

Citizen Charter

PUNJAB STATE BOARD OF TECHNICAL EDUCATION & INDUSTRIAL TRAINING, CHANDIGARH

Service Standards

Sr.	Main Services	Standards
POLYTECHNIC SECTION		
1.	Registration of newly admitted students in various diploma courses	Allocation of registration nos. within one month after the receipt of list of admission from the institutions.
2.	Semester Examinations: I. Preparation of date sheet II. Conduct of Examination III. Declaration of Result	I. 15 days from the date of declaration of schedule of examination. II. In the month of May and December III. Within three months from the completion of the examination.
3.	Providing No Objection Certificates for Higher Education.	On the day of application.
5.	Issue of duplicate certificates.	4 working days from the date of receipt of the application.
6.	Correction in the name on certificates	Within 5 working days after the date of application
7.	Verification of qualification certificates	2 working days.
8.	Result Declaration	30 to 90 days from the completion of the examination.
9.	Issue of diploma certificates	3 months from the completion of the course
10.	Issue of Transcript certificates	2 months from the completion of the course
ITI SECTION		
1.	Registration of New admitted Students of ITI situated in state of Punjab	One month after the last date of counseling/admission schedule issued by DTE & IT
2.	Conduct of NCVT Examination SCVT (State Level Exam Centre of Excellence)	As per the Time Table / Date Sheet issued by DGET New Delhi After completion of NCVT Examination As per scheduled issued by DGET New Delhi
5.	Result Declaration	Within 3 months of the completion of conduct of Examination.
6.	Issuance of Certificates	To be issued by DGET and Directorate
7.	Issuance of Duplicate Certificates	Within 15 days after the receipt application
8.	Verification of certificates	Within 21 days of the receipt of application.
ACADEMIC SECTION		
1.	Affiliation a) Affiliation for new Polytechnics/Courses b) Continuation of affiliation for existing Polytechnics/ Courses.	Within 6 months from the date of applying
2.	Revision of Curricula Revision of curricula of different courses running in Polytechnics colleges.	Every three years
3.	Admissions Admissions through online counseling for Diploma Courses	Before 15 th August



COMPLAINT HANDLING PROCEDURE

Requirements of the Procedure:

1. Nodal Officer: The Secretary of the Punjab State Board of Technical Education and Industrial Training is the Nodal Officer at Board Level.
2. Designated Public Grievance Officer (PGO): Responsibility lies with the Administrative Officer of the Board.
3. Complaints/Grievances can be lodged in writing by post or fax or hand and should be addressed to the Secretary, Punjab State Board of Technical Education and Industrial Training, Plot No 1A, Sector 36A, Chandigarh.

Execution:

- PGO is responsible for receiving the complaints and for providing the replies to the complainant.
- Upon receipt of the complaint, the PGO shall confirm whether the complaint relates to the activities of the Board and, if so, shall deal with it.
- Complaint shall be recorded into complaint register.
- The receipt of complaint shall be acknowledged within 2 days of receipt and be attempted to provide replies within 30 working days.
- Root cause analysis will be done to identify the causes of the complaints.
- The possible corrective action will be decided.
- Analyses will be done if the action decided is correct action or any further correction is possible.
- Necessary corrective action will be taken.
- The grievances shall be systematically analyzed for severity and for identification of complaint prone area/section.
- The PGO receiving the complaints shall be responsible for gathering and verifying all necessary information to validate the complaints.
- 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.
- The decision to be communicated to the complainant shall be made by or reviewed and approved by the nodal officer.

The Grievance Redress Path:

