



No. CUPB/Reg/2019/423

Dated: 05-06-2019

**OFFICE ORDER****GRIEVANCES REDRESSAL MECHANISM AT CHITKARA UNIVERSITY**

As per the UGC Regulations on Grievance Redressal- 2012, issued vide the Gazette of India on 23 March, 2013, Chitkara University has set up a Grievances Redressal Mechanism to address the Complaints/Grievances of students and staff in a speedy and judicious manner.

Generally it envisages the complaints regarding admissions, irregularities in established processes, Victimisation and/or harassment.

Complaints of other nature which may effect the performance and general development of a student are also admitted for redressal.

**Chitkara University will have Grievances Redressal Mechanism set up at three levels:**

- 1. School/Department Grievances Redressal Committee**
- 2. University Grievances Redressal Committee.**
- 3. Ombudsman.**

The set up of University level Grievances Redressal Committee takes into consideration the Interdepartmental/Interschool complaints and complaints pertaining to Hostels, Transport, Security, Sports and other general Admin issues on the Campus.

School/Department level committee is to address issues arising from within the department and are pertaining to the said department/School.

**The committee at University level for session 2019-20 comprises of the under mentioned:**

- |   |             |
|---|-------------|
| 1. Dr. S.C. Sharma, Registrar                                       | Chairperson |
| 2. Lt. Col. Rakesh Sharma, Associate Director (UA)                  | Member      |
| 3. Dr. I.S Sandhu, Dean (Examination)                               | Member      |
| 4. Dr. Sangeeta Pant, Dean (CCE)                                    | Member      |
| 5. Col. C. Jhamb (Retd.), Associate Director (Admn.)                | Member      |
| 6. Ms. Mansi Kapoor, Student Counselor, Chitkara University, Punjab | Member      |
| 7. Ms. Vama Oswal, Student Counselor, Chitkara University, Punjab   | Member      |

**University Campus**

Chandigarh - Patiala National Highway (NH-7)  
Punjab - 140 401, T +91.1762.507084  
Fax +91.172.507085

**Administrative Office**

Saraswati Kendra, SCO 160 - 161  
Sector 9-C, Chandigarh - 160009  
T +91.172.4090900

**The committee at School/Department will consist of the following:**

- |                       |             |
|-----------------------|-------------|
| 1. Dean/Dy. Dean/HOD  | Chairperson |
| 2. Programme Incharge | Member      |
| 3. Mentor/Mentors     | Member      |

All Schools/Departments are to display the information regarding mechanism of Grievances Redressal on notice boards with in their jurisdiction.

**Procedure for submission of Complaints**

Any aggrieved student may submit an application giving full details, along with supporting documents, of the complaint addressed to the Chairman, Grievance Redressal Committee. the application may be handed over to the Office of the University Affairs, the office of the University Affairs would be responsible for forwarding the application to the concerned person.

**Procedure to be adopted by the Grievance Redressal Committee**

1. The Grievance Redressal Committee shall fix a date for hearing the complaint, which shall be communicated to the Registrar and the aggrieved person either in writing or electronically, as may be feasible.
2. An aggrieved student may appear either in person or represented by such person as may be authorized to present his case.
3. Grievance Redressal Committee shall be guided by the principles of natural justice while hearing the grievances.
4. Grievance Redressal Committee shall ensure disposal of every application as speedily as possible as and not later than a month of receipt of the grievance.
5. On the conclusion of proceedings, the Grievance Redressal Committee shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.

**Appointment of Ombudsman**

University has appointed **Dr. Ashok Kumar** as the Ombudsman

Address: # 1621, Sector – 2, Rohtak – 124001

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**Appointment of Ombudsman**

1. If the aggrieved student is not satisfied with the decision of the Grievance Redressal Committee of the Institute, he/ she may appeal to the Ombudsman by registering grievance with Sh. Anchal Rana, Deputy Registrar of the University.
2. The Ombudsman will follow the same procedure, as outlined above for the Grievance Redressal Committee, to hear and dispose the complaint.
3. In case of any false or frivolous complaint, the Ombudsman may order appropriate action against the complainant.

**Dr. S.C. Sharma**  
**Registrar**  
**Chitkara University (Punjab)**

**A copy is forwarded to the following for necessary information, please.**

- PS to the Vice – Chancellor
- All concerned
- All notice boards
- Chalkpad & University's website.

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