



**GOVERNMENT DEGREE COLLEGE, THORRUR**  
 MAHABUBABAD DISTRICT, TELANGANA STATE – 506163  
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## CITIZENS’ CHARTER

(For Students and Parents)

1. Aim/Objectives: The purpose of this charter is to make the students/parents aware of this services provided by the College to them and to provide quality service to the students of the College.

2. Enumeration of services delivered by the college.

- a. Admission;
- b. Infrastructure facilities & Faculty
- c. Academic Program
- d. Extracurricular activities
- e. Issue of TC, Bona fide & Conduct Certificate, etc.
- f. Scholarships

3. Our aim is to achieve the following services delivery/quality parameters:

Sl. No.	Nature of Service	Service Delivery , Standard and Time Limit	Contact person
1.	Admissions a. Admission procedures and time-frame for admissions (Conventional & Vocational)	As per guidelines of DOST Schedule	DOST Coordinator
2.	Facilities and Fee Structure a. The courses, infrastructural facilities, faculty b. Fee structure	As per the proceedings of CCE As per the Kakatiya University norms	Admission and Examination In-charge
3.	Academic Programmes a. No. of working days and No. of teaching hours (theory and practical) taken up for each subject.	As per Kakatiya University norms	Academic Coordinator

4.	Extracurricular Activities a. Games and Sports facilities b. NSS c. Literary and cultural activities d. Career guidance programmes e. Guest Lectures/ Extension lectures	As per the Institutional plan	Concerned In-charge
5.	Issue of certificates for regular students (as per rules and on submission of application in proper form): I. Transfer certificate II. Bona fide & Conduct Certificate, etc	3-5 days 2-3 days	Admissions In-charge
6.	Scholarships		In-charge

7. Principal shall be contacted when the grievance is not redressed within the stipulated time by the first level contact person concerned mentioned in the table above.

8. Complaint Redressal Systems: Courteous and helpful service will be extended by all the staff. If you have any complaints to make in the delivery of the above standards you are welcome to register your complaints.

9. A Grievance Redressal cell is also available at our college, where the students can lodge complaints.

10. Consultation with our users/stake holders:

We hold periodic review meetings of College Development Committees and Parent Teacher Association meetings at least twice a year in the Colleges.

We welcome suggestions from our Students, Parents, Students' Organisations, and Service Organisations.

11. We seek your cooperation on the following:

Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way:

### **Students**

Be regular and punctual to the College.

Attend all classes without exception.

Be sincere and honest in all activities.

Participate in curricular/extra-curricular activities with zeal and enthusiasm.

Appear for Internal Examinations compulsorily.

Bestow personal interest in maintenance and use of infrastructural facilities.

Be courteous and polite to all.

Use proper methods while seeking Grievance Redressal.

Ensure and check the regular attendance of his ward.

Attend all parent-teachers meetings compulsorily.

Active participation in developmental activities of the college

Immediate response to progress reports/letters.

Alerting the Teachers/Principals when situations demand

Above all identify themselves with the institution and extend active cooperation/guidance

### **Parents**

Ensure and check the regular attendance of his ward.

Attend all parent-teachers meetings compulsorily.

Active participation in developmental activities of the college.

Immediate response to progress reports/letters.

Alerting the Teachers/Principals when situations demand.

Above all identify themselves with the institution and extend active cooperation/guidance.

### **Help line:**

Individual staff members, in-charges of the Departments and the Principal can be approached by students/parents for any help, at the college level.