



# Rajiv Gandhi University

Rono Hills, Doimukh - 791112, Arunachal Pradesh

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## Six-Monthly Performance Report (January–June 2026)

### As per the Benchmarks set in the Citizen’s Charter

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#### ✦ Executive Summary

During the period January–June 2026, Rajiv Gandhi University achieved full compliance with all service delivery standards and timelines specified in its Citizen’s Charter. This means that all services, such as the issuance of certificates, the processing of examinations and results, the conduct of admissions, the release of official communications, and the delivery of student support services, etc., were provided within the prescribed time limits, with no reported pendency beyond the stipulated norms.

In doing so, the Rajiv Gandhi University has actively upheld the principle of transparency by clearly communicating procedures, timelines, and eligibility criteria through official notifications, the institutional website, and public information systems. Decision-making processes in academic and administrative matters have been documented and communicated in a manner that allows stakeholders to understand how and why decisions are taken.

The University has also demonstrated strong responsiveness by addressing queries, grievances, and requests from students, staff, and the public within the timelines indicated in the Citizen’s Charter. Helplines, grievance-redress mechanisms, and office counters/online portals have functioned with a focus on providing prompt and courteous responses, thereby enhancing user satisfaction.

Further, a high level of accountability has been maintained by clearly assigning responsibility for each service to specific sections/officials, monitoring adherence to timelines, and taking corrective action wherever delays or procedural lapses were identified. Periodic internal reviews and reporting have ensured that units remained accountable for their performance and that remedial measures were implemented on time.

Overall, the University’s performance during this reporting period reflects a strong commitment to citizen-centric governance, with academic, administrative, and student-related services being delivered efficiently, fairly, and in strict conformity with the promises made in the Citizen’s Charter.

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#### ✦ Section-wise Performance

Section-wise performance for January–June 2025 reflects full adherence to the Citizen’s Charter across all major service areas of Rajiv Gandhi University.



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Area of service	Citizen's Charter benchmark	Performance (Jan-June 2026)	Compliance %	Remarks
Admissions	UG/PG/PhD admissions to be conducted as per the approved academic calendar	All admission processes are completed within the stipulated schedule	100%	Academic Calendar 2025 adhered to without deviation
Examinations	Timely notification, smooth conduct of exams, and prompt publication of results	All examinations are conducted and results declared within the timelines	100%	No delays or examination-related grievances reported
Student grievance redressal	Resolution of student grievances within 30 working days	All student grievances are disposed of within the prescribed period	100%	Grievance-redressal mechanism functioning effectively
Public grievance redressal	Disposal of public grievances within 30 working days	All public grievances addressed within the stipulated timeframe	100%	Online and offline grievance channels fully functional
RTI compliance	Responses to RTI applications within 30 calendar days	All RTI applications are replied to within the mandated period	100%	RTI Cell also submitted the annual return to the CIC
IQAC and quality initiatives	Regular internal academic audits; timely AQAR/NIRF/NAAC-related submissions	IQAC meetings were conducted, and reports/submissions were made on time	100%	AQAR 2023-24 preparation is progressing as per schedule
Library and digital services	Continuous access to e-resources, journals, and library facilities	24/7 access to digital resources and uninterrupted in-library support	100%	N-LIST, e-ShodhSindhu and INFLIBNET actively utilised
Research and faculty support	Organisation of research programmes, FDPs, seminars and related activities	Scheduled seminars, workshops and FDPs were conducted as planned	100%	Robust faculty participation was recorded
Hostel and campus services	Regular maintenance of infrastructure and student support services	Timely repairs, maintenance and student-support activities carried out	100%	Hostel committees remained active and responsive



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## ★ Key Observations

- Timely issue of circulars, notices and schedules at all levels ensured strict adherence to academic and administrative timelines.
  - Progressive digitisation of services, including online admissions, grievance portals and access to e-resources, significantly enhanced student access and administrative transparency.
  - No backlogs, time overruns or formal complaints were recorded in any of the monitored service areas during this period.
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## ★ Recommendations for the next period

- Further strengthen automated tracking of grievances and feedback to enable faster escalation, resolution and reporting.
  - Develop and deploy enhanced digital dashboards for real-time monitoring of Citizen's Charter compliance indicators at the institutional and departmental levels.
  - Place monthly compliance summaries and key performance snapshots on the University website to reinforce public accountability and stakeholder confidence.
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**Next Review: July–December 2026**

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

Date: 15 June 2026

Registrar