महात्मा गाँधी केन्द्रीय विश्वविद्यालय,बिहार
MAHATMA GANDHI CENTRAL UNIVERSITY, BIHAR
[संसद के अधिनियम द्वारा स्थापित एक केंद्रीय विश्वविद्यालय]
[A Central University established by an Act of Parliament]
डॉ अम्बेडकर प्रशासनिक भवन, ओपी थाना के पास, मोतिहारी - 845401, जिला - पूर्वी चंपारण, बिहार

F. No. MGCUB/CoE/2026/Degree/1822 Dated: 19th November 2026

NOTICE

COMPREHENSIVE POLICY/SOP FOR ISSUANCE OF DUPLICATE DEGREE CERTIFICATE/MARKSHEET/TRANSFER CERTIFICATE/MIGRATION CERTIFICATE IN CASE OF LOSS OR MISPLACEMENT OF ORIGINAL DOCUMENTS

1. **Objective**

The purpose of this Policy is to prescribe a uniform, transparent, secure and time-bound procedure for issuance of duplicate academic documents by Mahatma Gandhi Central University (MGCU), Bihar, where the original document has been:

i. Lost
ii. Misplaced
iii. damaged or mutilated
iv. destroyed due to unforeseen circumstances; or
v. otherwise rendered unusable

The Policy also ensures proper verification, prevention of fraudulent claims, maintenance of permanent academic records and secure identification of duplicate documents.

2. **Scope**

This Policy is applicable to academic documents issued by the University, including:

i. Degree Certificate
ii. Provisional Degree Certificate, wherever applicable
iii. Marksheet/Grade Card
iv. Consolidated Marksheet/Grade Card
v. Migration Certificate
vi. Transfer Certificate (TC)
vii. Other academic certificates/documents specifically notified by the University from time to time.

This Policy shall apply to students/alumni of all Schools, Departments, Centres and programmes of the University, subject to the applicable academic regulations.

3. **Definitions**

For the purpose of this Policy:

3.a **"Duplicate Document"** means an academic document issued by the Mahatma Gandhi Central University (MGCU) in replacement of an original document that has been lost, misplaced, damaged or destroyed.

3.b **"Applicant"** means the student, alumnus/alumna or an authorised representative applying for a duplicate academic document.

3.c **"Original Document"** means the academic document originally issued by the Mahatma Gandhi Central University (MGCU).

3.d **"Competent Authority"** means the authority authorised under the Mahatma Gandhi Central University (MGCU) Act, Statutes, Ordinances, Regulations or orders of the University to approve or issue academic documents.

3.e **"Issuing Authority"** means the Controller of Examinations (CoE) or any other officer authorised by the Mahatma Gandhi Central University (MGCU).

3.f. **"University"** means Mahatma Gandhi Central University, Bihar

4. **General Principles**

4.a A duplicate academic document shall be issued only after satisfactory verification of the applicant's academic record and the circumstances necessitating its issuance.

4.b Issuance of a duplicate document shall not alter or modify the academic record of the applicant.

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4.c A duplicate document shall have the same academic validity as the original document, subject to applicable Mahatma Gandhi Central University (MGCU) rules.

4.d Every duplicate document shall carry an appropriate endorsement such as **"DUPLICATE"** in a manner determined by the Mahatma Gandhi Central University (MGCU).

4.e The University shall maintain a permanent record of all duplicate documents issued.

4.f No duplicate document shall be issued merely on the basis of an oral request.

4.g The Mahatma Gandhi Central University (MGCU) may reject an application where the applicant fails to establish the loss/damage of the original document or where the academic record cannot be satisfactorily verified.

5. Eligibility for Issuance

A duplicate academic document may be issued where:

5.a the original document has been lost or misplaced

5.b the original document has been damaged or mutilated and is produced before the University

5.c the original document has been destroyed due to circumstances beyond the applicant's control

5.d the original document is no longer usable because of substantial physical damage

5.e the original document was lost during transportation, shifting of residence or any other bona fide circumstance or

5.f any other genuine circumstance accepted by the Competent Authority.

6. Documents Required from the Applicant

The applicant shall submit the prescribed application form together with the following, as applicable:

6.a Self-attested copy of Aadhaar Card/Passport/Voter ID/other valid identity proof issued by the Government of India or any State Governments

6.b Copy of the available academic document, if any

6.c Registration/Enrolment Number

6.d Roll Number and examination details

6.e Programme, Department/School and year of passing

6.f Passport-size photograph, wherever prescribed

6.g **Prescribed affidavit/undertaking regarding loss or damage of the original document along with Rs.** 100.00 (One Hundred) non-judicial stamp duty

6.h Copy of FIR/GD/DDR/police complaint, wherever required by the University

6.i Newspaper publication regarding loss of the document, wherever considered necessary by the Competent Authority

6.j Original damaged/mutilated document in cases of damage.

6.k Copy of previous correspondence relating to the document, if available

6.l Requisite fee Prescribed by the University

6.m Any other document considered necessary by the University

7. FIR/GD/DDR and Affidavit

7.a In cases of loss of a Degree Certificate, Marksheet, Migration Certificate, Transfer Certificate or other important original document, the University may require a copy of an FIR/GD/DDR or other appropriate proof of loss.

7.b The applicant may also be required to submit an affidavit/undertaking stating that:

- the original document has been lost/misplaced;
- the applicant has not transferred or surrendered the original document to any other person or institution;
- the information furnished in the application is true;
- the applicant shall immediately inform the University if the original document is subsequently recovered; and

- the applicant shall surrender the original document to the University if it is subsequently found, where required.

7.c The Competent Authority may relax the requirement of FIR/GD/DDR or newspaper publication in appropriate cases where the circumstances justify such relaxation.

8. Newspaper Publication

Where considered necessary, the University may require the applicant to publish a notice regarding loss of the original document in a newspaper of appropriate circulation.

The notice shall ordinarily contain:

8.a. name of the applicant
8.b. programme/degree
8.c. year of passing
8.d. registration/roll number, where appropriate
8.e. name of the University and
8.f. declaration regarding loss of the original document.

The Competent Authority may prescribe cases in which newspaper publication shall be mandatory or may be dispensed with.

9. Application Procedure

The applicant shall:

9.a. obtain/download the prescribed application form
9.b. provide complete academic and personal particulars
9.c. clearly mention the document required
9.d. state the circumstances of loss/damage
9.e. attach all prescribed supporting self-attested documents
9.f. submit the application through the prescribed channel
9.g. pay the prescribed fee and
*9.h.*comply with any additional verification requirements communicated by the University.

Applications may be submitted physically or through an online portal, wherever such facility is available.

10. Verification of Application

Upon receipt of the application, the concerned office shall verify:

10.a. identity of the applicant
10.b. registration/enrolment number
10.c. roll number
10.d. programme and year of passing
10.e. marks/grades and examination records
10.f. authenticity of the original document details available in the University records
10.g. whether any duplicate document has previously been issued
10.h. whether the applicant has any pending disciplinary, examination or administrative issue affecting issuance and
10.i. the authenticity of supporting documents

The University may seek clarification from the concerned School/Department, Examination Section, Academic Section or other office wherever necessary.

11. Special Verification for Previously Issued Duplicate

Where an applicant has previously obtained a duplicate document and again applies for another duplicate, the case shall be examined separately.

The University may require:

11.a. additional affidavit
11.b. police report
11.c. additional documentary evidence
11.d. personal appearance and/or
11.e. approval of the Competent Authority.

12. Approval and Issuance

12.a. After satisfactory verification, the duplicate document shall be prepared in the prescribed format.

12.b. The document shall be authenticated by the authorised officer(s).

12.c. The duplicate document shall contain a distinctive endorsement:**"DUPLICATE"** or such other wording/security marking as may be approved by the University.

12.d. The endorsement shall not invalidate the academic status of the document.

13. Validity of Duplicate Documents

A duplicate Degree Certificate, Marksheet, Migration Certificate, Transfer Certificate or other approved academic document shall be treated as a valid University-issued document for legitimate academic, employment, professional and official purposes.

The duplicate status shall merely indicate that the document has been issued in replacement of the original.

14. Security Features

The University may incorporate suitable security features in duplicate documents, including:

14.a. unique serial number

14.b. duplicate document number

14.c. QR code

14.d. digital verification facility

14.e. watermark

14.f. hologram

14.g. digitally generated certificate

14.h. authorised signature

14.i. examination record reference number and

14.j. other security features approved by the University

The security features may be modified from time to time.

15. Online Verification

Where technologically feasible, the University may establish an online verification facility through which employers, educational institutions, government authorities and other authorised agencies may verify the authenticity of academic documents.

The University may prescribe a separate verification fee, where applicable.

16. Fees

The applicant shall pay the prescribed fee for issuance of a duplicate document.

The fee structure may be prescribed separately by the University and may vary depending upon:

16.a. type of document

16.b. ordinary or urgent processing

16.c. number of previous duplicate requests

16.d. postal/dispatch charges and

16.e. other administrative requirements

The Competent Authority may revise the fee structure from time to time.

17. Suggested Fee Structure

Subject to approval of the Competent Authority, the following structure may be considered:

Document	Ordinary Fee (Rs.)
Duplicate Degree Certificate	1,000/-
Duplicate Marksheet/Grade Card	1000/-
Duplicate Consolidated Marksheet	750/-
Duplicate Migration Certificate	1000/-
Duplicate Transfer Certificate	500/-

The University may prescribe a different fee structure after considering prevailing institutional practice and applicable regulations.

18. Processing Time

Subject to completeness of the application and successful verification, the University shall endeavour to issue the duplicate document within **30 (Thirty) working days** for ordinary applications.

19. Rejection of Application

An application may be rejected where:

19.a. the information supplied is false or misleading

19.b. supporting documents are forged or doubtful

19.c. academic records cannot be verified

19.d. the applicant is not entitled to the document;

19.e. the original document has not actually been lost/damaged

19.f. the applicant has withheld material information;

19.g. the required fee has not been paid or

19.h. any other valid administrative or legal ground exists.

The applicant shall ordinarily be informed of the reason for rejection.

20. Recovery of Original Document

If the original document is subsequently recovered after issuance of a duplicate:

20.a. the applicant shall immediately inform the University

20.b. the University may require surrender of the original or duplicate document, as appropriate

20.c. the University shall update its records

20.d. where necessary, the University may cancel the duplicate document after due verification and

20.e. the University may issue an appropriate endorsement or direction regarding which document shall remain valid.

21. Fraudulent Use of Documents

If any person submits false information, forged documents or deliberately misrepresents facts for obtaining a duplicate document, the University may:

21.a. cancel the duplicate document

21.b. initiate disciplinary/legal proceedings

21.c. report the matter to the appropriate authority

21.d. debar the applicant from future services/facilities of the University, where legally permissible and

21.e. take any other action permissible under applicable law and University regulations.

22. Loss During Postal/Dispatch Process

If a duplicate document is lost during postal dispatch, the University shall examine the case based on postal tracking and other available evidence.

A replacement may be issued after verification and payment of applicable charges, if any.

23. Damaged Documents

Where the original document is damaged but identifiable, the applicant shall normally submit the damaged document to the University.

After verification, the damaged document may be retained in University records and a duplicate may be issued.

24. Applications Through Authorised Representatives

Where the applicant is unable to appear personally, an authorised representative (Blood relative/spouse only) may submit/collect the document subject to:

24.a. authorisation letter

24.b. identity proof of the applicant

24.c. identity proof of the representative and

24.d. any other verification prescribed by the University.

The University may require personal appearance in sensitive or disputed cases.

25. Record Maintenance

The Examination Section shall maintain a **Duplicate Academic Document Register** containing at least:

25.a. Serial Number

25.b. Application Number

25.c. Date of Application

25.d. Name of Applicant

25.e. Guardian's Name

25.f. Registration/Enrolment Number

25.g. Roll Number

25.h. Programme

25.i. Year of Passing

25.j. Type of Document

25.k. Reason for Duplicate

25.l. FIR/GD/DDR details, where applicable

25.m. Affidavit details

25.n. Fee paid

25.o. Date of Approval

25.p. Duplicate Document Number

25.q. Date of Issue

25.r. Mode of Delivery

25.s. Signature/acknowledgement of recipient and

25.t. Remarks.

Records may be maintained in both physical and electronic form.

26. Digital Record

The University shall endeavour to maintain a secure digital database of duplicate documents issued. The database should enable authorised personnel to verify:

26.a. whether the document is genuine

26.b. date of issue

26.c. document number

26.d. student details

26.e. type of document and

26.f. status of the document.

27. Confidentiality and Data Protection

All personal and academic information received during processing shall be handled confidentially and shall be disclosed only to:

27.a. the applicant

27.b. an authorised representative

27.c. authorised University officials or

27.d. a government/statutory authority or other entity legally entitled to obtain such information.

28. Appeal/Representation

If an application is rejected, the applicant may submit a representation to the **Controller of Examinations** within **30 days** of communication of rejection.

Where necessary, the Controller of Examinations may place the matter before the Competent Authority/appropriate committee for consideration.

The decision of the Competent Authority shall be final, subject to applicable law and University regulations.

29. Exceptional Cases

Cases not specifically covered under this Policy, including:

31.a. very old academic records

31.b. records affected by natural disasters

31.c. change of institutional records

31.d. multiple loss of documents

31.e. disputed identity

31.f. court-related matters or

31.g. any other exceptional circumstance shall be placed before the Controller of Examinations/Competent Authority for appropriate decision.

30. Responsibility of the Controller of Examinations (CoE)

The Controller of Examinations shall be responsible for:

32.a. implementation of this Policy

32.b. maintenance of duplicate document records

32.c. verification of academic records

32.d. supervision of issuance

32.e. ensuring appropriate security features;

32.f. maintaining confidentiality

32.g. periodic review of the procedure and

32.h. placing difficult or exceptional cases before the Competent Authority.

31. Review of the Policy

The Policy shall be reviewed periodically, preferably once every **three years**, or earlier if required due to:

33.a. amendments in University regulations

*33.b.*UGC/Other Governments' Regulatory Bodies/Ministry of Education/Government of India directions

33.c. technological developments

33.d. changes in examination procedures or

33.e. administrative requirements.

32. Power to Interpret

In case of any doubt regarding interpretation or implementation of this Policy, the matter shall be referred to the Competent Authority, whose decision shall be final subject to the provisions of the University Act, Statutes, Ordinances, Regulations and applicable law.

33. Overriding Effect

In the event of any inconsistency between this Policy and any provision of the University Act, Statutes, Ordinances, Regulations, Examination Rules or binding directions of the UGC/Ministry of Education/Other Governments' Regulatory Bodies/Government of India, the latter shall prevail.

This is issued with the approval of the Competent Authority.

19/11/26

(Sachchida Nand Singh)
Controller of Examinations

Copy to:

1. The OSD (Administration), OSD (Finance) and Campus directors.
2. All Deans of different schools/DSW/Director (RDC)/Proctor/Provost/Librarian/Vigilance cum Verification Officer.
3. All the Heads of various teaching departments.
4. The Deputy Registrar (Internal Audit).
5. Assistant Registrar/Section Officers /Public Relation Officer.
6. The OSD to VC for kind information of Hon'ble Vice-Chancellor.
7. Coordinator, University Website Committee- **to upload the same on the University website.**
8. Office records/ Guard File/Notice Board.

19/11/26

(Utpal Kumar Thakur)
LDC, O/o CoE

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ANNEXURE–I

APPLICATION FORM FOR ISSUANCE OF DUPLICATE ACADEMIC DOCUMENT

1. Name of Applicant:

2. Father's/Mother's/Guardian's Name:

3. Registration/Enrolment No.:

4. Roll No.:

5. Programme/Degree:

6. School/Department:

7. Year of Admission:

8. Year of Passing:

Paste Passport Size Photograph

9. Academic Document required (Put tick ☑ in appropriate document/s):

- Degree Certificate
- Marksheet/Grade Card
- Consolidated Marksheet
- Migration Certificate
- Transfer Certificate
- Other: _____

10. Reason for Applying for Duplicate:

11. Date/Place of Loss, if applicable:

12. FIR/GD/DDR Details, if applicable:

13. Affidavit Details:

14. Complete Postal Address:

15. Mobile Number:

16. Email ID:

Declaration

I hereby declare that the information furnished above is true and correct. The original academic document has been lost/misplaced/damaged as stated above. I undertake that if the original document is subsequently recovered, I shall immediately inform the University and comply with the directions of the University regarding the original and duplicate documents.

Date: _____

Place: _____

Signature of Applicant: _____

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ANNEXURE–II

UNDERTAKING/AFFIDAVIT

I, _____, Registration/Enrolment No. _____, student of _____, hereby declare that my original _____ issued by Mahatma Gandhi Central University, Bihar, has been lost/misplaced/damaged.

I undertake that:

1. the information furnished by me is true and correct;
2. I have not knowingly transferred the original document to any other person;
3. I have not used the information regarding loss of the document for obtaining any undue benefit;
4. I shall immediately inform the University if the original document is recovered;
5. I shall surrender the original/duplicate document as directed by the University; and
6. I shall be responsible for any consequences arising from submission of false information or fraudulent use of the document.

Name of the Applicant:

Signature of Applicant:

Date:

Place:

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ANNEXURE-III

INTERNAL CHECKLIST FOR PROCESSING OFFICER

- Application form complete
- Identity proof verified
- Registration/Enrolment Number verified
- Roll Number verified
- Academic record verified
- Year of passing verified
- Previous document details verified
- Previous duplicate issuance checked
- FIR/GD/DDR attached, where required
- Affidavit/undertaking attached
- Damaged original received, where applicable
- Newspaper publication attached, where required
- Fee paid
- Applicant's signature verified
- Competent approval obtained, where required
- Duplicate document prepared
- "DUPLICATE" endorsement incorporated
- Document authenticated
- Duplicate Register updated
- Digital record updated
- Document delivered/dispatched
- Acknowledgement obtained

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ANNEXURE-IV

FORMAT OF DUPLICATE DOCUMENT ENDORSEMENT

DUPLICATE

This document is issued in lieu of the original academic document reported as lost/misplaced/damaged. It shall remain valid for all legitimate academic and official purposes, subject to the rules of Mahatma Gandhi Central University, Bihar.

Duplicate Document No.:

Date of Issue:

Time of Issue:

Signature of the Controller of Examinations with stamp

ANNEXURE-V

PROCESS FLOW

Receipt of Application

↓

Scrutiny of Documents

↓

Verification of Academic Records

↓

Verification of Loss/Damage Documents

↓

Fee Verification

↓

Approval by Competent Authority, wherever required

↓

Preparation of Duplicate Document

↓

Security/Authentication Check

↓

Entry in Duplicate Document Register

↓

Issue/Dispatch to Applicant

↓

Digital Record Update