

No.28/68-IH(7)-2013/ 6051  
Chandigarh Administration  
Department of Personnel

Chandigarh, dated the 31/4/13

All the Administrative Secretaries/  
Heads of Departments/Offices/Institutions/  
Boards/Corporations,  
Chandigarh Administration.

07745

- 4 APR 2013

Subject: Citizen Charter of Department of Personnel, Chandigarh Administration.

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Sir/Madam,

I am directed to address you on the subject noted above and to enclose herewith a copy of the Citizen Charter framed by the Department of Personnel, Chandigarh Administration, which is self-explanatory for necessary action.

The contents of this communication may kindly be brought to the notice of all officers/officials working under your control for strict compliance.

Yours faithfully,

*Amrita Bawa*  
Superintendent Personnel,  
Chandigarh Administration.

Encls. No. 28/68-IH(7)-2013/ 6052

Dated: 31/4/13

A copy alongwith a copy of Citizen Charter is forwarded to all the Administrative Branches of the Chandigarh Administration Secretariat for similar action.

*Amrita Bawa*  
Superintendent Personnel,  
Chandigarh Administration.

**GOVERNMENT MEDICAL COLLEGE & HOSPITAL, CHANDIGARH**

(Hospital Building), Sector 32-B, Chandigarh-160030 (Ph: 0172-2665253-59, Fax: 0172-2608488)

**(ESTABLISHMENT BRANCH-IV)**

1367 1-90


10 APR 2013

Endst. No. GMCH-E-IV-EA1(6/1)-2013/

Dated, Chandigarh the,

A copy of above is forwarded to the Computer Programmer, GMCH-32, Chandigarh with a request to e-mail the copy of the same alongwith its enclosures to the followings for information and necessary action :-

1. Prof. Raj Bahadur, Director Principal-cum-Chairman Committee to formulate/review the Citizen Charter of GMCH, Chandigarh.
2. The Medical Superintendent, GMCH, Chandigarh.
3. All HOD's, GMCH-32, Chandigarh.
4. The HOD/MRD, GMCH-32, Chandigarh.
5. The Deputy Medical Superintendent I & II, GMCH.
6. The Deputy Controller (F&A), GMCH-32, Chandigarh.
7. The Assistant Registrar (Academic), GMC, Chandigarh.
8. The Assistant Controller (F&A)-I & II, GMCH-32, Chandigarh.
9. The Section Officer (Accounts) & Section Officer (Audit), GMCH, CHD.
10. The Incharge, IT Centre, GMCH-32, Chandigarh.
11. The Nursing Superintendent, GMCH-32, Chandigarh.
12. The Dispensary Superintendent, GMCH, Chandigarh.
13. The Chief Dietician, GMCH, Chandigarh.
14. All Office Superintendents, GMCH-32, Chandigarh.
15. The S.O-II, GMCH-32, Chandigarh.
16. The Law Officer, GMCH, Chandigarh.
17. The Acting Librarian, GMCH, Chandigarh.
18. The Computer Programmer, GMCH, Chandigarh.
19. The In charge Communications, GMCH, Chandigarh.
20. PA to DP/ADA/MS/for kind information of the DP/ADA/MS/please.
21. Spare copy for Mister file.

  
Office Superintendent Est. IV  
for Additional Director (Admn.)

**Chandigarh Administration  
Department of Personnel**

**CITIZEN CHARTER**

**Vision**

Framing the Citizen Charter on common service matters is to create an enabling environment for the development and management of human resources of the Chandigarh Administration for efficient, effective, accountable, responsive and transparent governance.

**Mission**

Citizen Charter on Common Service matters will provide a dynamic framework and procedure for the effective functioning of the U.T. Administration. It will develop competence in the Administration at all levels for efficient delivery of services, inculcate and support a culture of transparency, accountability and zero tolerance of corruption in public affairs and to institutionalise a system of constructive ongoing engagement with stakeholders to have the desired result.

**Service Standards**

Sr. No.	Services	Service/ Performance Standards (working days)	Process	Responsible Officer
1.	Earned Leave	15 days	Receipt of application complete in all respects.	Head of the Department
2.	NOC for higher study	15 days	i. Receipt of application. ii. Obtaining the decision of the competent authority.	Head of the Department
3.	LTC	20 days	i. Receipt of application complete in all respects. ii. Obtaining decision of the competent authority	Head of the Department
4.	NOC for applying for another/ higher post	15 days	i. Receipt of application. ii. Obtaining the decision of the competent authority.	Head of the Department
5.	General Provident Fund	20 days	i. Receipt of application complete in all respects.	Head of the Department
6.	NOC for passport	45 days	i. Receipt of application complete in all respects. ii. Obtaining vigilance clearance. iii. Obtaining the decision of the competent authority.	Head of the Department

7.	Ex-India Leave	45 days	i. Receipt of application complete in all respects. ii. Obtaining vigilance clearance. iii. Obtaining the decision of the competent authority.	Administrative Secretary
8.	Compassionate appointment	90 days	i. Receipt of application complete in all respects. ii. Obtaining the decision of the competent authority	Head of the Department
9.	Processing of Extension of Deputation period	90 days	i. Examination of the proposal by the department. ii. Obtaining the decision of the competent authority.	Administrative Secretary

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12