

A customer is the most important visitor on our premises.

He is not dependent on us; we are dependent on him.

He is not an interruption on our work; he is the purpose of it.

He is not an outsider on our business; he is part of it.

We are not doing him a favour by serving him; he is doing a favour by giving us an opportunity to do so.

- MAHATMA GANDHI

Kerala State Right to Services Act, 2012

Notification No.13450/Leg.B1/2012/Law dated 06.08.2012

G.O.(P) No.56/2012/P&ARD dated 27.10.2012

University of Kerala - Citizen's Charter

(Approved vide University Order No. Ad.H/19753/2019 dated 19-02-2022)

Note 1: Time limits prescribed are applicable only to applications which are complete in all respects and free of defect(s).

Note 2: Time limits given in terms of number of days are clear working days.

Note 3: Cost of application forms (if downloaded application is used instead of printed application) and search fee if applicable has to be paid in addition to prescribed fee.

Examination Wing						
Sl. No	Name of the Service	Time Limit (working days)	Documents to be attached with the application form	Designated Officer	Appellate Authority I	Appellate Authority II
1.	Degree/Diploma Certificates a) UG Courses	45 days (After the award of Degree by the Senate)	1) Completed application in the prescribed form with prescribed fee 2) Copy of 10 th & 12 th certificates 3) Copy of Mark lists & Provisional certificates of the UG Course	AR	DR	JR
	b) PG/PG Diploma Courses		1) Completed application in the prescribed form with prescribed fee 2) Copy of 10 th certificate & copy of the	AR	DR	JR

			basic/qualifying Degree (UG) 3) Copy of Mark lists & Provisional certificates of the PG/PG Diploma Course.			
2.	Duplicate/Triplicate Degree Certificate	40 days	1) Completed application in the prescribed form with prescribed fee 2) Affidavit from Notary Public or a First Class Judicial Magistrate (in stamp paper of prescribed value) 3) Course certificate (for students who have undergone courses in Collges/distant mode) 4) Identification certificate from a Gazetted Officer (for students who have undergone private study).	AR	DR	JR
3.	Migration Certificate	20 days	1) Completed application in the prescribed form attested by the Principal (for college students), by the Director SDE/or an Officer authorised by the University (for students in distant mode), by a Gazetted Officer (for students who have undergone private study) 2) For regular candidates – Copy of TC, Mark lists, Degree certificate. 3) Fee receipts & stamped self addressed envelope for sending by Registered/Speed Post.	AR	DR	JR
4.	Duplicate Migration Certificate	20 days	1) Completed application in the prescribed form attested by the Principal (for college students), by the Director SDE/or an Officer authorised by the University (for	AR	DR	JR

			<p>students in distant mode), by a Gazetted Officer (for students who have undergone private study)</p> <p>2) For regular candidates – Copy of TC, Mark lists, Degree certificate.</p> <p>3) A declaration stating that the original is irrecoverably lost and should be attested by two Gazetted Officers.</p> <p>4) Fee receipts & stamped self addressed envelope for sending by Registered/Speed Post.</p>			
5.	Duplicate Mark list	10 Days	Completed application in the prescribed form with required fee	AR	DR	JR
6.	Provisional Certificate	5 days (for software supported Exam system) 10 days (for other Exams)	<p>1) Completed application in the prescribed form with prescribed fee</p> <p>2) Copy of mark lists of the Course/ Programme for which Provisional Certificate is required.</p> <p>3) Copy of 10th& 12th certificates</p> <p>4) Copy of the UG Degree if Provisional Certificate is required for PG Programme.</p>	AR	DR	JR
7.	Certificate for Additional subject/ Language/ Elective)	10 days	Completed application in the prescribed form with prescribed fee & Copy of Mark lists	AR	DR	JR
8.	Special Certificate	10 days	<p>1) Completed application in the prescribed form with prescribed fee</p> <p>2) Copy of Degree certificate/copy of all Mark lists</p>	AR	DR	JR

9.	Percentage Certificate	5 days	1) Completed application in the prescribed form with prescribed fee 2) Copy of all mark lists	AR	DR	JR
10.	Transcript					
	a) Official Transcript	10 days	1) Completed application in the prescribed form with prescribed fee 2) Copy of 10 th & 12 th certificates	AR	DR	JR
	b) Transcript of marks	15 days	3) Copy of all mark lists of the course			
11.	Genuineness Verification Degree Certificate/Mark lists/Other documents - from institutions other than that of Govt (State/Central)	10 Days	1) Formal request with prescribed fee 2) Copy of mark lists/Degree Certificate/Documents concerned	AR	DR	JR
12.	Attestation Degree certificates/Mark lists / Other certificates	10 Days	1) Completed application in the prescribed form with prescribed fee 2) Copy of Mark lists/Degree Certificate/other Certificates	AR	DR	JR
13.	Confidential Mark list	One working day after the receipt of marks	1) Completed application in the prescribed form with prescribed fee 2) Stamped envelope (Registered/Speed post) with address of the institution where the mark list is to be sent	AR	DR	JR
14.	Consolidated Mark list	5 days (for software supported Exam system) 20 days (for other Exams)	Request with original mark list (last appearance) and copy of all other Mark lists	AR	DR	JR

15.	Effecting of Name correction/change in a) Mark list & Degree/ Diploma Certificate	30 days	1) Completed application in the prescribed form with prescribed fee 2) Original 10 th & 12 th certificate for verification 3) Copy of 10 th & 12 th certificate 4) Copy of UG Degree Certificate also, if correction/change is to be effected in PG Degree 5) Original mark lists & Degree Certificate 6) Copy of university order sanctioning name change (if name change is applicable) 7) Self addressed stamped envelope (for return by Registered/Speed post)	AR	DR	JR
	b) Mark list (before obtaining Degree Certificate)	10 days	1) Completed application with prescribed fee 2) Original 10 th & 12 th certificate for verification 3) Copy of 10 th & 12 th certificate 4) Copy of UG Degree Certificate, if correction/change is to be effected in PG mark lists. 5) Original mark lists & Degree Certificate 6) Copy of university order sanctioning name change (if name change is applicable) 7) Self addressed stamped envelope (for	AR	DR	JR

			return by Registered/Speed post)			
16.	Duplicate Hall Ticket	2 days	Completed application in the prescribed form with prescribed fee (Recommended by the Principal/Chief Superintendent concerned.	AR	DR	JR
17.	Condonation of Attendance	20 days	1) Application for Condonation should reach the office of Controller of Examination 10 days prior to the date of commencement of examinations as per the first notification issued. 2) Application should be duly recommended by the Principal 3) Statement of number of days of absence. 4) Original Medical Certificate 5) Prescribed fee	AR	DR	JR
18.	Duplicate Private Registration Memo	5 days	Completed application in the prescribed form with prescribed fee	AR	DR	JR
19.	Cancellation: a) Private Registration only	7 Days	1) Completed application in the prescribed form with prescribed fee 2) Private Registration Memo 3) Transfer Certificate bearing the stamp containing the details of private registration granted 4) Higher Secondary Certificate	AR	DR	JR
	b) Private registration along with exam	20 Days	1) Completed application in the prescribed form with prescribed fee	AR	DR	JR

			<p>2) Transfer Certificate bearing the stamp containing the details of private registration granted</p> <p>3) Higher Secondary Certificate</p> <p>4) Mark lists (if marklist not obtained, Private Registration Memo and Hall Ticket to be produced)</p>			
	c) Exam & registration (Regular Study)	7 Days	<p>1) Completed application in the prescribed form recommended by the Principal, with prescribed fee</p> <p>2) Original Hall tickets & Mark lists</p>	AR	DR	JR
	d) Exam & Registration-SDE Candidates	7 Days	<p>1) Completed application in the prescribed form, with prescribed fee and recommended by the Director, SDE, or an authorised Official,</p> <p>2) Original Hall tickets & Mark lists</p>	AR	DR	JR
20.	a) Duplicate Marklist (Pre Degree)	15 days	Completed application in the prescribed form with prescribed fee & copy of SSLC	AR	DR	JR
	b) Duplicate Pass Certificate (Pre Degree)	20 days	<p>1) Completed application in the prescribed form with prescribed fee & copy of SSLC</p> <p>2) Affidavit from Notary Public/First Class Judicial Magistrate, in stamp paper of prescribed value.</p> <p>3) Course Certificate for students undergone college study.</p> <p>4) Character and Conduct Certificate from a Gazetted Officer, for students undergone Private Study</p>	AR	DR	JR

21.	Scrutiny of answer books	30 days (from the closing date)	Online application (for programmes with software supported examination system) and prescribed fee or Offline application (for non computerised programmes) and prescribed fee.	AR	DR	JR
22.	Revaluation of answer books	60 days from the closing date allowed with fine	Online application (for programmes with software supported examination system) and prescribed fee or Offline application (for non computerised programmes) and prescribed fee.	AR	DR	JR
23.	Revaluation & Scrutiny	75 days	Online application (for programmes with software supported examination system) and prescribed fee or Offline application (for non computerised programmes) and prescribed fee.	AR	DR	JR
24.	Duplicate Revaluation Memo	2 days	Completed application in the prescribed form with prescribed fee and Hall Ticket.	AR	DR	JR
25.	Modified marklists on submission of Revaluation Memo	15 days	Request along with Revaluation Memo & original mark list, if issued, or draft mark list if otherwise.	AR	DR	JR
26.	Photocopy of answer books	20 days (Commencing from the last date notified for receipt of application for revaluation or the date of receipt of request for photocopy, which	Completed application in the prescribed form with Hall Ticket & prescribed fee	AR	DR	JR

		ever is later) If applied for revaluation, within 10 days after completing revaluation				
27.	Notional registration for Regular and SDE candidates	7 days	1) Completed application in the prescribed form duly recommended by the Principal/Director SDE with prescribed fee within one month from the last examination concerned. 2) Certificate of attendance in the case of regular candidates	AR	DR	JR

Academic Wing						
Sl. No	Name of the Service	Time Limit (working days)	Documents to be attached with the application form	Designated Officer	Appellate Authority I	Appellate Authority II
1	Issuance of certificate of Medium of Instruction	5 days	Completed Application in General Purpose Form, Copies of Degree Certificate, Course Certificate/Transfer Certificate and Marklists with prescribed fees	AR	DR	JR
2	Syllabus Attestation	15 days (In case of Old Syllabus additional time required to search the syllabus)	Completed Application in General Purpose Form, Copies of Degree Certificate, Course Certificate/ Transfer Certificate, Copy of the Syllabus (to be attested) with prescribed fees	AR	DR	JR

3	Issuance of Syllabus Transcript	15 days (One month for MDS course)	Completed Application in General Purpose Form, Copies of Degree Certificate, Course Certificate/ Transfer Certificate and mark lists with prescribed fees	AR	DR	JR
4	Issuance of Special Certificates	10 days (Extra time required if the remarks of BoS Chairmen/Dean are to be obtained)	Completed Application in General Purpose Form, Copies of Degree Certificate, Course Certificate/Transfer Certificate and Marklists with prescribed fees.	AR	DR	JR
5	Granting Re-admission	20 days (Extra time required if cancellation of previous registration has to be done)	Completed Application in the prescribed form duly recommended by the Principal, with prescribed fees	AR	DR	JR
6	Issuance of a Certificate to the effect that 'TC Not Issued'	20 days	Completed Application in General Purpose Form, Copies of Degree Certificate, Course Certificate and marklist with prescribed fees	AR	DR	JR
7.	Granting sanction for effecting Name Change in University Records	10 days	Completed Application in prescribed form with prescribed fees and Original Gazette (along with an attested copy) notifying the change in name.	AR	DR	JR
8.	Eligibility Certificate & Special Certificate (For already recognized programmes only)	5 days	Completed Application in the prescribed form along with attested copies of SSLC & Plus Two Attested copies of Degree Certificate and mark lists of Course/Programme (viz. UG, PG, Mphil, PhD, etc) along with, attested copy of Transfer Certificate/Course Completion Certificate of the Course/ Programme for which Eligibility Certificate is sought. For PG or Higher Degree, Transfer	AR	DR	JR

			Certificate/Course Completion Certificate of the lower Degrees also has to be produced. For Ph.D, Certificate of Compliance of UGC Regulations is also to be produced			
Ph.D. and Thesis Submission related services						
9.	Official Transcript	10 days	Completed application in the prescribed form, copies of SSLC, Ph.D. Degree/Provisional, prescribed fee	AR	DR	JR
10.	Provisional Certificate	10 days after issuance of University Notification	Completed application in the prescribed form, prescribed fee, copy of the Notification issued by the University.	AR	DR	JR
11.	Attestation of Degree Certificate	10 days	Completed application in the prescribed form, copies of SSLC, concerned WES form for attestation (2 copies), copies of the Degree Certificate, prescribed fee	AR	DR	JR
12.	Verification of Academic Records/Genuineness Verification	7 days	Completed application in the prescribed form, copy of the Degree Certificate, prescribed fee	AR	DR	JR
13.	Issuance of Degree Certificate	45 days (after the award of Degree by the Senate)	Completed application in the prescribed form, prescribed fee, copy of Provisional Certificate	AR	DR	JR
14.	Duplicate Degree Certificate	40 days	Completed application in the prescribed form, Course duration declaration from the Research Centre, Copy of Degree Certificate, affidavit attested by Notary on stamp paper of prescribed value, prescribed fee	AR	DR	JR
15.	Thesis Submission Certificate (Ph.D.)	10 days	Completed application in the prescribed form, prescribed fee	AR	DR	JR

16.	Special Certificate	15 days	Completed application in the prescribed form, prescribed fee and requisite documents (may vary according to the nature of special certificate required.)	AR	DR	JR
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School of Distance Education						
Sl. No	Name of the Service	Time Limit (working days)	Documents to be attached with the application form	Designated Officer	Appellate Authority I	Appellate Authority II
1.	Transfer Certificate	10 Days	Request from Student, Application for e-grants (for SC/ST/OEC Students), NLC from SDE Library, ID Card, Copy of SSLC Certificate, Alumni Fee Receipt	Section Officer	AR/DR	Director
2.	Course Certificate	10 Days	Request from Student	Section Officer	AR/DR	Director
3.	Application for E-Grantz	10 Days	Copy of Caste Certificate Copy of Income Certificate Copy of AADHAR Copy of Bank Pass Book Print-Out of Online E-grantz Form from Akshaya Centre	Section Officer	AR/DR	Director
4.	Duplicate ID Card	One Day	Request from Student and Fee Receipt	Section Officer	AR/DR	Director
5.	Release of Hall Ticket	One Day	ID Card	Section Officer	AR/DR	Director
6.	Re-admission	10 Days	Completed application in the prescribed form, Fee Receipt, Photo, SSLC, Hall	Section Officer	AR/DR	Director

			Ticket of the last Exam.			
7.	Return of Original Certificate	05 Days	Application, No Dues Certificate, ID Card/Proof	Section Officer	AR/DR	Director

CREDIT AND SEMESTER SYSTEM (CSS)						
Sl. No.	Name of Service	Time limit	Documents to be attached	Designated Officer	Appellate Authority I	Appellate Authority II
1.	Provisional Certificate	10 Working Days	1) Completed application in the prescribed form with required fee 2) Copy of Grade Card/Mark list	Section Officer of the Section concerned	DR (CSS)	JR
2.	PG Degree Certificate	40 Working Days from the date of approval by the Senate	1) Completed application in the prescribed form with required fee 2) Copy of Grade Card/Mark list, Copy of Provisional Certificate	Section Officer of the Section concerned	DR (CSS)	JR
3.	M.Phil Degree Certificate	40 Working Days from the date of approval by the Senate	1) Completed application in the prescribed form with required fee 2) Copy of Grade Card, Copy of Provisional Certificate	Section Officer of the Section concerned	DR (CSS)	JR
4.	Official Transcript	10 Working Days	1) Completed application in the prescribed form with required fee 2) Copy of Grade Card/Marklist, Copy of Provisional Certificate, Proof of Date of Birth	Section Officer of the Section concerned	DR (CSS)	JR
5.	Document verification	10 Working Days	1) Completed application in the prescribed form with required fee 2) Copy of Grade Card/Marklist, Copy of Provisional Certificate, Proof of Date of Birth	Section Officer of the Section concerned	DR (CSS)	JR

6.	Attestation of certificates/Mark list	10 Working Days	1) Completed application in the prescribed form with required fee 2) Copy of Grade Card/Mark list, Copy of Provisional Certificate	Section Officer of the Section concerned	DR (CSS)	JR
7.	Percentage certificate	5 Working Days	1) Completed application in the prescribed form with required fee 2) Copy of Grade Card/Consolidated Mark list	Section Officer of the Section concerned	DR (CSS)	JR
8.	Regular/ Supplementary Mark list	30 Working Days from the date of publication of result	1) Fee to be remitted at the time of Exam registration. 2) Copy of UG Degree Certificate for name verification	Section Officer of the Section concerned	DR (CSS)	JR
9.	Additional Semester Mark list	10 Working Days	1) Completed application in the prescribed form with required fee 2) Copy of Grade Card/Mark list	Section Officer of the Section concerned	DR (CSS)	JR
10.	Duplicate Degree Certificate	45 Working Days	1) Completed application in the prescribed form with prescribed fee 2) Affidavit from Notary Public or a First Class Judicial Magistrate (in stamp paper of prescribed value) 3. Course certificate from the department. 4. Copy of mark lists/grade cards/degree certificate	Section Officer of the Section concerned	DR (CSS)	JR
11.	Special Certificates	10 Working Days	1) Completed application in the prescribed form with required fee 2) Copy of Grade Card/Mark list	Section Officer of the Section concerned	DR (CSS)	JR
12.	Transcript of marks	20 working days	1) Completed application in the prescribed form with required fee 2) Copy of Grade Card/Mark list/ Provisional Certificate, Proof of Date of Birth	Section Officer of the Section concerned	DR (CSS)	JR

13.	Duplicate Hall ticket	2 working days	Completed application in the General Purpose Form, Request forwarded by HoD, prescribed fee.	Section Officer of the Section concerned	DR (CSS)	JR
14.	Confidential Mark list	Two working days after the receipt of marks from the departments	1) Completed application in the prescribed form forwarded by HoD along with prescribed fee 2) Stamped envelope (Registered/Speed post) with address of the institution where the mark list is to be sent	Section Officer of the Section concerned	DR (CSS)	JR
15.	Cancellation of Exams	5 working days	1) Completed application in the prescribed form forwarded by HoD along with prescribed fee 2) Original mark lists.	Section Officer of the Section concerned	DR (CSS)	JR
16.	Ph.D Course work- Mark list and Certificates.	45 days after the publication of results.	Fee to be remitted at the time of Exam registration.	Section Officer of the Section concerned	DR (CSS)	JR
17.	Additional Consolidated Mark list	10 Working Days	1) Completed application in the prescribed form with required fee 2) Copy of Grade Card/Consolidated Mark list	Section Officer of the Section concerned	DR (CSS)	JR
18.	Name Correction Degree Certificate	30 Working Days	1) Completed application in the prescribed form with required fee 2) Copy of Grade Card/Mark list/ Provisional Certificate, Original Degree Certificate	Section Officer of the Section concerned	DR (CSS)	JR

University Departments

Sl. No	Name of the Service	Time Limit (working days)	Documents to be attached with the application form	Designated Officer	Appellate Authority I	Appellate Authority II
1.	Transfer Certificate	5 days	Non-liability Certificate from Department Library, University Library, Campus Library, University Hostel	Administrative Officer/ Senior most Assistant	Head of the Department	Registrar
2.	Conduct & Course Certificate	5 days	Request of the Student	Administrative Officer/ Senior most Assistant	Head of the Department	Registrar
3.	Bonafide Student Certificate	5 days	Request of the Student	Administrative Officer/ Senior most Assistant	Head of the Department	Registrar
4.	Course Certificate (for availing Educational Fee Concession/Grants)	5 days	Request of the Student	Administrative Officer/ Senior most Assistant	Head of the Department	Registrar
5.	Student ID Card (Duplicate)	10 days	Request of the Student with Fee Receipt	Administrative Officer/ Senior most Assistant	Head of the Department	Registrar
6.	Issuance of Railway/Transport Concession to Students	5 days	Request of the Student	Administrative Officer/ Senior most Assistant	Head of the Department	Registrar

Kerala University Library

Sl. No	Name of the Service	Time Limit (working days)	Documents to be attached with the application form	Designated Officer	Appellate Authority I	Appellate Authority II
1	Membership for Students & Research Scholars	5 days	Completed application in the prescribed form attested by Principal/HOD(in the case of Depts.)/Research guide, one passport size photo with prescribed fees and ID Card from the Institution	Head, Circulation Section	University Librarian	Registrar
2.	Membership for Teachers of University Departments	5 days	Completed application in the prescribed form attested by HoD, one passport size photo with prescribed fees and ID card. (Annual renewal)	Head, Circulation Section	University Librarian	Registrar
3.	Membership for College Teachers (Govt/Aided colleges under University of Kerala	5 days	Completed application in the prescribed Form, attested by Principal, one passport size photo, prescribed fees and ID Card. (Annual renewal)	Head, Circulation Section	University Librarian	Registrar
4.	Membership for Non-Teaching staff of University	5 days	Completed application in the prescribed form recommended by AR/DR/Competent Officer, one passport size photo, prescribed fees and ID Card	Head, Circulation Section	University Librarian	Registrar
5.	Graduate Membership	5 days	Completed application in the prescribed form attested by a Gazetted Officer having 3 or more years of service, one passport size photo, prescribed fees, copy of Degree Certificate and original ID Card. (Annual renewal)	Head, Circulation Section	University Librarian	Registrar
6.	Eminent Scholar Membership	5 days	A person who has made outstanding contribution in the field of science/social sciences/Humanities or Arts as evident by	Head, Circulation Section	University Librarian	Registrar

			National or International level recognition /receipt of awards from government agencies – central or state or prestigious institutions is eligible for membership. Age above 25 years (proof to be produced). Original or attested copy of Degree Certificate or certificate of merit is to be produced for verification and return. A recent passport size photograph also should be produced along with the application with prescribed fees. The application must be duly attested by a Gazetted Officer having 3 or more years of service. The membership can be issued only with the concurrence of the University Librarian after examining the credentials of the applicant. University Librarian reserves the rights to deny membership on valid grounds. (Annual renewal)			
7.	Institutional Membership	5 days	Completed application in the prescribed form, signed by the Head of the Institution, prescribed fees. (Annual renewal)	Head, Circulation Section	University Librarian	Registrar
8.	Non-Liability Certificate	5 days	Surrender of ID card, Borrower's tickets, clearance of all dues for Students on completion of course; Research Scholars at the time of submission of thesis; Teachers (Govt. Colleges/Aided Colleges/University Teaching Departments) at the time of transfer/ retirements; Non-teaching staff of University at the time of ending of service/employment abroad/long term LWA/retirement	Head, Circulation Section	University Librarian	Registrar