

# CITIZEN CHARTER 1

## SERVICES OFFERED

RCSM Govt. Medical College, Kolhapur, Maharashtra

Sr. No.	Name of the Service	List of Documents Required	Timelines for Providing Service (in Days)	Officer Responsible	Supervisor Officer Responsible (In case of Escalation)
1	Bonafide Certificate	Students application	Within week	Administrative Officer	Dean
2	College Leaving Certificate	Internship Completion Certificate, Last Leaving Certificate	Within week	Administrative Officer	Dean
3	Attempt Certificate	All Concerned Mark list	Within week	Administrative Officer	Dean
4	Character Certificate	Students application	Within week	Administrative Officer	Dean
5	Hostel Living Certificate	Students application and fee receipt	Within week	Administrative Officer	Dean
6	Experience Certificate for Employee	Employees application	Within week	Administrative Officer	Dean
7	No objection Certificate for Employee	Employees application	Within week	Administrative Officer	Dean
8	Address Proof Certificate for Employee	Employees application	Within week	Administrative Officer	Dean
9	Appointment and joining Letter for employee	Employees application	Same day	Administrative Officer/Dean	Dean/Director
10	Relieving Certificate	Employees application	Same day	Administrative Officer	Dean/Director
11	Birth Report	Application	Same day	DyMS/MS	Dean
12	Death Certificate	Application	Same day	DyMS/MS	Dean
13	Medical Certificate	Application in prescribed format	Same day	DyMS/MS	Dean
14	Injury Certificate	Letter from Police Station	Same day	DyMS/MS	Dean
15	Age Certificate	Aadhar/Voter/Ration card and application in prescribed format	Same day	DyMS/MS	Dean
16	Discharge Certificate	-----	Same day	DyMS/MS	Dean
17	Medical Reimbursement	Application in prescribed format	Same day	DyMS/MS	Dean

### Complaint Handling Mechanism (CHM)

Sr. No.	Particulars	Description
1.	Where to lodge a complaint	Inward Section
2.	Acknowledgement of complaints	Inward Clerk
3.	Time for resolution of complaint	Depends on the nature of complaint
4.	Escalation of complaints	Depends on the result and nature of complaint
5.	Time for resolution of complaint after escalation	Depends on the nature of complaint
6.	Name & Contact details of Grievance Redressal officer	Dr. Dashrath M Kothule, Dean, Govt. Medical College, Kolhapur 0231-2641583