

ALAGAPPA UNIVERSITY

KARAIKUDI

CITIZEN CHARTER

The Citizens including Students, Parents, Management and others are to be bestowed with the following rights, which shall be ensured by the University.

I. Right to Information

On various Courses of Study :- Institutions offering the courses, availability of seats/vacancies, admission procedures, fee particulars, facilities available for the courses etc.

On academic calendar indicating the dates of various academic activities. On Syllabi, Regulations, objectives of different Courses of Study, Job/Career prospects, scope for further study etc.

On course equivalence and eligibility for the purpose of inter-university, inter-state and international mobility for further studies / employment. For transparency in regulations / procedures of all areas of administration, with little room for discretionary and discriminatory practices.

II. Right to Access

The University and its Constituent Colleges shall lay down clear and specific norms / procedures for admission to various courses of study and strictly adhere to the specified norms / procedures without any individual discrimination.

Any candidate subject to the fulfillment of the prescribed norms/ procedures, shall have right to admission without any personal discrimination.

Any student shall have right to access to campus facilities such as library, computation facility, hostels, playgrounds etc. without any personal discrimination.

The Differently-abled students shall have the provisions to access to Science Campus, Central Library and University Auditoriums.

III. Right to response

Any letter requesting for information / clarification/ certificates etc. shall be duly acknowledged and attended to within the prescribed time limit.

Every letter shall be replied to or acknowledged, if it is under consideration, within a maximum time limit of 15 days from the receipt of the same by the University. On urgent / emergency requests, action shall be taken expeditiously.

Request form Marks statement, Provisional Certificates and Degree Certificates shall be responded within a month from the declaration of examination results or the conduct of Convocation as the case may be.

Request for admission norms, vacancy position, syllabi / regulations, eligibility and Migration Certificates, course equivalence certificate etc. shall be responded within a fortnight.

IV. Right to Redressal of Grievance

Any grievance regarding matters pertaining to admission, conduct of course, examination and others incidental to educational administration shall be got redressed within a prescribed time-limit

V. Right to Quality of Service

Right to insist on the quality of education, regularity in the conduct of classes, proper examination system, the quality and relevance of syllabi and proper campus facilities conducive for academic work.

The University / Colleges shall have the duty to provide facilities for ensuring quality and value based education.

The University shall have the duty to monitor and ensure quality of education in its Departments and the Constituent Colleges

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