



MAHARASHTRA UNIVERSITY OF HEALTH SCIENCES

Vani Road, Mhasrul, Nashik – 422 004

CITIZENS' CHARTER

Sr. No.	Name of the Department/ Section		Sr. No.	Name of the Department/ Section
1	Hon'ble Vice-Chancellor Office		11	Students Welfare Department
2	Registrar Office		12	Eligibility & Migration Department
3	Administration Department		13	Legal Section
4	Establishment Section		14	Electrical Department
5	Examination Section		15	Purchase Section
6	Finance & Accounts Department		16	Computer Section
7	Academic Section (UG)		17	University Department of Interpathy Research & Technology
8	Special Cell		18	University Department Cell
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Hon'ble Vice-Chancellor Office

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	Hon'ble Vice-Chancellor Office	<ol style="list-style-type: none">1) Receipt of letters addressed to Hon'ble VC marking it and after Hon'ble VC's signature, delivering it to respective departments duly making its records.2) Making letters of acceptance/ regret in respect of Hon'ble VC's programme and also look after personal correspondence of Hon'ble VC3) To entertain the visitors seeking Hon'ble VC's appointment and its related subsequent works.4) Sending and receiving of fax and emails to the concerned.5) Connect/Receive phone calls, transfer required calls to Hon'ble VC and provide necessary information to concerned authorities	Immediately	P.A. to Hon'ble V.C.	Regarding officers Hon'ble V.C. Telephone No 0253-2531835 Regarding employees Registrar Tel. No. (0253) 2531837 2539292	

Registrar Office

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	Registrar Office	<p>1) Receipt of letters addressed to Hon'ble Registrar marking it and after Hon'ble Registrar's signature, delivering it to respective departments fully making its records.</p> <p>2) To entertain the visitors seeking Hon'ble Registrar's appointment and its related subsequent works.</p> <p>3) Sending and receiving of Fax and E-mails to the concerned.</p> <p>4) Connect / receive phones calls, transfer required calls to Hon'ble Registrar's and provide appropriate information to concerned authorities.</p>	Immediately	P.A. Hon'ble Registrar	Registrar Tel. No. (0253) 2531837 2539292	

Administration Department

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	Administration Department	1) To conduct Election of various Authorities of the University	Emergent	The concerned Employees / Officer & Hon'ble Registrar	Registrar Tel. No. (0253) 2531837 2539292	
		2) To organize the meeting of Senate, Management Council & Academic Council and issue the minutes of the meeting to all concern.	Emergent			
		3) Correspondence with a) University Grants Commission (UGC) b) Association of Indian Universities (AIU) c) Association of Commonwealth Universities (ACU)	8 days	The concerned Employees / Officer		
		4) University Direction, Ordinance and Statutes	Direction and Ordinance are published on University website (www.muhsnashik.com)			
		5) Annual Report of the University	8 days			
		6) Quarterly Report of the University				
		7) Correspondence of related work of Conference / Workshop/ Seminar				
		8) Issue circulars to University Departments / Sections and affiliated colleges				

Establishment Section

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1.	Establishment Section	1) Work related to the records of Teaching & non-teaching employees of MUHS from their appointment to retirement. 2) To create posts and conduct the recruitment process of University Teaching & non – teaching employees. 3) Correspondence with State / Central Govt. and other concerned related to above work.	Within stipulated time	The concerned Officer of Establishment Section	Hon'ble Vice-Chancellor 0253 – 2531835 Mumbai Office 022 – 22653543 For employees Registrar 0253 - 2539292	

Examination Section

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	Examination Section	1) <ul style="list-style-type: none"> a) Revaluation Process b) Issue of duplicate marksheet c) Issue of passing certificate d) Issue of Transcript e) Declaration of results held as reserve 2) Declaration of results of various examinations 3) Issue of appointment letters to examiner	1 month after receiving application 10 days 15 days 10 days Immediately after fulfillment of requirement 30 to 45 days 25 days prior to start of Practical examinations	Employees of the concerned Section and Controller of Examinations	In respect of employees : Controller of Examinations Tel .(0253) 2539219 In respect of Controller of Examinations Hon'ble Vice-Chancellor (0253) 2539112	

Finance & Accounts Department

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1.	Finance & Accounts Department	All Finance & Accounts matter / transactions of MUHS	If proposal/ voucher complete in all respect received with all mandatory documents within the rule the proposal / voucher cleared within 10 days	Finance & Accounts Office & concerned employees	Registrar Tel. No. (0253) 2531837 2539292	

Academic Section (UG)

Sr. No.	Name of the Department / Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	Academic Section (UG)	<ol style="list-style-type: none"> 1) To process application for Continuation of affiliation and extension of affiliation. 2) To process for inspection of all health sciences colleges through Local Inspection Committee. 3) To process the application for establishing selection committees for selection of teachers in affiliated colleges. 4) To process the approval of teachers. 5) To upgrade the syllabi from time to time. 6) To organize the trainings & workshops for teachers. 7) To process the application of the students for transfer of the college after passing 1st year health sciences course 8) To process the application of the students for transfer of the college for doing internship training programme after passing final year health sciences course. 9) Conduct of meetings of board of studies and faculties and to act as per the decision thereof. 	As per requirement, the information gives immediately.	<ol style="list-style-type: none"> 1) Dr. S.H. Fugare, Dy. Registrar (I/c Academic Section) 2) Shri. R.B. Bodke, Asst. Registrar, Homoeopathy Faculty 3) Shri A. K Sonawane, Asst. Registrar, Dental & Allied Health Science Faculty 4) Mrs. Shilpa Pawar Section Officer, Medical Faculty 5) Shri. S.A. Rathod Section Officer, Ayurved & Unani Faculty 	Registrar Tel. No. (0253) 2531837 2539292	

Special Cell

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	Special Cell	<ol style="list-style-type: none">1) To check & approve the Roster Register of Non-Teaching employees working in all affiliated colleges.2) To check and approve the Roster Register of Teaching employees working in all affiliated colleges.3) To decide & designate the reserved posts.4) To approve the advertisement format of all affiliated colleges for teaching staff.5) To guide and help the representatives of the affiliated colleges regarding Roster Register, Reservation policy and recruitment of Teaching & Non-Teaching staff.	Checking of Roster register and approval of advertisement format is done simultanaeusly on the date fixed by Special Cell. Proposal completed in all respect will be approved on same day.	Dr. Sunil Fugare Co-Ordinator Shri Datta Ghuge Section Officer	Registrar Tel. No. (0253) 2531837 2539292	

Academic Section (PG)

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	Academic Section (Post Graduate)	1) To give faculty wise continuation of affiliation & extension of affiliation to the Colleges.	Minimum 30 days after receipt of copy of Minutes of Academic Council.	Dy. Registrar, Academic Section (Postgraduate)	Registrar Tel. No. (0253) 2531837 2539292	
2) To give recognition to the post graduate Teachers of the affiliated colleges.	Minimum 15 days after meeting of 'Post Graduate Teachers Recognition Committee'					
3) To approve the title & synopsis of proposal submitted by Postgraduate students through Dean of affiliated Colleges.	Minimum 45 days after meeting of 'Title & Synopsis Approval Committee'					
4) To provide information sought under Right to Information Act.	Minimum 7 days after receipt of letter.					

Planning Board

Sr. No.	Name of the Department / Centre	Service / Work undertaken by the Department / Centre	Time required for the work after submission of relevant documents / proposals	Name & Designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	Planning Board	1) As per the MUHS Act 1998, u/s 64, scrutiny and process of the proposals received for Opening of New Health Science Colleges / Starting of New PG Courses / Increase in intake capacity, during 1 st September to 31 st October every year and submitting the same to the Govt. of Maharashtra before 31 st December every year.	Every year 1 st September to 31 st October & Every year before 31 st December	Dy. Registrar Planning Board & Concerned clerical staff / Employee	Registrar Tel. No. (0253) 2531837 2539292 Hon'ble Vice-Chancellor (0253) 2531835	
		2) If Govt. of Maharashtra issues Essentiality / No Objection Certificate to the said proposals, then as per the MUHS Act 1998, u/s 65, granting Consent of Provisional Affiliation and if Central Council and Government of Maharashtra issues Final permission then, grant of First Affiliation to the said proposals.	As and when essential / required.	The Director, Planning Board The Registrar		
		3) Recognition of Institute.	Minimum six months period is required after receipt of application to the University.			

2	Planning Board Employment Cell	<p>1) Registration of the eligible and qualified candidates those had applied to the University in the prescribed format alongwith prescribed fees.</p> <p>2) After the advertisement regarding vacant seats of teaching faculty in the affiliated colleges of this University is published on the University website, the information regarding the same is intimated to the registered candidates by e-mail.</p> <p>3) if requested by the candidate, renewal of registration</p> <p>4) Up-gradation of educational qualification on the basis of information provided by the candidate to the University.</p>	As and when essential / required.	<p>Dy. Registrar Planning Board & concerned clerical staff / Employee</p> <p>The Director, Planning Board</p>	<p>Registrar Tel. No. (0253) 2531837 2539292</p> <p>Hon'ble Vice-Chancellor (0253) 2531835</p>	
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Students Welfare Department

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks	
1	Students Welfare Department	To complete the procedure for awarding Best Teacher, Best Sports Instructor, Best Student & Best Sports Student awards	Within stipulated time Limit	Director – Students Welfare & concerned employee of Students welfare section	For officers Registrar Tel. No. (0253) 2531837 2539292 For employees Director, Students Welfare Ph. (0253) 2539173		
		Students Ragging in College					
		To form University Students Council & election for it.					
2	Students Welfare Department (Sports Cell)	Organize Zonal, Inter Zonal sports tournaments, coaching camp for AIU sports tournaments, & Ashwamedh	Urgently	Director – Students Welfare & Sports Instructor, concerned employee of students welfare section			
		To complete the procedure so as to enjoy the benefit of additional Marks for participating in State / National level Sports & Cultural activities	A list of students appearing for final year exam is forwarded to Exam. Department immediately after the receipt of it from the colleges.				

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3	Students Welfare Department (NSS Cell)	Through NSS Units regular activities are carried on and Annual camp of 7 days is conducted	Urgently	NSS Coordinator & concerned Employee of Students welfare section	For officers Registrar Tel. No. (0253) 2531837 2539292 For employees Director, Students Welfare Ph. (0253) 2539173	
		To complete the procedure for getting additional marks to eligible NSS volunteers.	A list of students appearing for final year exam is forwarded to exam department.			
4	Student's Welfare Department (Cultural Cell)	To organize University level Inter collegiate cultural festival 'Spandan' and give coaching to the artists participating in State Level festival 'Indradhanushya'.	Urgently	Director – Students Welfare & Concerned Employee of Students welfare section		
		To organize Inter collegiate Essay, Elocution & Debate Competitions.				

5	Student's Welfare Department (Schemes Cell)	<ol style="list-style-type: none"> 1. Dhanvantri Vidyadhan Yojna 2. Earn While Learn 3. Savitribai Phule MUHS Scholarship for Girls 4. Sanjeevani Students Accident Insurance Policy 5. Aid for Purchasing Books (Book Bank Scheme) 6. Board of Extra Mural Studies 	<p>The schemes are executed by University, from its own funds.</p> <p>Proposals from the Students are received through college upto last date fixed for it and cheques to eligible Students are sent as per University procedures & rules.</p>	Director – Students Welfare & Concerned Employee of Students welfare section	<p>For officers Registrar Tel. No. (0253) 2531837 2539292</p> <p>For employees Director, Students Welfare Ph. (0253) 2539173</p>
6	Student's Welfare Department (Project Cell)	To conduct University level research festival 'Avishkar' and send the team for State Level festival and National Level festival 'Anveshan'	Urgently	Director – Students Welfare & Concerned Employee of Students welfare section	<p>For officers Registrar Tel. No. (0253) 2531837 2539292</p> <p>For employees Director, Students Welfare Ph. (0253) 2539173</p>
		To complete the procedure so as to enjoy the benefit of additional marks for participating in state level festival	A list of eligible students received from the college its forwarded to Exam. Dept. immediately.		

Eligibility & Migration Department

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	Eligibility & Migration Department	A) As per MUHS Act 1998, Ordinance No. 2/2003 & Direction No. 3/2007 to grant Registration and Eligibility to the students admitted by the Competent Authorities for UG, PG Diploma / Degree and Superspecialty in the colleges affiliated to the University.	The proposals received from the colleges affiliated to the University duly complete in all respect and without any deficiency the process of final eligibility to such proposals will be cleared within a month from the date of receipt these proposals to the University.	Dy. Registrar Eligibility Section	Registrar Tel. No. (0253) 2531837 2539292	
B) As per MUHS Act, 1998 & Ordinance No. 01/2003 to issue Migration Certificate to the candidate who applies for the same in prescribed proforma.	Within 48 hrs.					

Legal Section

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	Legal Section (Including Grievance Cell)	1) To monitor & deal with Legal matters & issues	1) Legal matters promptly	Shri. S. S. Kulkarni Law Officer	Registrar Tel. No. (0253) 2531837 2539292	
		2) To hear and settle grievances of employees of the University & affiliated colleges in accordance with Section 53 of MUHS Act, 1998.	2) As far as may be practicable within six months.			

Electrical Department

Sr. No.	Name of the Department / Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	Electrical Department	<p>1) Under the electrical department all the services is being related with electrical maintenance and repairing has been done.</p> <p>2) Under the electrical department all the services is being related with Telephone and Mobile phone maintenance and repairing has been done.</p> <p>3) Under the electrical department only computer hardware maintenance and repairing has been done.</p>	<p>All this electrical Telephone, Mobile, and Computer hardware maintenance is urgent services and technical services provider. So as per depends on a technical problem and availability of electrical, telephone and computer spare parts is its set time of work.</p>	<p>1) Electrical Services</p> <p>University Engineer (Electrical) / Electrical Supervisor Electrician</p> <p>2) Telephone and Mobile Services</p> <p>University Engineer (Electrical) / Telephone Operator Electrician.</p> <p>3) Computer Hardware Maintenance</p> <p>University Engineer (Electrical) / Computer Technician</p>	<p>Registrar Tel. No. (0253) 2531837 2539292</p>	

Purchase Section

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	Purchase Section	Procurement of all types of stores through Quotations for retail purchases and tenders for major Purchases.	Clearance of bills for payment within seven days after complying the terms & conditions.	Asst. Registrar Purchase Section	Registrar Tel. No. (0253) 2531837 2539292	

Computer Section

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	Computer Section	Web Uploading - Uploading Data on Website & updating Information on web maintenance of Website	1 – 2 Hours	HOD, Computer Section	Registrar Tel. No. (0253) 2531837 2539292	
2		Digital Library – On Line project useful Journals in Medical fields for Students.	8 – 10 days			
3		College Code - Information of affiliated Colleges with their codes	2 – 5 days			
4	Computer Section & Library Section	Consortia – Information of about International Medical Journals Approx. 2308	8 – 10 days			

University Department of Interpathy Research & Technology

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	University Department of Interpathy Research & Technology	Admission process of M.Sc. Pharmaceutical Course of every year		Director – Professor Ph. (0253) 2539303	Registrar Tel. No. (0253) 2531837 2539292	
		1) Admission process	1) April to June			
		2) Entrance Exam.	2) June – July			
		3) Process reg. admission cancelled & filling of vacancy	3) End of July		Dy. Registrar 0253 -2539230 /232	
		4) Facilities provided by Govt.	4) One month after receipt of application		Asst. Registrar 0253-2539303	
		5) Refund of Caution money & Lib. Deposits etc.	5) 15 days after receipt of NOC letter			

University Department Cell

Sr. No.	Name of the Department/ Centre	Service / Work undertaken by the Department/ Centre	Time required for the work after submission of relevant documents/ proposals	Name & designation of the Officer / Employee who provides service	Appellant Authority / Officer if, the service is not provided within stipulated time & his Telephone number	Remarks
1	University Department Cell	Short Term Certificate Course	After receiving proper proposal action is taken in short period.	Concern Office Staff & HOD (University Department Cell)	Hon'ble Vice-Chancellor Telephone No. 0253- 2531835	
2		Issuance of Internship Completion Certificates	After receiving of the correct proposal Internship Completion Certificates (ICC) are issued to the colleges maximum within 08 days			
3		Co-ordination with all Regional Centres	The co-ordination is being maintained on highly priority.			
4		Sanctioning of Research Centre for Ph.D. Degree	After receiving the correct proposal action initiated immediately.			
5		Approval of Ph.D Guides	On receipt of the proposal action initiated immediately.			
6		Registration Ph.D Students	On receipt of the proposal action initiated immediately.			
7		i) Teacher Fellwoship ii) Student Scholarship	After receiving the proper proposals from teacher & students the action initiated immediately			

Public Relation Department

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1	Public Relation Department	To make the press releases & photo, advertisement regarding Universities activities, functions, policies as per the directions given by Hon'ble Vice-Chancellor and Registrar and disseminates it to the various approved media houses through out the state.	Immediately	Public Relatoions Officer	Registrar 0253-2539292	

Right to Information Cell

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1	Right to Information cell	To admit the apple u/s 19 (1) of RTI Act 2005 & dispose / give decision on the appeal.	Within 30 days (As per RTI Act,2005)	1) Dr. A. N. Suryakar Registrar / Appellate Authority 2) Dr. U. S. Raorane Officiating Controller of Examinations / Appellate Authority	1) Hon'ble State Information Commissioner State Information Commission, New Administrative Building No. 2, 1 st Floor, In front of Z. P. Office, Civil Lines, Nagpur Ph. (0712) 2566816 2) Hon'ble State Information Commissioner State Information Commission, 13 th Floor, New Administrative Bhavan, Madam Kama Road, In front of Mantralaya, Mumbai – 400 032 Ph. (022) 22049390 3) Hon'ble State Information Commissioner State Information Commission, Bench Aurangabad / Nashik Office, Behind Bachat Bhavan Accounts & Treasury Office, Aurangabad Ph. (0240) 2352544	

					4) Hon'ble State Information Commissioner State Information Commission, Pune Bench, New Administrative Building, 4 th Floor, Pune- 411 001 Ph. (020) 26050580, 26050632/33
					5) Hon'ble State Information Commissioner State Information Commission, Amravati Division, Behind Bus Stand, Maltekdi Road, Amravati Ph. (0721) 2551843
2		To receive the applications u/s 6 (1) of RTI Act, 2005 and supply the information requested by the applicant.	Within 30 days (As per RTI Act,2005)	1) Dr. R.T. Aher Dy. Registrar / Public Information Officer	1) Dr. A. N. Suryakar Registrar / Appellate Authority Ph. (0253) 2531837, 2539292
				Shri M. N. Kothavade Dy. Registrar / Public Information Officer (For Examination Section only)	2) Dr. U. S. Raorane Officiating Controller of Examinations / Appellate Authority Ph. (0253) 2539219