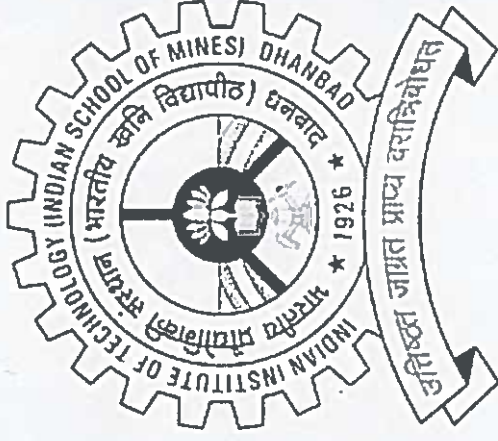


Citizen's Charter

Indian Institute of Technology
(Indian School of Mines), Dhanbad



Preamble:

Objectives

Reasonability Clause

LTC Section

S. No.	Details of the Services	Requirement from the Stake Holder/Employees	Check List	Maximum Processing Period for applications/ requests from the date of receiving for payment	Contact Details Of the concerned official
1.	LTC advance/payment and Leave Encashment on LTC	Submission of application in prescribed proforma along with relevant supporting documents, duly recommended by Head	<ol style="list-style-type: none"> 1. Submission of LTC application In prescribed format along with Leave Encashment form, if required, must be prior to Journey date 2. Leave sanction copy 3. Ticket & Original Boarding Pass in case of Air Travel, as per rule of Gol 4. Forwarding by Head/Coordinator/Unit Incharge on LTC advance/claim and leave encashment required for LTC. 5. Any other requirement as per Institute/Govt of India norms 	10 working days	
2.	LTC Approval	Submission of request in the Prescribed format along with relevant supporting documents duly recommended by the concerned HoD/CoS/ Section In-charge.	-----	07 working days (sanction communication after receipt of sanction of leave from concerned Unit)	
3.	LTC Settlement	Submission of claim on the Prescribed form	Supporting bills/ cash deposit receipt of excess amount & documents as per requirements	04 working days	

P.F. Section

Sl. No.	Details of the Services	Requirement from the Stake Holder/Employees	Check List	Maximum Processing Period for applications/ requests from the date of receiving for payment	Contact Details Of the concerned official
1.	GPF advance/ withdrawal	Submission of prescribed form Along with forwarding of Head/Incharge	<ol style="list-style-type: none"> Balance available Admissibility as per GPF Rule Conditions for Withdrawal along with requisite documents, if necessary 	5 working days	
	GPF final payment	None	None	Payment on the Date of Retirement	
	CPF Advance/ Withdrawal	Submission of prescribed form along with forwarding of Head / Coordinator/Incharge	<ol style="list-style-type: none"> Balance available Admissibility as per GPF Rule Conditions for Withdrawal along with requisite documents, if necessary 	5 working days	
	CPF Final Payment	Submission of request on prescribed Form along with forwarding of Head/Coordinator/Incharge	Requirement as per Institute/Govt of India norms	5 working days from the date of receipt of request	
	NPS Conditional Withdrawal	Submission of online request By the subscriber	Requirement as per NPS regulations as amended from time to time	As per NPS payment procedure	

	NPS Final payment	Submission of online request by the subscriber	<ol style="list-style-type: none"> 1. Submission of Online generated withdrawal form alongwith Photo 2. Copy of Address Proof 3. Copy of Identity Proof 4. Signature of 2 Witness 5. Details of Annuity purchased for Pension scheme 6. Requirement as per NPS regulations as amended from time to time, if any 	As per NPS procedure	
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**CITIZEN'S CHARTER FOR SERVICES RENDERED AT
OFFICE/SERVICE BOOK & PENSION**

S. No	Details of the service	Requirement from the stake holders	Check List	Maximum processing Time for the office	Contact details of the Concerned official
1.	Retirement Notice: Issue of retirement notice	NONE	Service Book	Within 15 working days	
2.	On Superannuation/ Retirement from Service: (i)- Grant of Pension & Gratuity (ii)- Grant of Capitalized Value of Pension due to Commutation of pension to the extent of 40%. (iii)- Grant of Ordinary Family Pension (Enhanced Rate as well as Normal Rate) jointly in favour of Spouse.	Following documents are required: 1. Form for Pension 2. Two specimen signatures, duly attested in duplicate. 3. Two copies of joint photograph of wife/husband (passport size) duly attested in envelope. 4. Two slips each bearing thumb and finger impressions duly attested (Female for right	1. Specimen signatures, duly attested, in duplicate. 2. Two copies of joint photograph of wife/husband (passport size) duly attested in envelope. 3. Two slips each bearing thumb and finger impressions duly attested (Female for right hand/Male for left hand). 4. Two slips each showing particulars of height and identification marks duly attested.	Within 30 working days	

S. No	Details of the service	Requirement from the stake holders	Check List	Maximum processing Time for the office	Contact details of the Concerned official
3.	Payment of Gratuity	<p>hand/Male for left hand). 5. Two slips each showing particulars of height and identification marks duly attested. 6. Photocopy of current month pay slip. 7. Photo copy of PAN card. 8. Photocopy of Bank Pass Book and/or cancelled cheque.</p>	<p>5. Photocopy of current month Pay slip. 6. Photocopy of PAN card. 7. Photocopy of Bank Pass Book and/or cancelled cheque. 9.8. Photo copy of Aadhar</p>	Within 30 working days	Assistant Registrar, Service Book & Pension

S. No	Details of the service	Requirement from the stake holders	Check List	Maximum processing Time for the office	Contact details of the Concerned official
4.	Family Pension including Provisional family pension to spouse/dependents of deceased NPS subscriber	Family Pension claims are processed in a similar way as cited at Sl. No. 1.	Same as cited at Sl. No.1.	Within 30 working days	
5.	Revision of Pensionary Benefits due to revision in Pay	On receipt of revision order, pension claims along with other supporting documents and claims are audited and processed in a similar way as cited at Sl. No. 1	<ol style="list-style-type: none"> 1. Copy of PPO 2. Pay Revision order 3. Current residential address, if there is a change 	Within 30 working days	
6.	Revision of DR	None	Order from MHRD	Same month's pension if order received till 15 th of the month,	
7.	Revision of additional pension (Above 80 Years)	At present Suo moto	Office Copy of PPO of the Pensioner	Same Month's Pension	
8.	Restoration of Commutation	At present Suo moto	Office Copy of PPO of the Pensioner	Same Month's Pension	

CITIZEN'S CHARTER FOR SERVICES AT ADMIN, IIT (ISM), DHANBAD

Sr.No.	Name of the Service	Requirement from the stake Holder/Employees	Check List	Maximum time for processing of application/request	Concerned Office
01	Acceptance of Joining Report	Joining report to be submitted along with duly filled-in all the formats provided with the offer letter and all relevant documents through concerned HoD/Section In-charge.	<ol style="list-style-type: none"> 1. All formats provided with the Offer letter duly filled-in and forwarded by the Head/Coordinator. 2. Self attested copies of certificates of educational qualifications and experience certificates. 3. Relieving letter from previous employer, if employed any where. 4. Medical fitness certificate from CMO/SS Hospital. 	03 working days	Establishment Section
02	Leave Applications	Application for leave (except CL) must be submitted well in advance i.e. at least 07 days before the commencement of leave through HoD/Section In-charge.	<ol style="list-style-type: none"> 1. Leave application duly forwarded By the HoD concerned. 2. Current family details are required for sanction of paternity leave/maternity leave. 3. Supporting documents, if any. 4. Leave entitlement must be ensured as per the Statutes of the Institute and notices issued from time to time before applying for the same. 	03 working days	
03	Permission for visiting abroad/No Objection Certificate for Visa Purpose	Request must be submitted through concerned HOD/Section In-charge 15 days before the date of visit.	<ol style="list-style-type: none"> 1. Invitation letter must be enclosed with the application, if it is official visit. 2. In case of personal visits, purpose must be mentioned. 	07 working days	

04	No Certificate for Passport	Request must be submitted through HoD/Section In-charge.	1. An undertaking in the prescribed format. 2. Two passport size photographs.	07 working days
05	No Objection Certificate for higher studies	Request must be submitted through HoD/CoS/Section In-charge.	1. Leave application duly forwarded By the HoD concerned. 2. Supporting documents, if any. 3. Leave entitlement must be ensured as per the Statutes of the Institute and notices issued from time to time before applying for the same.	07 working days
06	Forwarding of application for outside employment/deputation	Request must be submitted through HoD/Section In-charge.	1. Application in the prescribed format. 2. Copy of advertisement.	07 working days
07	Encashment of Leave on LTC	Request must be routed through LTC Cell of the Institute before proceeding on LTC.	-----	03 working days after sanction of LTC
08	Pay fixation/ Pay protection etc.	Request must be submitted through HoD concerned within one month from the date of joining the Institute.	For pay protection LPC issued from Previous employer is mandatory and he/she should have applied through proper channel.	15 working days
09	Correspondence with previous employer for any reason	Request must be submitted through HoD/Section In-charge.	Full details of previous employment And employer must be mentioned in the letter.	15 working days
10	Counting of past services for pensionary benefits	Request must be submitted through HoD concerned within three month from the date of joining the Institute.	1. He/she should have applied Through proper channel for the post in the Institute. 2. Full details of previous employment and employer must be mentioned in the letter.	15 working days

11	Forwarding of cheques/drafts to concerned section received from the borrowing Institute in case of deputation/Lien etc.	-----	-----	07 working days	
12	Sanction for encashment of leave on superannuation/Resignation/Voluntary Retirement/Premature Retirement	The HoD shall furnish details of availed/unavailed Leave in the prescribed format within 3 days of superannuation/Resignation/Voluntary Retirement/Premature Retirement/Death.	-----	07 working days after the date of superannuation/Resignation/Voluntary Retirement/Premature Retirement	
13	No-Dues Certificate	The HoD/concerned shall ensure to furnish No Dues Certificate at the earliest.	-----	03 working days after receipt of the same from concerned Department/School.	
14	Processing of Resignation/Technical resignation/Voluntary Retirement/Premature Retirement	Application must be routed through the HoD concerned keeping in view the notice period, if any.	1. Exact date of relieving must be mentioned in the letter. 2. Copy of offer letter must be enclosed, if going to join a position in other Institution/Organisation.	21 working days	
15	Processing of request for deputation	Request must be submitted through concerned HoD/Section In-charge.	1. Exact date of relieving must be mentioned in the letter. 2. Copy of offer letter must be enclosed.	15 working days	
16	Issue of NOC/Vigilance Clearance Certificate to appear in interview etc.	Request must be submitted through concerned HoD/Section In-charge.	1. Proof regarding submission of application through proper channel. 2. Copy of call letter.	07 working days	

17	Extension of term Of daily wage workers/re-engaged workers	Request of concerned HoD/Section In-charge must be received at least 15 days before the expiry of term.	-----	07 working days	Establishment Section
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