

# **Citizen's Charter for Government Serchhip College**

## **Introduction**

Welcome to Government College. This Citizen's Charter outlines our commitment to providing high-quality education, fostering a supportive and inclusive environment, and ensuring transparency and accountability in all our dealings. We strive to meet the expectations of our students, faculty, staff, and stakeholders with utmost dedication and integrity.

## **Our Motto**

Seek and Find

## **Our Vision**

Our vision is to establish an institution that exemplify the highest standards of excellence, innovation, and integrity in education. We are committed to fostering intellectual curiosity, critical thinking, and ethical leadership while aspiring to empower individuals to realize their fullest potential. Our institution seeks to cultivate a vibrant and inclusive community where diversity is celebrated, and collaboration is valued. Through our unwavering dedication to excellence in teaching and service, we aim to make a profound and lasting impact on society, inspiring future generations to strive for excellence thereby becoming catalysts for positive change in the world.

## **Our Mission**

The institution has adopted the following missions and objectives:

1. To provide a transformative educational experience nurturing holistic student development.
2. To equip students with knowledge, skills, and values essential for success in an increasingly complicated world.
3. To cultivate a passion for lifelong learning and a commitment to social responsibility.
4. To foster creativity, critical thinking, and collaboration through co-curricular activities.
5. To embrace diversity and respect diverse perspectives within a supportive learning environment.
6. To empower students to become ethical leaders and responsible global citizens.
7. To inspire students to make meaningful contributions to their communities and the world.

## **Core Values**

- Excellence in standards of education, teaching, research, and service.
- Creativity, critical thinking, and innovative teaching methods.
- Integrity and ethical leadership and values in all endeavours.
- Holistic growth of students, including intellectual, personal, and social aspects.
- Intellectual Curiosity development
- Diversity and Inclusion
- Collaboration: Valuing teamwork and cooperative efforts in learning and problem-solving.

- Social Responsibility: Instilling a commitment to making meaningful contributions to society and promoting social responsibility.
- Empowerment: Enabling students to reach their fullest potential and become catalysts for positive change.

### Organizational Setup

Principal/IQAC/HODs/Faculty Members/Librarian & Library Staff/Office Staff:

These officials, along with the supporting staff, are responsible for discharging their functions and providing services.

### Services Offered

#### I. Main Services

##### 1. Admission

- Notification Methods: Admission notices are disseminated through a multi-channel approach, including:
  - Website: Publicized on the institution's official website.
  - Social media: Shared on the institutions' social media platforms.
  - Flyers: Distributed through targeted flyers to ensure widespread awareness.
- For further information, contact:
  - PC Lallawmsangi, Office Ph. No. - 90892 83037
  - Vanlalchanchinthahrilmawia, Chairman, Admission committee Ph. No. - 89742 86624

##### 2. Academic Programs

- 3 streams – Arts, Science, Professional
- 13 Programs – 7 Arts, 5 Science, and 1 Professional (BCA)

##### 3. Academic Support Service

- Classroom Teaching
  - Duration of class – 9:20 AM to 4:00 PM
  - Names and Contact Nos. of all HODs

#	Department	No. of Faculty	Head of Department	
			Name of HOD	Contact No.
1	BCA	3	H. Lalchhanhima	9089650051
2	Botany	6	Dr. Lalhmangaihzuali Ralte	9436146424
3	Chemistry	4	Dr. Laldingluaia Kiangte	9436352763
4	Economics	4	Laldinpuia	9089284538
5	Education	4	F. Lalengzauvi	9436376927
6	English	4	Lalmalsawmi	9612794947
7	Geography	3	Ricky Lalsangzuala	9436146248
8	History	4	K. Lalrinchhana	9436393234
9	Mathematics	4	Dr. Lalhmangaihzuala	9612136247
10	Mizo	4	Vanlalchanchinthahrilmawia	8974286624
11	Physics	4	Dr. Lalrintluanga Sailo	7085358183
12	Political Science	4	Dr. Zarzosanga	9612505872
13	Zoology	3	N.B. Sachhei	8730840691

- b. Assignment Requirements:  
All students across all departments are required to submit a semester assignment, carrying **8 marks** every semester.
- c. Internal Examination Requirements:
- Two compulsory tests carrying **12 marks** each will be conducted every semester.
  - The average of the two compulsory tests will be calculated and used to consolidate the final internal marks for a semester.
  - If a student appears for only one of the two tests, their average marks will be calculated based solely on the marks obtained in the test they appeared for.
- d. Seminar Requirement  
Assignments may involve students preparing and presenting topics in a seminar setting, where they are expected to demonstrate their understanding and knowledge on a specific subject matter.
- e. Mentoring
4. Examination
- a. Conduct of University Examination  
The university governs all aspects of the examination process, including the **dates, rules, and procedures**, to maintain academic integrity and ensure that all students are treated fairly. Examination dates are provided at the beginning of the semester through the academic calendar.
- b. Conduct of Internal Examination  
The dates for the two internal examinations/tests are included in the academic calendar circulated at the beginning of each semester, providing students sufficient time to plan and prepare.
- c. Display of Internal Mark and Attendance  
Internal test papers are returned to students after assessment. Consolidated internal marks, including attendance marks, are also communicated to students to ensure accuracy and transparency.
- d. For further information Contact:  
Dr. C. Vanlalnghaka, Chairman, Examination Committee  
Ph. No. - 98627 99668
5. Student Support Services
- a. Support through different Cells and Committees

#	Name of Cell/Committee	Co-Ordinator Name	Contact No.
1.	Anti Ragging Cell	Dr. Laldingluaia Khiangte	9436352763
2.	Mentoring Cell	Dr. Lalremsiami Hrahse	9402127050
3.	Career Guidance & Counselling Cell	Dr. Zarzosanga	9612505872
4.	Students' Welfare i/c	H. Lalchhanhima	9089650051
5.	Placement Cell	Dr. Lalrosanga	9612469388
6.	Feedback Committee	Dr. Lalremsiami Hrahse	9402127050
7.	Equal Opportunity Cell	Dr. S. Beihrosa	9862711721
8.	Campus Nurse	Baby Lalrosiami	8730975718
9.	Boys' Hostel Warden	Laldinpuia Rokhum	9862364424
10.	Women's Hostel Warden	Lalmalsawmi	9612794947

b. Students' Union

#	OFFICE	NAME OF STUDENT	CONTACT NO.
1	President	C. Laldintluanga, Principal	94363 76925
2	Vice President	Benjamin C lalrinmawia	9485495277
3	General Secretary	Vanlalfakpuia	6009286336
4	Assistant General Secretary	Samuel Lalremruata	9383248378
5	Outdoor Secretary	Laldampuia	8730075202
6	Assistant Outdoor Secretary	Vanlalmalsawmsanga	8259990362
7	Indoor Secretary	Vanlalmuanawma	9863521381
8	Assistant Indoor Secretary	C Malsawmtluanga	9366390460
9	Cultural Secretary	T.Lalthanliana	7085495292
10	Assistant Cultural Secretary	H.Lalhriatpuia	8730926604
11	Debating Secretary	Lalnunmawia Hnamte	7085587965
12	Assistant Debating Secretary	Zonunmawia	6033123914
13	Magazine Editor	Ngurnunpuia Sailo	6909293912
14	Assistant Magazine Editor	Rosangliana	9862038131

6. Library Service

a. Library Hours

**Monday to Friday** : 9:30 AM - 4:00 PM

**Saturday & Sunday** : Closed

b. Resources Available

**Books:** Extensive collection of textbooks, reference books, and academic publications.

**Journals:** Access to numerous print and electronic journals.

**E-Resources:** Databases, e-books, and online journals available through the library portal.

**Special Collections:** Rare books, manuscripts, and archival materials.

c. Services Offered

**Lending Services:** Borrowing and returning books and other materials

**Reference Services:** Assistance with research queries and finding information.

**Study Spaces:** Quiet study areas, group study sections, and computer workstations.

**Internet Service:** The campus, including the library, is equipped with Wi-Fi, providing free internet access for students.

**Reprographic Service:** A photocopier/xerox machine is available in the library for photocopying and printing desired materials.

d. Membership and Borrowing

**Eligibility:** Students, faculty, and staff are eligible for library membership.

**Borrowing Limits:**

Students: Up to 5 items for 15 days.

Faculty and Staff: Up to 15 items for 3 months.

e. Issue of Library Card

Library cards are issued to students upon admission into their 1<sup>st</sup> semester and are valid for 3 years.

f. Contact Information

**Librarian** : Lalthanzama Ralte

Ph.No. - 9436376090

**Library Assistant** : C. Lalruatfela

Ph. No. - 8014679710

## II. OUR COMMITMENTS

1. **Quality Education:** Delivering high-quality teaching and learning experiences.
2. **Transparency:** Ensuring transparent processes in admissions, examinations, and results.
3. **Accessibility:** Providing accessible education and support services to all students.
4. **Responsiveness:** Addressing grievances and feedback promptly and effectively.
5. **Sustainability:** Promoting environmentally sustainable practices within the campus.

## III. STUDENT RIGHTS

- Right to quality education and access to learning resources.
- Right to a safe, inclusive, and non-discriminatory environment.
- Right to fair and transparent evaluation processes.
- Right to participate in extracurricular and community activities.
- Right to access support services for academic and personal well-being.

## IV. STUDENT RESPONSIBILITIES

- Adhering to the college's rules and regulations.
- Respecting the rights and diversity of fellow students and staff.
- Maintaining academic integrity and honesty.
- Participating actively in academic and extracurricular activities.
- Providing constructive feedback for continuous improvement.

## V. GRIEVANCE REDRESSAL

We are committed to addressing any grievances promptly and fairly. Students and stakeholders can raise their concerns through the following channels:

- **Grievance Redressal Committee:** A dedicated committee to handle and resolve grievances.
- **Feedback Forms:** Available at the administration office and online.

## **VI. Review**

Annual Review: The Citizen Charter will be reviewed annually. Suggestions for improvement can be sent to the Officer i/c.

## **VII. Expectations from Citizens/Complainants**

Clear and Specific Grievances: Citizens should lodge their grievances clearly and specifically

## **VIII. CONTACT INFORMATION**

For any queries, feedback, or support, please contact:

- **Office of the Principal:** [dintluangachhakchhuak56@gmail.com/9436376925](mailto:dintluangachhakchhuak56@gmail.com/9436376925)
- **Citizens' Charter Nodal Officer/Contact Officer:** Vanlalsanga, Ph.No.: **9612584852**
- **Website:** gsc.edu.in

## **IX. CONCLUSION**

At Government Serchhip College, we are dedicated to nurturing a vibrant, inclusive, and academically enriching environment. We welcome all students, faculty, staff, and stakeholders to join us in our pursuit of excellence and positive change.