

Manual 4
Norms set for the discharge of functions in SANT GADGE BABA AMRAVATI UNIVERSITY, AMRAVATI
[Section 4(1)(b)(iv)]

| Sr.No. | Function / Activity | Time frame/ Norm | Authority Responsible | Authority for Grievance Redressal in case of failure | Section | Remarks |
|--------|-----------------------------|--------------------------------|---|--|------------|---|
| 1 | Acknowledgement of Dak | Immediate | Jr. Asstt./ Sr.Asstt. | Respective Controlling Officer | All Deptt. | |
| 2 | Inward of letter | Immediate | Jr. Asstt. / Sr. Asstt. | --"-- | All Deptt. | |
| 3 | Submission of Dak to HOD | On the day of | Jr. Asstt./ Sr.Asstt. | --"-- | All Deptt. | |
| 4 | Disposal of Urgent letter | within 2 days from the remarks | Jr. Asstt./Sr.Asstt. Section Incharge/ HOD | --"-- | All Deptt. | Including Typing |
| 5 | Disposal of Immediate Cases | within 4 days | Jr.Asstt./ Sr.Asstt. | --"-- | All Deptt. | Including Typing |
| 6 | Disposal of General Letters | within 5 Days | Jr. Asstt./ Sr.Asstt. | --"-- | All Deptt. | Including Typing |
| 7 | Replies to Star questions | At the earliest | Jr. Asstt./Sr.Asstt./ Section Incharge/ HOD | --"-- | All Deptt. | Including Typing |
| 8 | Dispatch of Letters | On the day of receipt | Concerned Staff | --"-- | All Deptt. | Including address on Envelope and Entry in Messenger Book |

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| 9 | Preparation of note | 1 to 2 hours per Note | Jr. Asstt./ Sr.Asstt. | Respective Controlling Officer | All Deptt. | Including Typing |
| 10 | Preparation of information required by Higher Authority | 1-2 hrs/per information | Jr. Asstt./ Sr.Asstt./ SO | --"--- | All Deptt. | |
| 11 | movement of internal notes | Within 3 days | both section incharge | --"--- | All Deptt. | |
| 12 | Submission of Notes to Higher Authority through S.O. | same day after preparation of note | Jr. Asstt./ Sr.Asstt. | --"--- | All Deptt. | |
| 13 | Submission of notes to HOD with remarks by S.O. to H.O.D. | 2 days | S.O. | --"--- | All Deptt. | |
| 14 | Submission of notes with remarks by H.O.D. to higher authority | 2 days | H.O.D. | --"--- | All Deptt. | |
| 15 | An order on note by higher Authority | 3 days | higher Authority | --"--- | All Deptt. | |
| 16 | Implementation of orders | within 2 days from the remarks | Incharge of the section | higher Authority | All Deptt. | |
| 17 | Discussion on file | within 24 hours from the remarks | Incharge of the section | higher Authority | All Deptt. | |

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| 18 | Submission of items before various authorities for decision | immediately after due approval or as directed by Higher Authority | Incharge of the section | higher Authority | All Deptt. | to be Submitted to Concern section |
| 19 | Preparation of AGENDA for Various Meetings | As per provisions laid down in Statue, Ordinances, Directions, Act | Jr. Asstt. / Steno / S.O. / HOD | Respective Controlling Officer/ Higher Authority | All Deptt. | |
| 20 | Preparation of MINUTES otherthan Senate | at the earliest | Jr. Asstt. / SO/ Steno / | Respective Controlling Officer | All Deptt. | |
| 21 | Circulation of MINUTES/ Resolution to various sections | Next day of its approval | Section Incharge | Respective Controlling Officer | All Deptt. | |
| 22 | Complainces on resolutions of various authorities | Within 5 days from the receipt of resolution | Incharge of the section | | All Deptt. | |
| 23 | Xeroxing of Paper | Minimum 700 to 800 pages per day | Zerox operator | | All Deptt. | |
| 24 | Coping on Gestetner | Minimum 2000 copies per Hour | Concern Machine Operator | | All Deptt. | |
| 25 | Typing Job | Minimum 25 pages per day | | | All Deptt. | |

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| 26 | Parawise infromation supplied to the Law Section | As required | Concerned HOD | | All Deptt. | |
| 27 | Data Entry of Forms | Minimum 500 Forms per day | DATA entry Operator | | All Deptt. | Depending on Data Fields |
| 28 | Data Entry of Numeric | Minimum 2000 Entry per day | DATA entry Operator | | All Deptt. | Depending on Nmu.Fields |
| 29 | Activities which are performed annualy | 70 days | Jr. Asstt. / Steno / Section Incharge | | All Deptt. | Including Calling information type setting, approval final printing and binding |
| 30 | Scrutiny and passing of Challan | 15 minutes per challans | Concerned Staff | | All Deptt. | |
| 31 | recording of Measurment of works | Same day | Concerned Staff | | All Deptt. | |
| 32 | Entries in Service Books | 15 Minutes per entry | Concerned Staff | | Administration | |
| 33 | Preparation of Personal Files & Service Books of New Joined Employees | 2 Hours per candidate | Concerned Staff | | Administration | |
| 34 | Filling of Log Book | Same day / Time to time | Concern Driver | | Administration | Immediately after starting and compleation of Journey |

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| 35 | Acceptance of Roster registers and proposals from affiliated colleges | Same day | Jr. Asstt./ S.O. | | B.C.Cell | |
| 36 | Checking of Reservation of the Posts in the advertisement. | Two days after receipt of the avt. From various Depts. | Section officer | | B.C.Cell | |
| 37 | Enrollment of names of reserved category candidates in the registrar | 15 Minutes per enrollment | Jr. Asstt. / S.O. | | B.C.Cell | |
| 38 | Supply of List of Candidates belonging to reserve category to affiliated Colleges | Within 2 days from the date of receipt of demand | Section officer | | B.C.Cell | |
| 39 | Scrutiny of Eligibility forms | Minimum 300 forms per day/table | Concerned Staff | | Eligibility | |
| 40 | Retotalling marks of Answer Books | 40 Answer Book per day | Section Incharge | | Exam | |
| 41 | Preparation of Zerox copies of Answer Books | Minimum 15 Answer books per day | Zerox operator and Section Incharges | | Exam | |
| 42 | Entries of Change of Marks in Tab. Register | 5 Minutes per Subjects | Concern Staff | | Exam | |

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| 43 | Process of inviting Tenders | Within 5 days from demand | Purchase Officer | | Finance | |
| 44 | Preparation of Cheque | 05 Minutes per Cheque | Concern Staff | | Finance | |
| 45 | Passing or Cash Voucher | Two Hours per Vouchers | Concern Staff | | Finance | Including preparation in Scrutiny |
| 46 | Issue of No Dues Certificate to students | 3 Hours per Certificate | Concern Staff | | Finance | |
| 47 | Payment of Cash per Voucher | 5 Minutes per Voucher | Cashier | | Finance | |
| 48 | Acceptance of Cash and Issue of Receipt | 5 Minutes | Cashier | | Finance | |
| 49 | Issue of Stationery (or publication against receipt) | 10 Minutes | Cashier | | Finance | |
| 50 | Xerox Work | Minimum 300 Copies per Hour | Xerox operator | | G.A.D. | |
| 51 | Entries in accession Register | 10 minutes per entry | Concerned Staff | | Knowledge Resource Centre | |
| 52 | Numbering on Books | 5 minutes per book | Concerned Staff | | Knowledge Resource Centre | |

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| 53 | Issues of Books | 5 minutes per book | Concerned Staff | | Knowledge Resource Centre | Including Entry in book card |
| 54 | Issue of I-Card | 15 minutes per card | Concerned Staff | | CASU | |
| 55 | Classification of Thesis | 15 thesis per Hour | Concerned Staff | | Knowledge Resource Centre | |
| 56 | Preparation of labels | 5 Minutes per label | Concerned Staff | | Knowledge Resource Centre | |
| 57 | Stamping process | 5 Minutes per book | Concerned Staff | | Knowledge Resource Centre | |
| 58 | Carring and selving of books | Minimum 70 books per day | Concerned Staff | | Knowledge Resource Centre | |
| 59 | Allotment of Circule No, and Entry in Registrar | 5 Minutes per letter | Jr. Asstt. / SO/ Steno | | Meeting & records | |
| 60 | Receipt of Record for Record Room | One hour per file | Jr. Asst. | | Record Room | Including Verification of page Nos. |
| 61 | Keeping on Record in record Room | One hour per Bundel | Jr. Asst. | | Record Room | Including Classification |