

KURUKSHETRA UNIVERSITY KURUKSHETRA
(Established by the State Legislature Act XII of 1956)
("A+" Grade, NAAC Accredited)



E-Mail

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No.DOC/2022/_____
Dated:_____

DEAN OF COLLEGES

To

The Principal/Director/Chairman/General Secretary
of all the Colleges/Institutes,
Affiliated to Kurukshetra University,
Kurukshetra.

Subject: **Regarding redressal/settlement of C.M. Window Complaint Cases related to affiliated Colleges/Institutes.**

Sir/Madam,

It is to inform you that a large number of C.M. Window Complaints of the students (including ex-students) and the Employees (including ex-employees) against their colleges/institutes on various issues are being received in the University for taking necessary action for redressal of the grievance of the complainant(s). These C.M. Window Complaints are of urgent nature. Usually, no action is required to be taken by the University for settlement of these complaints as the same are being ultimately & closely related to concerned college/institute. Hence, for speedy & timely disposal of all such C.M. Window complaint cases, the University henceforth will take following action :-

- (1) The Office of the Dean of Colleges, K.U.Kurukshetra will forward all such new C.M. Window Complaint cases received from the Nodal Officer, C.M. Window Cell, K.U.Kurukshetra or directly from the State Govt. to the concerned College/Institute for redressal the same immediately/within stipulated period as per norms for redressal of C.M. Window Complaint cases.
- (2) The concerned College will take immediate necessary action for settlement of the complaint(s) and to redress the grievance of the complainant(s) by adopting proper procedure as laid down by the State Govt. for settlement of C.M. Window Complaint cases and as per norms will submit the ACTION TAKEN REPORT(Interim/Final ATR) **duly signed by the Complainant and the Eminent Person/Citizen** to the Office of the Dean of Colleges, K.U.K.
- (3) The concerned College/Institute authorities (Director/Principal/Chairman/General Secretary) will solely accountable/liable for the delay/lapse for settlement of the C.M. Grievance Complaint cases related to their College/Institute. Therefore, they will have to take necessary action immediately on receipt of the Complaint from the University.

P.T.O.

- (4) On receipt of the ACTION TAKEN REPORT(Interim/Final ATR) from the concerned College/Institute, the office of the Dean of Colleges,K.U.K will forward the same to the Nodal Officer,C.M. Window Cell,K.U.Kurukshetra for necessary action at their end for uploading the same to C.M. Window Portal.

You are ,therefore, requested to comply with the above directions of the University and take appropriate necessary action as directed for settlement of C.M Grievance complaint cases related to your colleges/Institute timely & urgently.

Yours sincerely,

Sd/-
Assistant Registrar (Colleges)
for Dean of Colleges

Endst.No.DOC/2022/ 758-777

Dated: 14.01.2022

Copy of the above is forwarded to the following for information & necessary action :-

- (1) The Director General, Higher Education, Haryana, Shiksha Sadan, Sector-5, Panchkula
- (2) The Director General, Technical Education Department, Haryana, Bays No. 7-12, Sector-4, Panchkula
- (3) The Dean Academic Affairs, K.U.K
- (4) The Dean Students Welfare, K.U.K.
- (5) The Director, IT Cell, K.U.K. (with the request to kindly upload it on the KUK website for general information of all concerned)
- (6) The Controllor of Examinations-I, K.U.K.
- (7) The Controllor of Examinations-II, K.U.K.
- (8) The Finance Officer, K.U.K
- (9) The Deputy Registrar(Academic), K.U.K
- (10) The Assistant Registrar(Registration), K.U.K.
- (11) The Nodal Officer, C.M. Window Cell, K.U.Kurukshetra
- (12) OSD to the Vice-Chancellor(for kind information of the Hon'ble Vice-Chancellor)
- (13) PA to the Registrar(for kind information of the Hon'ble Registrar)
- (14) All the Dealing sets of Colleges Branch, KUK (CBA, CG-I, CBS, CG-II, CG-V, CG-VI & CBR) ✓

Sd/-
Assistant Registrar (Colleges)
for Dean of Colleges