

**OFFICE OF THE DIRECTOR OF GOVERNMENT EXAMINATIONS
ANDHRA PRADESH :: AMARAVATI.**

Rc.No.17/A1-2/2018

Dated: 15-10-2020

CIRCULAR

Sub: O/o D.G.E., A.P., Amaravati – Efficient and Effective disposal of items of work in respect of Students and General Public – Time schedule fixed and prescribed – Instructions – Issued – Reg.

Ref: Circular on Rc.No.17/A1-2/2018, dated: 22.07.2020.

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In partial modification of the citizen charter issued under reference, the revised citizen charter is prepared as per the recommendations of the committee constituted earlier in this context and herewith communicated to all the Officers and staff members of this office for ready reference. The essential items of work in this office which have been included in revised **CITIZEN CHARTER** in order to regulate quick disposal of the following cases and also to render the better services to the public.

Hence, the Officers and Superintendents and all the other staff members of this office are instructed to adhere to the time schedule scrupulously. They should not be given any scope for criticism or compliant in attending to these items of work for improvement of the quantity and quality in turn out of work of this office in the interest of the public. Neglect/ violation or deviation to these instructions will be viewed seriously and necessary action will be taken against concerned.

Enclosure: Revised Citizen Charter

Dee
15/10/2020
Director of Govt. Examinations

To

All the Officers of this office.

All the Superintendents of this office with a request to circulate among their respective staff members.

**OFFICE OF THE DIRECTOR OF GOVERNMENT EXAMINATIONS
ANDHRA PRADESH:: VIJAYAWADA
CITIZEN CHARTER**

S.No	Service Name	Documents required	Fee particulars	Service delivered in no. of working days
1	Issue of Duplicate Pass certificate (SSC/ D.EI.ED/ LPT/ TTC/ TCC /CLISC/ HM ACCOUNT TEST/ PAT)	<ol style="list-style-type: none"> 1. Application. 2. (a) Non traceable certificate from Police Department (In case of certificate loss while travelling and others. (or) b) Fire certificate shall be produced if the certificate is destroyed in fire accident. (or) c) Certificate from MRO shall be produced if the certificate is lost in the floods or torrential rains or any natural calamities. 3. Affidavit on Rs. 50/- stamp paper. 4. Xerox copy of SSC certificate. 5. Challan. 6. Address Cover with stamps on it. 	Rs. 250/-	07 working days
2	Issue of Duplicate Memos, Age and Migration certificates	<ol style="list-style-type: none"> 1. Application. 2. Xerox copy of memo of Marks of SSC or Hall ticket. 3. Challan. 4. Self address cover with postal stamps on it. 	Rs. 80/-	02 working days
3 (i)	Corrections in SSC certificate	<ol style="list-style-type: none"> 1. Headmaster concerned shall forward the proposal. 2. Original SSC certificate. 3. Supporting documents (copies of the School Admission register (or) Father/ Brother/ Sister SSC or any other connected evidential proof). 4. Address Cover with stamps on it. 	No fee	06 working days
3(ii)	Corrections in D.EI.ED/ LPT/ TTC/ TCC /CLISC/ HM ACCOUNT TEST/ PAT/ certificates	<ol style="list-style-type: none"> 1. Covering letter from college / individual. 2. Original D.EI.ED/ LPT/ TTC/ TCC / CLISC/ HM ACCOUNT TEST/ PAT/ certificates. 3. Xerox copy of SSC certificate. 4. Address Cover with stamps on it. 	No fee	06 working days
4	Verification of certificate (SSC/ D.EI.ED/ LPT/ TTC/ TCC / CLISC/ HM ACCOUNT TEST/ PAT/)	<p>For Department Verification:</p> <ol style="list-style-type: none"> 1. For departmental verification letter from concerned department is mandatory. The verification report will be sent to that department only. 2. Original SSC certificate. (Xerox copy of SSC will be accepted for Defence services only) 3. Address cover with postal stamps. 4. Challan. <p>For Self verification:</p> <ol style="list-style-type: none"> 1. Request from the individual concerned. 2. Original SSC certificate 3. Challan. 4. Self address cover with stamps on it. 	<ol style="list-style-type: none"> 1. All Government departments: no fee. 2. For APSRTC: Rs. 5/- per candidate. 3. For all others: Rs. 100/- per candidate. 	07 working days

5	TTC lower Grade to Higher Grade conversions	<ol style="list-style-type: none"> 1. Original TTC lower Grade certificate. 2. TCC Higher Xerox (or) its equivalent. 3. SSC Xerox. 4. Self address cover with stamps. 5. Two passport photos. 6. Challan 	Rs. 200/-	07 working days
6	Age condonations	<ol style="list-style-type: none"> 1. DEO shall submit proposal well in advance if the age condonation required is more than 1 ½ year. 2. Challan. <p>Note:</p> <ol style="list-style-type: none"> 1. Up to 1 ½ years DEO is the competent authority. 2. More than 1 ½ year to up to 2 years DGE is the competent authority. 	Rs. 300/-	05 working days
7	Re counting of marks	<ol style="list-style-type: none"> 1. Application. 2. Challan. 3. Xerox copy of marks memo or Hallticket. 4. Self address cover with stamps on it. 	Rs. 500/-	30 working days
8	Re-verification	<ol style="list-style-type: none"> 1. Application. 2. Xerox copy of SSC marks memo or Hallticket. 3. Self address cover with stamps. 4. Challan. <p>Note: The filled in applications shall submit to the respective DEOs concerned.</p>	Rs.1000/-	30 working days.

Note:

1. All applications are available in the website of Directorate of Government Examinations i.e., www.bseap.org.
2. The concerned payment link is available below the services requested for respectively.

15/10/2020
Director of Govt. Examinations

NO/ 15/10/2020

15/10/2020

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