issue of Letter of Award (LOA) by next working day after the receiving of the registered work order. After receiving the LOA duly signed by the authority, non-judicial stamp paper for	Issue of LOA duly signed by the authority. Preparing the agreement documents after taking the required stamp paper & also check the signature of bidder & authority and a copy provided to bidder	03 to 09 working days (02 working days for LOA & 07 working days for agreement papers) subject to submission of stamp	AR, IWD

		preparation of agreement to be taken from L-1 bidder, within one week. After receiving of non-judicial stamp paper, agreement papers prepared by IWD office within 02 working days for requisite signatures of contractor and the institute authorities. It takes minimum 03 working days. After the signature of contractor and authorities, it is given to contractor for execution of allotted work.	for further action from his side.	paper by the contractor	
4	Work completion time	As per tender document	1. Hindrance free work area. 2. User committee report		

**CITIZEN'S CHARTER FOR SERVICES AT ADMIN-II
INDIAN INSTITUTE OF TECHNOLOGY (BHU) VARANASI**

Sr.No.	Name of the Service	Requirement from the stake Holder/Employees	Check List	Maximum time for processing of application/request	Concerned Office
01	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/CoS/Section In-charge.	<ol style="list-style-type: none"> 1. All formats provided with the offer letter duly filled-in and forwarded by the Head/Coordinator. 2. Self attested copies of certificates of educational qualifications and experience certificates. 3. Relieving letter from previous employer, if employed anywhere. 4. Medical fitness certificate from CMO/SS Hospital. 	03 working days	Establishment Section
02	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/ CoS/ Section In-charge.	<ol style="list-style-type: none"> 1. Leave application duly forwarded by the HoD/ CoS concerned. 2. Current family details are required for sanction of paternity leave/maternity leave. 3. Supporting documents, if any. 4. Leave entitlement must be ensured as per the Statutes of the Institute and notices issued from time to time before applying for the same. 	03 working days	Leave Unit
03	Permission for visiting abroad/No Objection Certificate for Visa Purpose	Request must be submitted through concerned HOD/ COS/ Section In-charge 15 days before the date of visit.	<ol style="list-style-type: none"> 1. Invitation letter must be enclosed with the application, if it is official visit. 2. In case of personal visits, purpose must be mentioned. 	07 working days	Establishment Section

04	No Objection Certificate for Passport	Request must be submitted through concerned HoD/CoS/Section In-charge.	1. An undertaking in the prescribed format. 2. Two passport size photographs.	07 working days	Establishment Section
05	No Objection Certificate for higher studies	Request must be submitted through concerned HoD/CoS/Section In-charge.	1. Leave application duly forwarded by the HoD/CoS concerned. 2. Supporting documents, if any. 3. Leave entitlement must be ensured as per the Statutes of the Institute and notices issued from time to time before applying for the same.	07 working days	Establishment Section
06	Forwarding of application for outside employment/deputation	Request must be submitted through concerned HoD/CoS/Section In-charge.	1. Application in the prescribed format. 2. Copy of advertisement.	07 working days	Establishment Section
07	Encashment of leave on LTC	Request must be routed through LTC Cell of the Institute before proceeding on LTC.	-----	03 working days after sanction of LTC	Leave Unit
08	Pay fixation/ Pay protection etc.	Request must be submitted through concerned HoD/CoS within one month from the date of joining the Institute.	For pay protection LPC issued from previous employer is mandatory and he/she should have applied through proper channel.	15 working days	Establishment Section
09	Correspondence with previous employer for any reason	Request must be submitted through concerned HoD/CoS/Section In-charge.	Full details of previous employment and employer must be mentioned in the letter.	15 working days	Establishment Section
10	Counting of past services for pensionary benefits	Request must be submitted through concerned HoD/CoS within three month from the date of joining the Institute.	1. He/she should have applied through proper channel for the post in the Institute. 2. Full details of previous employment and employer must be mentioned in the letter.	15 working days	Establishment Section

11	Forwarding of cheques/ drafts to concerned section received from the borrowing Institute in case of deputation/Lien etc.	-----	-----	07 working days	Establishment Section
12	Sanction for encashment of leave on superannuation/ Resignation/ Voluntary Retirement/Premature Retirement	The HoD/CoS 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	Leave Unit
13	No-Dues Certificate	The HoD/ CoS concerned shall ensure to furnish No Dues Certificate at the earliest.	-----	03 working days after receipt of the same from concerned Department/School.	Establishment Section
14	Processing of Resignation/ Technical resignation/ Voluntary Retirement/Premature Retirement	Application must be routed through the HoD/CoS 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/Organisation.	21 working days	Establishment Section
15	Processing of request for deputation	Request must be submitted through concerned HoD/CoS/ 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	Establishment Section
16	Issue of NOC/Vigilance Clearance Certificate to appear in interview etc.	Request must be submitted through concerned HoD/CoS/ Section In-charge.	1. Proof regarding submission of application through proper channel. 2. Copy of call letter.	07 working days	Establishment Section

17	Extension of term of daily wage workers/re-engaged workers	Request of concerned HoD/CoS/ Section In-charge must be received at least 15 days before the expiry of term.	-----	07 working days	Establishment Section
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