

The Vice-Chancellor has been pleased to re-establish the following Grievances Redressal Cells to redress the complaints of the students with immediate effect particularly pertaining to the Results, Registration & Scholarship Branches, Colleges and Hostels:-

1. First Cell is to be headed by the Registrar in respect of the branches working under his control i.e. Registration Branch, Academic Branch, General Administration Branch & Security Office.  
Contact No. 01262-274640 (Dr. Gulshan Lal Taneja,Registrar)  
Email address: [registrar@mdu.ac.in](mailto:registrar@mdu.ac.in)
2. Second Cell is to be headed by the Dean College Development Council in respect of all the Colleges affiliated to this University.  
Contact No. 01262-274532 (Dr. Yudhvir Singh)  
Email address: [dean.cdc@mdu.ac.in](mailto:dean.cdc@mdu.ac.in)
3. Third Cell is to be headed by the Controller of Examinations in respect of the branches working under his control i.e. Conduct Branch, Secrecy Branch, Result-I, **II**, **III & IV** Branch and Re-evaluation Cell.  
Contact No. 01262-274169 (Dr. B.S. Sindhu)  
Email address: [coe@mdu.ac.in](mailto:coe@mdu.ac.in)
4. Fourth Cell is to be headed by the Chief Warden (Boys Hostel) in respect of all the Boys Hostels.  
Contact No. 01262-393582 (Prof. J.P.Yadav)  
Email address: [chiefwarden.boys@mdu.ac.in](mailto:chiefwarden.boys@mdu.ac.in)
5. Fifth Cell is to be headed by the Chief Warden (Girls Hostel) in respect of **all** the Girls Hostels.  
Contact No. 01262-212934 (Prof. Rajesh Dhankhar)  
Email address: [chiefwarden.girls@mdu.ac.in](mailto:chiefwarden.girls@mdu.ac.in)
6. Sixth Cell is to be headed by the Dean Students Welfare assisted by Director, Youth Welfare in respect of students welfare problems of this University.  
Contact No, i) **9416210236** (Prof. Rajkumar )  
ii) 09466161016/\_**01262-285090** (Dr. Jagbir Rathee)  
  
Email address: i) [dean.dsw@mdurohtak.ac.in](mailto:dean.dsw@mdurohtak.ac.in)  
ii) [dir.dsw@mdurohtak.ac.in](mailto:dir.dsw@mdurohtak.ac.in)

**The Grievances Cells will function in the following manner:-**

- i) Each complaint/ grievance of the student shall be diarized in the grievance registers (copy of the proforma is enclosed (Armexure-A)), maintained in the offices of the above mentioned Grievances Cells and will be allotted a number.

- ii) Each such complaint(s) shall be stamped "Grievance Cell" in red ink and forwarded to the concerned branch with a forwarding letter as per proforma enclosed (Annexure-B) on the same day.

Responsibilities of the Concerned Branch/ Office:-

- a. The Branch Officer/ Warden/ Superintendents/ Supervisor shall keep a note of such grievances in their notebooks and keep track of the same at personal level on daily basis.
- b. Every effort shall be made to resolve the grievances within 3 days but maximum within 7 days and a report thereof shall be sent to the respective heads i.e Registrar, Dean College Development Council, Controller of Examinations, Dean Students Welfare and Chief Warden (Boys/Girls) in the proforma enclosed (Annexure-C) for entry in the grievance registers.
- c. Whenever email address is given in the complaint by the complainant, the reply shall be sent through email

The Registrar, Dean College Development Council, Controller of Examinations, Dean Students Welfare and Chief Warden (Boys/Girls) will review the unresolved cases every week and ensure that no grievances remain unresolved beyond a fortnight

**REGISTRAR**



Annexure-B

MAHARSHI DAYANAND UNIVERSITY ROHTAK

No. \_\_\_\_\_  
Dated: \_\_\_\_\_

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sub: Redressal of Grievance.

Dear Sir/Madam,

I am enclosing herewith a grievance / problem received from

\_\_\_\_\_  
\_\_\_\_\_

In original which has been given diary/case No. \_\_\_\_\_ on \_\_\_\_\_  
for disposal within 3 days, but maximum within 7 days.

**Yours faithfully,**

Encl.: As above.

**P.A. Registrar**

**P.A. to C.O.E**

Annexure-C

MAHARSHI DAYANAND UNIVERSITY ROHTAK

No. \_\_\_\_\_  
Dated \_\_\_\_\_

To

The P.A. to Registrar / C.O.E.,  
M.D. University,  
Rohtak.

Sub: \_\_\_\_\_

Memo:

This has reference to your letter No. \_\_\_\_\_ dated \_\_\_\_\_  
on the above subject.

It is to inform you that the problem / grievance of  
\_\_\_\_\_ has been resolved and a reply as per copy enclosed has been sent to him  
/ her.

Yours sincerely,

Encl.: As above.

( \_\_\_\_\_ )