

**No. CUPB/Reg/2020/274****Dated: 11.06.2020****OFFICE ORDER****GRIEVANCES REDRESSAL COMMITTEE 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 Committee 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 or wrong punishment.

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 Committee 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 2020-21 comprises of the under mentioned:

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| 1. Brig. (Dr) P. S. Siwach (Retd.), Pro Vice Chancellor (Admn) | Chairperson |
| 2. Prof. Harkiran Kaur, Vice President, Office of Alumni Affairs | Member |
| 3. Dr. Sandhir Sharma, Dean (CBS) | Member |
| 4. Dr. I.S Sandhu, Dean (Examination) | Member |
| 5. Dr. Bharat Kapoor, Professor (CCHM) | Member |
| 6. Dr. Jyotsna Kaushal, Professor (CURIN) | Member |
| 7. Col. C. Jhamb (Retd.), Director (Admn.) | Member |
| 8. Student Counselor, Chitkara University, Punjab | Member |
| 9. Lt. Col. Rakesh Sharma (Retd.), Director (UA) | Member Secretary |

University Campus
Chandigarh - Patiala National Highway (NH-7)
Punjab - 140 401, T +91.1762.507084
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Administrative Office
Saraswati Kendra, SCO 160 - 161
Sector 9-C, Chandigarh - 160009
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**The committee at School/Department will consist of the following:**

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|-----------------------|-------------|
| 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 / staff 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 of the university 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 / staff 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 redressal committee / the Ombudsman may order appropriate action against the complainant.
- All grievance issues related to Students /staff should be forwarded to Pro Vice Chancellor (Administration) for necessary action and all grievance issues related to faculty and staff members should be forwarded to Registrar, Chitkara University, Punjab.

The Committee shall meet quarterly in a year but the Chairperson may direct additional meetings to be held as and when required.

The Minutes of Meeting shall be submitted in the Registrar Office on regular basis.

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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