

UNIVERSITY OF KERALA

ABSTRACT

Kerala State Right to Service Act 2012 – Citizen's Charter including list of services, time limits, designated officers, I and II Appellate Authorities – Approved - Orders issued.

ADMINISTRATION 'H' SECTION

U.O. No. Ad.H/19753/2019 Dated, Thiruvananthapuram, 19-02-2022.

- Read: (1) Gazette Notification No. 13450/Leg.B1/2012/Law dated 06-08-2012 publishing the Kerala State Right to Service Act 2012, in the Kerala Gazette dated 06-08-2012.
- (2) Item no. 33.89.08 of the minutes of the meeting of the Syndicate held on 28-10-2021.

ORDER

The Government of Kerala, vide paper read (1) above, had published the Kerala State Right to Service Act, 2012 in the Kerala Gazette. As per Section 3 of the Act, the list of services rendered, the designated officers, the first appellate authority, the second appellate authority and the stipulated time limit for rendering the service are required to be notified in the Gazette by every Department of the Government, every Head of Department, every Local Self Government Institution and every statutory body.

The Syndicate vide paper read as (2) above, considered the draft Citizen's Charter containing the list of services, maximum time limits for offering the service, the designated officer, first appellate authority and second appellate authority for the purposes of the Act and resolved to approve the same.

Sanction has therefore been accorded by the Vice-Chancellor to the Citizen's Charter containing the list of services, the designated officers, the first appellate authority, the second appellate authority and the stipulated time limit for rendering the services, being approved, in compliance with Section 3 of the Kerala State Right to Service Act, 2012. A copy of the approved Citizen's Charter is appended and the same will be in effect from the date of its publication in the Kerala Gazette.

Orders are issued accordingly.

Sd/-
Prof. (Dr.) K.S. Anil Kumar
Registrar

Copy to:

1. PS to VC/PVC
2. PA to Registrar/FO/CE/DP&D
3. All Heads of Departments/Director SDE/Director, Computer Centre/
Dy.Librarian in Charge, Kerala University Library/Campus Library.
4. JR/DR (Admin/Acad)
5. JR Campus Admn,/DR CSS, Kariavattom
6. IQAC/PRO/Enquiry
7. Stock File/File Copy

Forwarded/By Order

Sd/-
Section Officer