

Citizen's Charter of Ambedkar Institute of Technology

(Government of National Capital Territory of Delhi)

Geeta colony, Delhi-110031

1. What is the vision of Ambedkar institute of Technology?

Realizing a noble dream for youths by landscaping a play-filled of higher-level professional-training and research in emerging Engineering and Technology areas.

A space which is sensible, rejuvenating and life-affirming where flowering of an individual's freedom, consciousness and wisdom exhibits colors of absolute creativity and fragrance of matchless innovativeness.

2. What is the mission of Ambedkar institute of Technology?

To promote an absolutely aware and continuously improving learning environment with a state-of-art infrastructure and world-class machines that.

- Encourages research, self-learning and innovative ability
- Makes result oriented, responsible and accountable individuals.
- Caters to the academic/R&D/consultancy requirements of surrounding industry/business houses.
- Provides appropriate human resources to local and national industry/business organizations
- Enhances awareness for values, individual and collective leadership
- Also generates mindfulness for surrounding-ecology-care together with mind-body-spirit balance.

3. Who are our Clients?

Our clients are:

- B-Tech and M-Tech students of AIT.
- Alumni out students of AIT.
- Faculty and staff of AIT.

4. What type of services is being provided by AIT?

We provide the following services to students and staff of AIT.

- Encouraging faculty to undertake research projects and participate in conferences/symposiums.
- Providing other Govt. approved welfare supports to faculty & staff such as medical, education etc.
- Participating in Faculty Development Programs attending higher education programs such as ME., M-Tech Ph.D.
- Offering B-Tech & M-Tech level higher education.
- To train faculty of other institutes through FDP program.

5. What are the commitments towards students/staff/faculty?

The clients seeking redress of their grievances with AIT Government of NCT of Delhi can expect that.

- i) Their grievances shall be acknowledged and forwarded to concerned departments.
- ii) The visitors to our office will be treated with courtesy and heard patiently to facilitate solving of their problems.
- iii) Necessary guidance and assistance for getting information under the Right to Information Act shall be provided.
- iv) Monitoring of pending pension cases shall be done.
- v) Punctuality drives will be conducted to ensure discipline.
- vi) Need based staff is assessed.
- vii) Procedures/forms for seeking information are simplified.

6. What is the time schedule for redressal of grievances etc.?

Time schedule fixed for various activities of the department is as under

S.no	Activity	Time frame fixed	Officers to be contacted in case of non-compliance
1	Forwarding of Grievances to concerned department	7 days	Head of the Office

2	Disposal of applications received under Delhi Right to Information Act 2001	30 days	Principal AIT
3	Disposal of applications received under Right to Information Act 2005	30 days	Principal AIT

7. What is Right to Information?

The Government of NCT of Delhi introduced 'Delhi Right to Information Act on 2nd October, 2001 when the citizens were given an important right to get information as a matter of right from any departments/agencies of Government of Delhi, including the local bodies viz. MCD and NDMC. However, Delhi police, Land and Order were not covered, being central subject. During a period of eight years 15,000 applications were received under the Delhi Right to Information Act, 2001.

The Government of India too has given a parallel right to citizens through Right to Information Act, 2005 which has come into force w.e.f 12th October 2005. It is applicable to all public authorities of Government of NCT of Delhi including Delhi Police, Land, Law and Order. The Government of NCT of Delhi is thus implementing both the Acts concurrently and the citizens are free to apply under any of the two acts

8. Is there any mechanism available for redressal of public grievances?

the Government of NCT of Delhi has set up a Public Grievance Commission through a Resolution for effective redressal of grievances. It is an autonomous body, which attends to complaints received against the departments of Government of NCT of Delhi, its local bodies, undertakings, autonomous institutions/undertakings etc.

The commission is an independent body responsible for speedy redressal of complaints relating to acts of omission or of commission. It can also take up suo-motu action, where required. Its office address is as under:

M-Block, II nd floor

Vikas Bhawan, IP Estate

New Delhi-110002.