

GOVERNMENT OF PUNJAB



CITIZEN'S CHARTER AND GREIVANCE REDRESSAL MECHANISM

OF

THE DEPARTMENT OF TECHNICAL EDUCATION AND INDUSTRIAL TRAINING

PUNJAB

PUNJAB CIVIL SECRETARIATE- 2

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CITIZEN'S CHARTER AND GREIVANCE REDRESSAL MECHANISM

1. Vision

To provide quality Technical Education at affordable cost with equal opportunity for all sections of society to meet skilled human resource requirement for the growth of industry and economy.

2. Mission

- To improve and ensure easy access to Technical Education at affordable cost in the state.
- To improve and upgrade quality of Technical Education in the state with greater focus on development of adequate infrastructure, human resource and requisite software.
- To promote research and development in Technical Education in the state.

**Details of Service Standards for various functions/Services of
The Department of Technical Education & Industrial Training,
Punjab**

Sr.No	TYPE OF SERVICE	SERVICE DETAILS	Responsibility	Time lime	
A	Service standard of Punjab State Board of Technical Education & Industrial Training.(PSBTE & IT)- Diploma Courses.				
	Polytechnic	Admission of Students	Registrar PSBTE&IT	By 15 th August	
		Registration of newly admitted students in various diploma courses	Registrar PSBTE&IT	By 15 Sept	
		Migration of Student from one Polytechnic to another Polytechnic in 3 rd and 5 th Semester	Registrar PSBTE&IT	By 14 th August	
		Semester examination			
		Preparation of date sheet.	Registrar PSBTE&IT	20 th November for December Examination & 26 th April for May Examination	
		Conduct of examination	Registrar PSBTE&IT	December Exam. 1 st week of Dec., May Examination 1 st week of May	
		Result declaration	Registrar PSBTE&IT	Within 75 days from completion of exam.(Time period is not applicable for discrepancy cases)	
		Issue of diploma /transcript certificate	Registrar PSBTE&IT	Within 2 months from the date of declaration of results.	
		Issue of duplicate certificates/ Correction in the name on the certificate / Verification of qualification	Registrar PSBTE&IT	Within 04 working days from the receipt of complete application along with prescribed fees	
		Providing Migration Certificate for higher education	Registrar PSBTE&IT	Within 03 days from the date of receipt of complete application.	

Service standard of Punjab State Board of Technical Education & Industrial Training.(PSBTE & IT)- Certificate Courses.

ITI	Registration of newly admitted students of ITIs	Controller Examination (ITI) PSBTE&IT	By 31 st August
	Conduct of NCVT/SCVT examination	Controller Examination (ITI) PSBTE&IT	In the month of January/February & July/August
	Declaration of result	Controller Examination (ITI) PSBTE&IT	i)Within 15 days after the receipt of evaluation record from DGE&T for NCVT Exam. ii)Within 45 days from the completion of SCVT Exam.
	Issue of certificates	Controller Examination (ITI) PSBTE&IT	Within 01 month from the date of declaration of results.
	Issue of duplicate certificates / Verification of certificates	Controller Examination (ITI) PSBTE&IT	Within 10 days after the receipt of complete application
	Conduct of Apprenticeship Examination	Controller Examination (ITI) PSBTE&IT	In the month of May & October.
	Declaration of the result of Apprenticeship Examination	Controller Examination (ITI) PSBTE&IT	Within 01 month of completion of examination

B	Service standard of Punjab Technical University		
	Admission of Students	Dean Academic	By 15 th August
	Registration of newly admitted students in various degree courses	Dean Academic	Registration of the students by 30 th August
	Migration of Student from one College to another (in case both Colleges agree for NOC)	Dean Academic	By 20 th August
	Migration of Student from one College to another in case of one college agree, but the University has overriding power to allow migration.	Dean Academic	By 5 th September
	Semester examination		
	Preparation of date sheet.	Controller of Exam. PTU	45days before the date of schedule of exam
	Conduct of examination	Controller of Exam. PTU	November Examination 20 th Nov. onwards May Examination 23 rd April onwards
	Result declaration (Regular and Re-appear)	Controller of Exam. PTU	Within 45 days from date of completion of exam. (Time period is not applicable in discrepancy cases)
	Result declaration of (Re-evaluation)	Controller of Exam. PTU	Within 45 days from date of receipt of Re-evaluation form. (Time period is not applicable in discrepancy cases)
	Issue of degree certificate	Controller of Exam. PTU	Within 4 months from the completion of the course.
	Issue of Detailed Marks Card	Controller of Exam. PTU	Within 2 months after declaration of the result.
	Issue of Original certificate (left out cases)	Controller of Exam. PTU	Within 15 days from the receipt of complete application.
	Issue of Duplicate certificate (Left out cases) Original Degree Certificate, Details Marks Card, Migration Certificate, Provisional Certificate	Controller of Exam. PTU	Within 15 days from date of receipt of complete Application.
	Issue of Provisional Degree and Migration certificate and Attestation of DMCs/Degree.	Controller of Exam. PTU	Within 3 working days from the receipt of complete application.
	Issue of official transcript	Controller of Exam. PTU	Within 15 working days from date of receipt of complete Application.

	Verification of qualification certificates and issue of Detail Marks Card.	Controller of Exam. PTU	Within 10 working days from date of receipt of complete Application.
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C	Service standard of Degree college (Engineering & Technology)		
	Forwarding the list of admitted students to PTU for Registration	Principal	By 15 th August.
	Forwarding the Migration from one College to another College cases of student to PTU (in case both Colleges agree for NOC)	Principal	By 15 th August
	Forwarding the Migration of Student from one College to another in case of one college agree, but the University has overriding power to allow migration.	Principal	By 30 th August
	House Test (3 rd Test Optional)	Principal	(Odd Semester) 1 st Test in 1 st week of September 2 nd Test in 1 st week of October 3 rd Test in 1 st week of November (Even Semester) 1 st Test in 1 st week of February 2 nd Test in 1 st week of March 3 rd Test in 1 st week of April
	Issuance of different types of certificates to students	Principal	Within 3 working days from the date of receipt of complete application
	Welfare schemes		
	Submission of online application form for Post matric Scholarship Scheme (SC/ OBC/ Minority) by the students to the Principal.	Principal	As per schedule notified by the Department of Welfare.
	Forwarding Post Matric Scholarship Scheme (SC/ OBC/ Minority) cases to Sanctioning Authority by Principal	Principal	As per schedule notified by the Department of Welfare.

D	Service Standards of Polytechnic Colleges.		
	Forwarding the list of admitted students to PSBTE & IT for registration.	Principal	by 31 th August.
	Submission of application for Migration to another college by the student to Principal	Principal	By 25 th July
	Forwarding the Migration of student from one College to another cases to PSBTE & IT	Principal	By 31 th July (3 working days)
	Award of Provisional Diploma Certificate and Character Certificate to eligible candidates.	Principal	Within 3 working days from the date of receipt of application
	Issuance of different types of certificates to students.	Principal	Within 3 working days from the date of receipt of complete application
	House Test (3rd Test Optional)	Principal	(Odd Semester) 1st Test in 1 st week of September 2nd Test in 1 st week of October 3rd Test in 1 st week of November (Even Semester) 1st Test in 1 st week of February 2nd Test in 1 st week of March 3rd Test in 1 st week of April
	Freeship to meritorious students.	Principal	Upto 31 st July & 31 st January
	Completion of Syllabus	Principal	Upto 24 th November & 5 th May
	Welfare schemes		
	Submission of online application form for Post matric Scholarship Scheme (SC/ OBC/ Minority) by the students to the Principal.	Principal	As per schedule notified by the Department of Welfare.
	Forwarding Post Matric Scholarship Scheme (SC/ OBC/ Minority) cases to Sanctioning Authority by Principal	Principal	As per schedule notified by the Department of Welfare.

E	Service Standards of IT I's.		
	i)Admission of Welfare Scheme students subject to receipt of funds from Welfare Deptt. ii)Forwarding the list of admitted students under Welfare Scheme for Registration to the Board	Principal	i)By 15 th August ii)By 31 st August.
	i)Admission of apprentice trainee ii)Forwarding the list of admitted students under apprentice trainee for Registration to the Board	Principal	i)By 31 st March and By 30 th September. ii) By 31 st May & By 30 th November.
	Award of Provisional NTC/STC Certificate and Character Certificate to eligible candidates.	Principal	Within 3 working days from the date of receipt of complete application
	Issuance of different types of certificates to students.	Principal	Within 3 working days from the date of receipt of complete application
	House Test	Principal	Last week of every month
	Free Text Books To S.C candidates(Subject to the availability of the funds)	Principal	By 31 st August or within 1 month of the receipt of the funds.
	Migration of student from one ITI to Another of state	Principal	By 15 th December

Welfare schemes			
	Submission of online application form for Post matric scholarship Scheme (SC/ OBC/ Minority) by the students to the Principal.	Principal	As per schedule notified by the Department of Welfare.
	Forwarding Post Matric Scholarship Scheme (SC/ OBC/ Minority) cases to Sanctioning Authority by Principal	Principal	As per schedule notified by the Department of Welfare.
	Scholarship for S.C. Student (income upto 2.5 lac) Admitted under Welfare Scheme	Principal	Rs 750/- by 1 st date of every month.

F. Service Standards at the level of Directorate			
Sr. No.	Service		Standard
1	Issue of notification of admission in Diploma Course/ Degree Course	ADTE	Forwarding cases to Govt. by 15 th February after receipt of request along with copy of AICTE approval
2	Online admission of ITI Students(NCVT/SCVT)	Concerned Officer	By 31 st July
3	Verification of Diploma/Degree Certificates	DTE	Within 3 working days after the confirmation from Board/PTU
4	Forwarding Post Matric Scholarship Scheme (SC/ OBC) cases to Line Department to by Sanctioning Authority	Sanctioning authority deputed by DTE	As per schedule notified by the Department of Welfare.
5	Forwarding Post Matric Scholarship Scheme (SC/ OBC) cases to Social Welfare Department by the Line Department	DTE	As per schedule notified by the Department of Welfare.

STAKEHOLDERS

1. Students of Polytechnic/Engineering Colleges and Industrial Training Institutes.
2. All Colleges affiliated to Punjab Technical University, Punjab State Board of Technical Education & Industrial Training.
3. Regulatory Bodies, Universities Grant Commission (UGC), All India Council of Technical Education (AICTE), Director General of Employment & Training (DGET).
4. Industry Association, Confederation of Indian Industry (CII), Chamber of Commerce.

EXPECTATION FROM STAKEHOLDERS / SERVICE RECIPIENTS

1. Applications/ proposals are to be submitted in the formats prescribed, if any.
2. Relevant documents/ enclosures (duly attested, where required) if any, are to be submitted along with the application;
3. Time lines stipulated, if any for completion of formalities for the service delivery are to be adhered to;
4. Cross-checking for information/latest position in the matter with concerned officials before raising a query/grievance.

GRIEVANCES REDRESSAL MECHANISM (GRM)

The services are delivered at following levels:

1. Directorate of Technical Education, Punjab
2. Punjab State Board of Technical Education & Ind. Trg.
3. Punjab Technical University
4. Colleges / Institutes.

I Centre for receipt of Grievances:

Each of the said levels will designate a “**Public Grievance Officer.**” The PGO shall maintain a separate register for keeping the record of the complaints. A complaint shall be recorded in the following format:

		Particular of Citizen				Particular of Grievance			
#	Date of Receipt	Name	Address	Landline/ Mobile/ Email	Whether Acknowledgment given at the time of receipt	Subject of grievance	Office to which it pertains	Brief Description	Date of Acknowledgment date of Redressal
1	2	3	4	5	6(Yes/No)	7	8	9	10

- For Directorate of Technical Education, Additional Director is the nodal officer and Secretary Technical Education is Appellate Authority.
- For subordinate offices like Polytechnics and Engineering Collages, Principals of the concerned institute is the Nodal Officer and Director Technical Education or Additional Director nominated by the director be the Appellate Authority.
- For Punjab State Board of Technical Education and Industrial Training, Secretary of the Board is Nodal Officer and Chairman of the Board is Appellate Authority.
- For Punjab Technical University, Registrar is the Nodal Officer and Appellate Authority is Vice Chancellor .

II Communication to the complainant

Every complaint will be received and delivered to the designated **Public Grievance Officer (PGO)**. Upon receipt of the complaint, the PGO shall confirm whether the complaint relates to the activities of said levels, if so, shall deal with it. Also PGO will acknowledge the receipt of complaint on following format.

Acknowledgement

The receipt of the complaint will be acknowledged, in writing in the following format, within two days of

receipt of complaint:

To

.....

Sub:
(Subject matter of the complaint)

Dear Sir/Madam,

Your Complaint dated....., on the subject cited above, has been received in this office on(date). Its Registration No is The final decision on your complaint will be sent to you within 30 days.

Thanking You

Date: (Signature of the Official)

III Classification of Grievances

Grievances are classified into following categories.

Sr. No.	Type of Grievance	Time norm for redress (PGO)	Time norm for redress (Nodal Officer)	Time norm for redress (Appellate authority)
1	Charter related	One month	One month	One month
2	Policy/Procedure related		Six months	Six months
3	Personnel related	One month	One month	One month
4	Miscellaneous	One month	One month	One month

IV Compliant Handling Procedure

Submission of Complaint:

If any recipient of service has a complaint, he/she will be required to furnish the complaint in writing by post or by fax or by hand, e- mail and should be addressed to:

1. For complaints related to services rendered by Department of Technical Education, Punjab

The Public Grievance Officer
Department of Technical Education, Punjab
Plot No 1A, Sector 36A, Chandigarh-160036.
Phone _____ Fax _____
Email _____

2. For complaints related to services offered by Punjab State Board of Technical Education and Industrial Training.

The Public Grievance Officer
Punjab State Board of Technical Education and Industrial Training.
Plot No 1A, Sector 36A, Chandigarh-160036.
Phone _____ Fax _____
Email _____

3. For complaints related to services offered by Punjab Technical University..

The Public Grievance Officer
Punjab Technical University, Kapurthala
Phone _____ Fax _____
Email _____

4. For complaints related to services offered by colleges / institutes.

The Public Grievance Officer

(Name of the College/Institute)
(Postal Address)
Phone _____ Fax _____
Email _____

Procedure regarding redressal

1. Root cause analysis will be done to identify the causes of the complaints. The possible corrective action will be decided.
2. Analyses will be done if the action decided is correct action or any further correction is possible.
3. Necessary corrective action will be taken.
4. The grievances shall be systematically analyzed for severity and for identification of complaint prone area/section.
5. The PGO receiving the complaints shall be responsible for gathering and verifying all necessary information to validate the complaints.
6. Once disposed at subordinate level the action taken report shall be checked for quality and completeness of the response at higher level. The higher can choose to send a query on the reply to the subordinate level. The report is considered finally disposed only when accepted by the higher authority and communicated to the complainant.
7. The decision to be communicated to the complainant shall be made by or reviewed and approved by the nodal officer.

Appeal

If the complainant is not satisfied with the reply of the PGO, he will be free to appeal against it to the Nodal Officer, who will look into the matter at his own level. He can get the matter investigated from any another officer. He can call the complainant for personal hearing also. The appellant authority will give his decision within 15 days from receipt of appeal.

OMBUDSMAN

In case, normal Complaint handling mechanism does not respond to the satisfaction of the complainant, he/she can approach **The Principal Secretary**, Technical Education & Industrial Training, Punjab the **Appellate authority**.

Abbreviations

1. PTU Punjab Technical University
2. PSBTE&IT Punjab State Board of Technical Education & Industrial Training
3. ITI Industrial Training Institute
4. NOC No Objection Certificate
5. NCVT National Council for Vocational Training
6. SCVT State Council for Vocation Training
7. DGET Director General Employment & Training
8. DMC Detail Mark Certificate
9. SC Schedule Caste
10. OBC Other Backward Class
11. NTC National Trade Certificate
12. STC State Trade Certificate
13. PGO Public Grievance Officer