

**VENNIKULAM UNIVERSITY**  
**AND**  
**VENNIKULAM UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
(Abstract)

Establishment – Kerala State Right to Services Act, 2012 – Implementation  
of – Orders issued.

**ADMINISTRATION 'A' SECTION**

No.Ad.A1/KSRTS-2012/2013

Dated, Kochi – 22, 25.02.2015

- Read:
1. Government Notification No.13450/Leg.B1/2012/Law dated 06.08.2012, published in the Kerala Gazette dated 06.08.2012.
  2. G.O.(P)No.55/2012/P&ARD dated 27.10.2012, notified in the Kerala Gazette dated 27.10.2012.
  3. G.O.(P) No.56/2012/P&ARD dated 27.10.2012 notified in the Kerala Gazette dated 27.10.2012.
  4. Circular No.14944/AR12/2012 P&ARD dated 20.12.2012, issued by the Personnel & Administrative Reforms (AR-12) Department, Government of Kerala.
  5. U.O. of even number dated 29.10.2013.
  6. Recommendations of the Committee constituted by the Syndicate to study the provisions of the KSRTS Act, 2012.
  7. Item No.616.61 of the Meeting of the Syndicate held on 12.11.2014.

**ORDER**

- I. The Personnel & Administrative Reforms (AR-12) Department, vide paper read as (4) above, has directed to implement the Kerala State Right to Services Act, 2012 in the University and to publish Notification in the Gazette as per Section 3 of the said Act immediately and to furnish copies of the same to the Government.

As per Section 3 of the Kerala State Right to Services Act, 2012:-**Power to notify services, stipulated time limit, designated officer, etc.** – Save as otherwise provided in any other law for the time being in force, every Department of the Government, every Head of Department, every Local Self Government Institution and every Statutory Body shall within six months of the commencement of this Act, notify in the Gazette the services that will be rendered by each of them, the designated officers, the first appellate authority, the second appellate authority and the stipulated time limit for the purposes of this Act” .

- II. The Syndicate, vide paper read as (5) above constituted a Committee consisting of all Joint Registrars and Deputy Registrars in the Administrative Office, representing all the functional areas, to study the provisions of the Act and make recommendations on the same.

- III. The Committee constituted to study the Kerala State Right to Services Act, 2012 after having convened a series of meetings, to study the various services offered by all the Departments/Sections/Offices of the University and holding deliberations and discussions with the Service Organizations of the University, resolved to recommend that as an initial phase, all the student-oriented services of the University be brought under the purview of the Act and to notify these services under the Act. The list of services including all the main student oriented services offered by the University Designated Officer, First Appellate Authority, Second Appellate Authority, Stipulated Time Limit mandated under the Act is appended (**Appendix - I**).

(Contd...2)

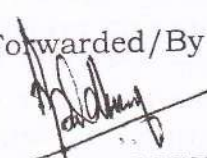
- IV. The Director General, Institute of Management in Government, at the one day workshop to review the progress of implementation of the Kerala State Right to Services Act, 2012 conducted by the Government, at the Institute of Management in Government, Thiruvananthapuram on 12.06.2014, has informed that the Kerala State Right to Services Act, is a prestigious initiative of the Government and any delay in implementing the Act will be viewed seriously. The Hon'ble Minister for Home & Vigilance, at the Interactive Conference of Vigilance Officers held on 14.11.2014, at Institute of Management in Government, Thiruvananthapuram, informed that the implementation of the KSRTS Act, 2012 will be monitored and there will be surprise checks/raids by VACB in all Government Departments.
- V. The Syndicate, vide paper read as (7) above, decided to conduct a detailed study on the issue after getting the proposal from Joint Registrar and Deputy Registrar before implementing the same.
- VI. Having considered the importance and the urgency involved in implementation of the Kerala State Right to Services Act, 2012 in the University, the Pro-Vice-Chancellor in-charge of the Vice-Chancellor, in exercise of the powers vested in him vide Section 11(11) of the Vennikulam University of Science and Technology Act, 1986, has accorded sanction to the following, subject to reporting to the Syndicate:
1. The Kerala State Right to Services Act, 2012 is implemented in the University with immediate effect (available in the official website of the University [www.cusat.in](http://www.cusat.in)).
  2. The services offered by the University as detailed in Appendix-I are brought under the purview of the Kerala State Right to Services Act, 2012 and the same is to be published in the Kerala Gazette.
- Orders are issued accordingly.

Sd/-  
**RAMLA P.A.**  
**DEPUTY REGISTRAR (ADMN.II)**

To

The Heads/Director of all Departments/  
 Schools/Centres/Offices/Divisions/Sections } for information and compliance  
 All Joint Registrars/Deputy Registrars/  
 Assistant Registrars }  
 Joint Director of Local Fund Audit  
 Director, Centre for Information Resource } with request to upload and display the  
 Management } same in the University website along  
 with the a copy of the Act  
 Planning and Development Officer/The Director, Public Relations and Publications  
 PS to Vice-Chancellor/PS to Pro-Vice-Chancellor/PA to Registrar/  
 PA to Finance Officer/PA to Controller of Examinations/Statistical Officer  
 GA&EL Section - for necessary further action to publish the services brought  
 under the Kerala State Right to Services Act, 2012 in the  
 Kerala Gazette.  
 Day File/Stock File/File Copy

Forwarded/By Order

  
**ASSISTANT REGISTRAR(ADMN.I)**

Sl.No.	Name of Service/s	Documents to be attached with the Application Form	Time Limit	Designated Officer	I Appellate Authority	II Appellate Authority
<b>ADMINISTRATIVE OFFICE</b>						
I.	Examination Wing					
1	Regular/Supplementary mark lists *	Nil	30 working days	Section Officer of the Concerned Section	Senior most Officer in the Concerned Wing	The Registrar
2	Revaluation mark lists *	Previous marklist to be surrendered(surrender is required only if it is a Hologram marklist)	15 working days			
3	Official Transcript *	Request specifying the address of the Institution, prescribed fee	25 working days			
4	Rank Certificate *	Request forwarded by HOD/Principal, prescribed fee	8 working days			
5	Percentage certificate *	Request forwarded by HOD/Principal, prescribed fee	15 working days			
6	Provisional Certificate/ Consolidated marklist *	Consolidated marklist of final semester examination, if issued already, prescribed fee	15 working days			
7	Duplicate Marklist	Request forwarded by Head of the Department/Principal along with the declaration of the receipt of marklists, prescribed fee	30 working days			
8	Attestation of marklist/Degree Certificate	Copies of the Marklist/Degree Certificate-, prescribed fee	15 working days			
9	Verification of Academic records	Copies of the Marklist/Degree Certificate, prescribed fee	15 working days			
10	Name correction other than Degree Certificate	Copy of the qualifying certificates	15 working days			
11	Name correction in DC	Original Degree Certificate, proof of name change, prescribed fee	30 working days			

12	Issue of Degree Certificate - Normal	Application in prescribed format Address proof, ID proof, prescribed fee	8 months after the award of Degree by the Academic Council	Section Officer of the Concerned Section	Senior most Officer in the Concerned Wing	The Registrar
13	Issue of Degree Certificate - Fast track *	Application in the prescribed format Prescribed fee, Address proof/ID proof	20 working days			
14	Duplicate Degree Certificate	FIR copy, NEWS paper notification, latest course and conduct certificate, Copy of Consolidate Marklist/ Provisional Certificate/Degree Certificate, affidavit attested by Notary on Rs.100/- stamp paper, prescribed fee	45 working days			
15	Classification change in Degree Certificate *	Request, Original Degree Certificate	30 working days			
16	Damaged Degree Certificate for issuance afresh	Request, Original Degree Certificate, prescribed fee	30 working days			
17	Answer script identification after process of revaluation in the case of U.C courses a) in case of candidates who have applied for revaluation b) in the case of other candidates	Prescribed fee, copy of Hall tickets	30 working days 45 working days			



18	Copy of Answer script, question paper, scheme with answer key after publication of revaluation results in the case of U.G courses a) in case of candidates who have applied for revaluation b) in the case of other candidates	Prescribed fee, copy of Hall tickets	30 working days	Section Officer of the Concerned Section	Senior most Officer in the Concerned Wing	The Registrar
19	Certified copy of distribution of marks - original valuation, distribution of marks after revaluation	Prescribed fee, copy of Hall tickets	45 working days			
20	Thesis submission certificate (Ph.D)	Thesis, prescribed fee	30 working days			
21	Course work equivalency certificate (Ph.D)	Copy of notification/marklists of course work, prescribed fee	15 working days			
22	Subject specification certificate (Ph.D)	Certificate of Guide/Director, prescribed fee	30 working days			
23	Migration Certificate	Application in the prescribed format Self addressed Stamped (Rs.25/-) envelope, prescribed fee	30 working days			
Note: * The Applications will be processed only after publication of result						



II.	Academic Wing	<p>24 Recognition Certificate ** (UG and above) (Degrees issued by the members of Association of Indian Universities (AIU))</p> <p>25 Recognition Certificate ** (UG and above) (Degrees issued by Universities who are not members of Association of Indian Universities (AIU))</p> <p>Equivalency Certificate **</p>	<p>Application in white paper Attested copy of the Degree Certificate Attested copy of the Marklist Attested copy of the Transfer Certificate Fee Receipt (in original)</p> <p>Application in white paper Attested copies of the Degree Certificate, Marklist and Transfer Certificate Syllabus, Scheme of Exam and Rules and Regulations regarding admission &amp; conduct of the course, certified by the Registrar of the concerned University (typed documents are to be certified by the Registrar in the first and last pages, and photocopies are to be certified in all the pages) Fee Receipt (in original)</p>	15 working days	Section Officer of the Concerned Section	Seniormost Officer in the Concerned Wing	The Registrar
<p>** Issue of the certificates are limited for the purpose of getting admission to the University or for appointment to any of the services in the University.</p>							



26	Eligibility Certificate (+2/ Pre-Degree Level)	Application in white paper Attested copy of the Degree Certificate Fee Receipt (in original)	8 working days	Section Officer of the Concerned Section	Senior most Officer in the Concerned Wing	The Registrar
27	Medium of Instruction Certificate	Application in white paper Attested copies of the marklist of Matriculation and +2 / Pre-Degree Fee Receipt (in original)	15 working days			
<b>III. UGC (S) Cell fo SC/ST</b>						
28	Rajiv Gandhi National Fellowship for SC/ST Students	Progress Report and Bill	15 working days	Section Officer of the Concerned Section	Senior most Officer in the Concerned Wing	The Registrar
29	NSS Certificate	Details of enrolment - Name, Branch, Semester, Period, etc. Details of Special Camp - Venue & Date	10 working days (subject to receipt of the Attendance Certificate)			
30	Issuance of Non-Liability Certificate to Students residing in the Hostels	Clearance from Chairman, Council of Wardens	5 working days			
<b>DEPARTMENTS</b>						
31	Transfer Certificate	Non-Liability Certificate from the Department Library, Central Library, Youth Welfare Office, Central Office for University Hostel, Department of Physical Education, UGC (S) Cell for SC/ST Department Identity Card Copy of the Provisional Certificate (if course successfully completed)	15 working days	Section Officer of the Concerned Section / Senior most Assistant, where no Section Officer exists	The Head / Principal of the Department / School	The Registrar
32	Course & Conduct Certificate	Request of the Student with character certification by the Head of the Department	15 working days			

33	Bonafide Student Certificate	Application in white paper Fee Receipt (in original) (as applicable)	10 working days	Section Officer of the Concerned Section / Seniormost Assistant, where no Section Officer exists	The Head / Principal of the Department / School	The Registrar
34	Certificate for Course Fee (for availing Educational Fee Concession / Grants)	Application in white paper	10 working days			
35	Students ID Card (Duplicate)	Application in white paper Fee Receipt (in original)	2 working days			
36	Issuance of Railway Concession to students	Application in white paper from the student concerned	5 working days			
<b>UNIVERSITY LIBRARY</b>						
<b>A) Membership</b>						
31	Students	Two photos, one stamp size and one passport size Application to be attested by the Head or Office in-Charge	One week	Asst. Librarian in-Charge of Circulation	University Librarian	The Registrar
32	Graduate Membership	Two photos, one stamp size and one passport size Application to be attested by a Gazetted Officer in University Service (yearly renewal) with prescribed fee, as applicable	One week			
33	Institutional Membership	Letter from the Institution applying for membership (yearly renewal) with prescribed fee, as applicable	One week			
B) 34	Non-Liability Certificate	Surrender of ID Card, Borrowers Ticket and Clearance of dues - for Students on completion of course.	One week			

Note: The time limit prescribed for disposal of each service is subject to the condition that the application / request is complete in all respects and the applicant has satisfactorily completed all the requirements as on the date of his/her application.

  
REGISTRAR