

Central University of Punjab

V.P.O.: Ghudda, District: Bathinda Website: www.cup.edu.in

Annexure 17 I

CITIZEN CHARTER

The Central University of Punjab envisions to:

- Uplift and upgrade the standards of teaching, learning and research to global levels of excellence;
- Create international benchmarks in research, patents and consultancy services;
- Strategize to become a global epicenter of knowledge, culture, skills and technologies;
- Develop a scientific temper and a performance culture of pro-active decision-making;
- Act as a catalyst of change by setting high water-marks in infrastructural growth, in academic and co-academic excellence, in learning and evaluation, in social interfacing with the stake-holders, in human resource development, in safety and security systems, in process management, and in seamless integration with the surrounding communities;
- Cross-pollinate with new ideas, new technologies, new platforms and new world-views;
- Continue expanding and exploring, locally, nationally and globally

Our Mission is to:

- Offer a wide range of instructional and research facilities across integrated and cross-disciplinary studies;
- Promote innovation in teaching, learning, evaluation, research and consultancy services;
- Create an ignited workforce responsive to regional, national and global needs in tune with the requirements of academics, industry, business and administration ;
- Participate in the problems and concerns of the surrounding community and the civil society

Concerns and Service

Students: Library Services, Issue of Transcript, Declaration of Result, Forwarding of scholarship proposals to the concerned authorities, Issue of Migration Certificates, Education Credential Verification, Awareness, facilities, fee reduction, affordable education, grievances redressal mechanism, accident insurance, on campus free medical facilities, and scholarships are available to students. Every student shall be given the liberty to choose selected courses under Choice Based Credit System in their respective programmes. Life skills, personality development, computer application training, communication skills are made available to all students of the University to nurture their holistic development. Facilities of Career and Counselling Cell, Placement Cell and Personality development programmes under WSEP and

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Remedial Programmes are available. Student's overall welfare and progress are monitored by Dean of Student Welfare and grievances are suitably addressed. With a motto of education to all, the University is continuously expanding and upgrading its pool of programmes to help student community to encourage their zeal for pursuing higher studies. The University has opened a suitable Placement Cell for all students in pursuing their attempt to get suitable jobs. The University assures social equity and provides equal opportunity to address issues of education and social welfare of all backward and socially weaker sections. The details of information commonly sought by students related to Admissions, Examination, Syllabi, Results, Fees, Rules and Regulations, National Academic Depository, Financial Support to Students, Student Council, Campus Facilities, Code of Ethics, Online Forms, Academic Calendar, Prospectus, Academic Bank of Credits etc. are available on University Website https://www.cup.edu.in/cup_student-corner.php in the Student Corner Sections.

Employees: Welfare measures including free health check-up, on campus medical facilities, reimbursement of medical expenditure, group insurance, training programme, and need-based services are available for employees and local people. Basic amenities for the campus residents also consists of multi gym, on-campus postal and banking facilities with ATM, a photocopying centre and cafeteria, a Women's Room, protection of women rights and gender issues. We have made our University plastic free and a non-smoking area. The details of Employee Forms are available n http://www.cup.edu.in/employee_forms.php

Parents: Awareness on the educational opportunities for their children through media. Counselling and University parent interaction is being conducted to address specific issues and to contribute towards development of programmes and facilities in the University

Appellate Authority: The appellate authority for all grievances concerning students, parents, employees and public shall be the Vice Chancellor. However, the Registrar, Dean of Students' Welfare, Chairperson of the Departments, the Chairperson of the Internal Complaints Committee in that order shall look into conflicting issues and resolve them amicably and judiciously at their level

Details of Grievance Redressal Cell available online at http://www.cup.edu.in/grievance_redressalcell.php

Notification regarding to committee constituted in compliance of UGC Regulations 2019 is available on <http://www.cup.edu.in/documents/UGC/UGC.pdf>

Central University of Punjab has implemented the "Samarth e-Gov Suite", a University Information Management System. More than 20 modules of Samarth including Admissions, Recruitment, Payroll, Leave, Estate, Inventory, Programme management etc. are being used for day-to-day functioning of the university. Stakeholders may avail the relevant services by using these modules as per their convenience.

The Process to file an RTI Application is available on University Website http://cup.edu.in/RTI_act.php