

Manual - 4

1.4 Norms set for the discharge of functions **[Section 4(1) (b) (iv)]**

1.4.1 Nature of functions / service delivery

Academic Cell (As per AICTE norms)

- Teaching is carried out strictly as per the Academic calendar issued by Board of Technical Education, Govt. of Delhi.
- Maintain data base of students (personal and academic record).
- Maintain result details.
- Merit, Merit-cum-Mean Scholarship.
- Issue of Bonafide Certificate, Provisional Certificate etc.
- Receiving the results from BTE and informing the same to the students through the institute website and What's App groups of various departments and students groups

Administrative Cell (as per Govt. rules)

- Deals with all service related matters.
- Salary preparation and submission to PAO-XIII
- Cashier to maintain the relevant registers and files

1.4.2 Norms / standards for functions / service delivery

As per DTTE, AICTE and DSEU orders from time to time

1.4.3 Process by which these services can be accessed

- Through Institute & University website complaint/feedback form**
- Though PGMS Portal of Delhi Govt.**

1.4.4 Time –limit for achieving the targets

As per the guidelines issued by the concerned authorities from time to time

1.4.5 Process of Redressal of grievances

- (c) Through Class Proctors**
- (d) Through Departmental In-Charges**
- (e) Through Proctorial Board**
- (f) Through Institute & University website
complaint/feedback form**
- (g) Through PGMS Portal of Delhi Govt.**