

**ACHARYA NARENDRA DEV COLLEGE  
(UNIVERSITY OF DELHI)**

**CITIZEN CHARTER**

| <b>S.No.</b> | <b>Activity</b>                                    | <b>Level of Action</b>               | <b>Time Frame</b> |
|--------------|--|--------------------------------------|-------------------|
| 1.           | Issuance of Provisional Certificate to students    | Administrative Officer/<br>Principal | 5 working days    |
| 2.           | Issuance of No Dues Certificate to students        | Administrative Officer/<br>Principal | 5 working days    |
| 3.           | Issuance of Study/Bonafide Certificate to students | Administrative Officer/<br>Principal | 5 working days    |
| 4.           | Issuance of Character Certificate to students      | Administrative Officer/<br>Principal | 5 working days    |
| 5.           | Faculty related work                               | Principal                            | 5 working days    |
| 6.           | Employee related work                              | Principal                            | 3 working days    |