

CITIZENS' CHARTER
GOVERNMENT KAMALANAGAR COLLEGE

VISION

To disseminate valuable education with prolong effect
To inculcate rationality and objectivity
To infuse nationality

MISSION

To equip the pupils with elements at par with our national heritage
To permeate self-confidence and instil national character to the pupils
To infuse among pupils the habit to excel even when the last amenity is available to them
To inculcate the habit to be industrious and believe in oneself towards the accomplishment of goal

SUBJECT COMBINATION

Sl. No.	Core Subject		Elective I and Elective II
1.	English/Mizo/Hindi	Any Two	A) Education
			B) Economics/Public Administration
			C) History
			D) Political Science/Psychology
2.	Education	Any Two	A) English/Mizo/Hindi
			B) Economics/Public Administration
			C) History
			D) Political Science/Psychology
3.	History	Any Two	A) Education
			B) Economics/Public Administration
			C) English/Mizo/Hindi
			D) Political Science/Psychology
4.	Political Science/Psychology	Any Two	A) Education
			B) Economics/Public Administration
			C) English/Mizo/Hindi
			D) Political Science/Psychology
5.	Economics/Public Administration	Any Two	A) Education
			B) English/Mizo/Hindi

			C) History
			D) Political Science/Psychology

SERVICES COMMITTED TO DELIVER

Services entitled to the incumbent, within the framework of commitment of ethical norms, is despatched by the department.

1. Non-teaching staffs' services to academicians

MAIN SERVICES	SERVICE	SPECIFIED PARAMETERS	PERSONS RESPONSIBLE FOR DELIVERY OF SERVICE & CONTACT TIMINGS
1. Clerical Service	1. Admission forms and prospectus issued in the college campus in office hours only	One week from the declaration of Boards/ University Exams. Time duration-5 minutes/student	Smt. Priscilla Chakma, LDC 9:30 am – 5:00 pm on all working days
	2. Issue and receipt of admission forms and Prospectus	Time duration-5 minutes/student	
	3. Issue and receipt of Scholarship Forms	Time duration-5 minutes/student	
	4. Scrutiny of admission forms	Time duration-10 minutes/student	Smt. Rupa Chakma, LDC & Smt. Priscilla Chakma, LDC 9:30 am – 5:00 pm on all working days
	5. Admission of students	Time duration-5 minutes/student on production of relevant documents	Mr. Samar Chakma, UDC 9:30 am – 5:00 pm on all working days

	6. Acceptance of Fees/ Fines	Time duration-10 minutes/student	Mr. Samar Chakma, UDC 9:30 am – 5:00 pm on all working days.
	7. Disbursing of scholarship	Time duration-5 minutes/student	
	8. Issue and Receipt of Examination forms	Time duration-5 minutes/student	
	9. Receipt and dispatch authority	Dealing with official letters	Smt. Soma Chakma, Head Assistant. 9:30 am – 5:00 pm on all working days
	10. Liaison with faculty	Maintenance of transparent, accountable information and support to the faculty	Smt. Soma Chakma, Head Assistant. 9:30 am – 5:00 pm on all working days
2. Extension Services	1. National Service Scheme (N.S.S) Activities- a) Regular Activities	120 hours to be rendered by one volunteer as per Rule 7 day/per volunteer as per Rule	Mr. Z.D. Ramngamzaua Programme Officer, Smt. H. Vanlalveni Programme Officer & Mr. Sanjeev Kumar Dey Programme Officer
	b) Special Camping		
	2. IGNOU Courses	2 Courses per academic calendar	Mr. Lalthamuan Neihzial Centre Coordinator 9:30 am – 5:00 pm

2. Academic Support Service

SERVICES	SPECIFIED PARAMETERS	DESIGNATED AUTHORITY AND CONTACT TIMINGS
1. Classroom Teaching	1 hour per Lecture	All Faculty

2. Remedial Classes	1 hour after normal classes on every Monday for each department	Dr. Pulak Chandra Devnath, Associate Prof. Dept. of Education
3. Seminar	1 seminar/student/department	Head of departments
4. Assignment	1 assignment/student/department	Head of departments
5. Internal Test	2 internal test in each paper during one semester	Examination Committee

3. Library Service

SERVICES	SPECIFIED PARAMETERS	DESIGNATED AUTHORITY AND CONTACT TIMINGS
1. Issue and receipt of library fee	Time duration-10 minutes/student	Mr. Begul Chakma, LDC, 9:30 am – 5:00 pm on all working days
2. Issue of Library Cards	1 week after admission	
3. Issue of Library Books	1 day after the Library Cards are issued 2 Books/student for 1 Week	
4. Reading Room Services	9:00 am to 5:00 pm on all working days	Mr. Sushant Chakma Librarian, 9:30 am – 5:00 pm on all working days
5. Referencing Facilities	9:00 am to 5:00 pm on all working days	

4. Examination

SERVICE	SPECIFIED PARAMETERS	DESIGNATED AUTHORITY AND CONTACT TIMINGS
1. Conduct of University Examination	As per University Rules, Regulations & Schedule	Principal (Chairman), Dr. Jyotir Moy Chakma, Member Secretary, Examination Committee
2. Conduct of Internal Examination	2 Internal Examinations per semester	

3. Publication of Internal Examination results	1 week after Internal examinations	Dr. Satyajit Das, Smt. R. Laldingliani, Mr. Lalremliana, Members, Examination Committee
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5. Internal Quality Assurance Cell (IQAC)

To realize the goals of quality enhancement and sustenance, IQAC has created various committees/ Cells as listed:

Sl. No	NAME OF SERVICE PROVIDER	SERVICES	DESIGNATED AUTHORITY AND CONTACT TIMINGS
1.	Research & Promotion Committee	Checks the credentials of teachers for promotion and research activities	Dr. Jyotir Moy Chakma, Convener 9:30 am – 5:00 pm on all working days
2.	Library cum Information and Communication Technology Cell	Draws attention towards development in library system and activities in regard to IT is imparted	Dr. John C. Lallawmawma, Chairman & Sushant Chakma, Secretary 9:30 am – 5:00 pm on all working days
3.	Sanitation cum Environment Beautification Cell	Undertakes sanitation ventures and concerns about beautification of the college premises	Mrs. H. Vanlalveni, Convener 9:30 am – 5:00 pm on all working days
4.	Grievance Redressal and Complaint Cell	Receive Complaints and try out redressal of grievances	Mr. Lalthamuan Neihsial, Chairman 9:30 am – 5:00 pm on all working days
5.	Committee on Parent-Teacher Interface	To have discourse on important matters in between the college fraternity and the parents	Dr. Sukra Kumar Chakma, Convener 9:30 am – 5:00 pm on all working days
6.	Anti Ragging Cell, i/c	Receive complaints and take actions	Mrs. H. Vanlalveni, Convener 9:30 am – 5:00 pm on all working days
7.	Alumni Association, i/c	To develop relationship with the passed out students and maintain their track record	Dr. Jyotir Moy Chakma, Convener 9:30 am – 5:00 pm on all working days

8.	Medical, i/c	Management of language laboratory conducts spoken English class.	Mrs. Biakthansangi, Convener Coordinator 9:30 am – 5:00 pm on all working days
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3. COMMITTEES

1. College Development Committee
3. NAAC Accreditation Committee

2. IQAC
4. Purchase Committee

9. Grievance Redress Mechanism:

WHOM TO CONTACT	HOW TO COMPLAIN	TIMELINE FOR RESPONSE
Principal or Chairman, Grievance Redressal Committee	By any immediate available suitable means	Immediate acknowledgement and necessary action



(SANJEEV KUMAR DEO)
Nodal Officer, Citizen's Charter
Associate Professor
Govt. Kamalanagar College
Chawngte, Kamalanagar : Mizoram

Associate Professor
Govt. Kamalanagar College
Chawngte, Mizoram