



MOTHER TERESA WOMEN'S UNIVERSITY

KODAIKANAL-624101

(A State University Established Under the Act 15 of 1984)



CITIZENS' CHARTER - 2020-2021

CHANCELLOR

His Excellency **Ravindra Narayana Ravi**
The Governor of Tamil Nadu

PRO – CHANCELLOR

Dr. Thiru.K. Ponmudi

Minister for Higher Education, Government of Tamil Nadu

ADMINISTRATORS OF THE UNIVERSITY

VICE-CHANCELLOR

Dr. Vaidehi Vijayakumar

REGISTRAR i/c

Dr. B.Sheela

CONTROLLER OF EXAMINATIONS i/c

Dr. A.Usha Raja Nanthini

Mother Teresa Women's University, Kodaikanal

Services Provided to the Stakeholders

S.No.	Name of Service	Time Limit	Department/Section In-charge
1.	All Academic Activities	As per the Academic Calendar of Mother Teresa Women's University	Dean/Heads of the Departments
2.	Placements/Internships	Final Semester	Co-ordinator, Placement & Internship Cell
3.	Admission Related Issues	3 Days	Admission Section
4.	Re-admission	3 Days	Admission Section
5.	Lateral Entry	2 Days	Admission Section
6.	Change of Research and Extension Centre with respect to students	2 Days	Admission Section
7.	Change of Programme	2 Days	Admission Section
8.	Student' name, Parent's name, Date of Birth correction	1 Day	Admission Section
9.	Issue of TC/Bona-fide Certificate	1 Week	Admission Section
10.	Scholarship Disbursement	As per Govt Procedures	Admission Section
11.	Issue of NOC (No Objection Certificate) & Migration Certificate	1 Week	Admission Section
12.	Issue of Duplicate Documents (Degree/Diploma/Provisional Certificate/Mark Statement/s	15 Days	CoE-Examination Section
13.	Exams and Results Related Issues	1 Week	CoE-Examination Section
14.	Providing necessary information under Right to Information Act (RTI)	30 Days	Assistant Registrar (Establishment Section)
15.	Plagiarism Check-up for M.Phil. & Ph.D. Researchers	10 Days	Dean, Research Section
16.	Research Related Issues (Change of Guide/Thrust Area of Research/Title for the University Department Students and Students of Affiliated Colleges)	15 Days	Dean, Research Section
17.	Internal Complaints regarding sexual harassment and abuse	2 Days	Registrar&Co-ordinator, Internal Complaints Cell
18.	Complaints pertaining to Ragging	2 Days	Registrar&Co-ordinator, Anti-Ragging Cell
19.	Grievance Redressal for Students/Parents	1 Week	Registrar &Co-ordinator,Grievance Redressal Cell
20.	Staff's/Faculty's Grievances	As per the Norms of the University/UGC/Government	Registrar
21.	Equal Opportunity for Students and Staff/Faculty	As Per the Norms of the State Government	Registrar & Co-ordinator, SC/ST/OBC & Minority Cell
22.	Issues Pertaining to Affiliated Colleges	As per UGC/Govt.Norms	Dean-Affiliation
23.	Day Care and Health Care (Students/Staff/Faculty)	Immediately	Staff Nurse, Day Care and Health Centre
24.	Issues Related to Alumnae	3 Days	Co-ordinator, Alumnae Association