

Sr. No.	List of Activities that Deptt. Interface with Citizens (Direct/ Indirect)	Time Limit for resolution of Grievances/Services	Designation of the Officer responsible.
1.	Declaration of results of Semester Exam in Polytechnics	10 weeks after the completion of examination	Controller, BTE & Incharge, Result Branch
2.	Dispatch of results of semester examinations to polytechnics	07 days from the date of declaration of result	In charge, Result Branch
3.	Issue of Diploma	2 Yrs	Assistant Registrar (BTE)
4.	Issue of Marks Sheet	30 days	Incharge, Result Branch for Engg. courses & Assistant Registrar (BTE) for Non-Engg. courses
5.	Issue of Corrected Marks Sheet	15 days	Incharge, Result Branch for Engg. courses & Assistant Registrar (BTE) for Non-Engg. courses
6.	a) Issue of Duplicate Marks Sheets	15 days	Incharge, Result Branch for Engg. courses & AR (BTE) for Non-Engg. courses
	b) Issue of Duplicate Diploma	30 days	Assistant Registrar (BTE)
7.	Issue of Migration Certificate	7 days	Assistant Registrar (BTE)
8.	Retotalling of Answering Scripts (As per Board's rules, application for Retotalling can be submitted within 30 days from declaration of result)	45 days	Incharge, Record Room
9.	Photocopy of Answer Sheet (As approved by the Board, application for seeking photocopies of answer scripts can be submitted between the periods from 46 to 90 days after declaration of result.)	30 days	Incharge, Record Room
10.	Issue of Transcript	30 days	Incharge, Academic Branch