

1. A) Services rendered to students:

Sr. No.	Services	Duration  (Timings mentioned are applicable only if the application is complete in all respects)
1.	Issue of Identity Cards:  a) F.Y.  b) SY / TY  c) Late admission	  7 to 15 days from last day of admissions  Validity of 1 year  As prescribed by Goa University
2.	Issue of duplicate Identity Card	Within 3 working days on payment of Rs.50/-
3.	Issue of Transfer Certificate	Maximum 3 working days
4.	Issue of Character Certificate	Maximum 3 working days
5.	Issue of Bonafide Certificate	Maximum 3 working days
6.	Issue of Attempt Certificate	Maximum 2 working days
7.	Change in subject/stream and subsequent changes in the roll call	Shifting within a day, the changes incorporated within maximum 2 working days (if eligible and possible)
8.	Processing and forwarding for Migration Certificate to Goa University	3 working days
9.	Issue of Tour / Vacation / Concession Forms	Within 2 days
10.	a) Processing application forms for Scholarship / Freeship / Fellowship	Within stipulated time or 2 working days after completion of forms in all details by the students

	b) Forwarding application forms for Scholarship / Freeship / Fellowship	Within stipulated time
11	Declaring the results of F.Y. and S.Y.	Generally within a month after the completion of the last paper
12	Issue of marksheet (first time)	Same day on the declaration of results
13	Issue of duplicate marksheets	Within 3 working days on submission of all details/requirements by the students
14	Verification of marks of FY and SY	Ten days from the declaration of results on payment of the stipulated fee
15.	Issue of hall tickets of T.Y.	2 working days on receipt from Goa University
16.	Issue of duplicate fee receipt	2 working days of submitting the application form
17.	Issue of Leaving Certificate	Maximum 3 working days
18.	SMS Portal	Every month

1. B) In House Services Rendered to Public:

Sr. No.	Services	Duration (Timings mentioned are applicable only if the application is complete in all respects)
1.	Provision of information to public under Right to Information Act 2005 disclosure subject to sections 8/9 of the Act	<ul style="list-style-type: none"> <li>· Maximum period of 30 days for compliance.</li> <li>· A maximum period of 40 days for compliance where third party interests are involved.</li> <li>· Within 48 hours of the receipt of the request when the information sought for concerns the life and liberty of a person.</li> </ul>

2.	Provision for seeking information from Appellate authority in case the request for information is turned down by PIO	A maximum period of 30 days extended to 45 days to give the decision by Appellate Authority.
----	--	--

1. C) In House Services Rendered to Staff:

Sr. No.	Services	Duration (Timings mentioned are applicable only if the application is complete in all respects)
1.	Forwarding of letters / applications / documents to other agencies	Maximum two days on submission
2.	Issue of salary certificate / experience certificate	Maximum two days on submission of application
3.	Issue of letters / circulars / documents received from external agencies	Maximum one day after the Principal puts remarks / comments
4.	Payment of initial advance / settlement of Medical reimbursements	On receipt of grants from DHE
5.	Issue of Earned Leave / Commuted Leave orders	Within two days on receipt from the management (DSE)