



Rajiv Gandhi University

Rono Hills, Doimukh - 791112, Arunachal Pradesh

Six-Monthly Performance Report (January–June 2025)

As per the Benchmarks set in the Citizen's Charter

★ Executive Summary

During the reporting period January to June 2025, Rajiv Gandhi University has maintained **100% compliance** with all service delivery standards and timelines committed under its Citizen's Charter. The University has upheld principles of transparency, responsiveness, and accountability in academic, administrative, and student services.

Section-Wise Performance

Area of Service	Benchmark Set (Citizen's Charter)	Performance (Jan–June 2025)	Compliance %	Remarks
Admissions	UG/PG/PhD admissions conducted as per academic calendar	All admission processes completed within stipulated time	100%	Academic Calendar 2025 followed strictly
Examinations	Timely issue of notifications, conduct of exams, and result publication	All exams held and results published on time	100%	No delays or grievances reported
Student Grievance Redressal	Grievances to be resolved within 30 working days	All student grievances resolved within time	100%	Grievance redressal system functioning smoothly
Public Grievances	Redressal within 30 working days	All public grievances addressed within time	100%	Online and offline mechanisms functional
RTI Compliance	RTI replies within 30 calendar days	All RTI queries answered on time	100%	RTI Cell submitted annual return to CIC
IQAC & Quality Initiatives	Conduct of internal academic audits, AQAR/NIRF/NAAC submissions	IQAC meetings held, reports submitted timely	100%	AQAR 2023-24 preparation on track

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Area of Service	Benchmark Set (Citizen's Charter)	Performance (Jan-June 2025)	Compliance %	Remarks
Library & Digital Services	Access to e-resources, journals, library services maintained	24/7 digital access and in-library support ensured	100%	N-LIST, e-ShodhSindhu, INFLIBNET in active use
Research & Faculty Support	Promotion of research, FDPs, seminars	Seminars and FDPs held as scheduled	100%	Faculty participation high
Hostel & Campus Services	Infrastructure maintenance and student support	Timely repairs and maintenance performed	100%	Hostel committees active

★ Observations

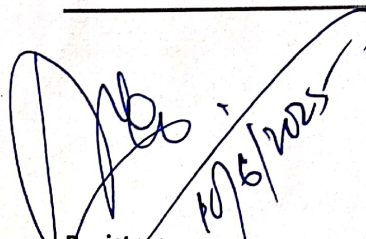
- Timely communication of all circulars and notices helped ensure adherence to schedules.
- Effective digitization of services improved student access and administrative transparency.
- No backlogs, delays, or formal complaints were recorded in this period.

📌 Recommendations for Next Period

- Continue automation of grievance and feedback redressal tracking for faster reporting.
- Expand digital dashboards for real-time monitoring of compliance metrics.
- Publish monthly snapshots on the university website for public access.

📅 Next Review:

July-December 2025


10/6/2025
Registrar
रजिव गांधी विश्वविद्यालय (केन्द्रीय विश्वविद्यालय)
Registrar
Rajiv Gandhi University (Central University)
Rono Hills, Doimukh, Arunachal Pradesh

Prepared by: Ms. Oriental Taggu, Asst. Registrar.

Date: 10 June 2025

