

CHAUDHARY DEVI LAL UNIVERSITY, SIRSA
(Established by the State Legislature Act 9 of 2003)



VCW/2018/92-162
Dated 10/04/2018

NOTIFICATION

The Vice-Chancellor is pleased to approve the following Instructions/guidelines for processing/deciding VC Window **Requests/Complaints/ Representations/Suggestions** etc. and has ordered to decide the V.C window complaints accordingly:

1. The complaint received must be accompanied with the residential proof of the sender.
2. There shall be a University Nodal Officer for VC Window, who will work under the direct kind control of PS to Vice- Chancellor .
3. All the University PM/CM Window Nodal Officers duly appointed/ to be appointed, Shall be the deemed VC Window Nodal Officers for their respective office and shall process and take up/settle/redress the VC Window **Requests/Complaints/ Representations/Suggestions**.
4. **Requests/Complaints/ Representations/Suggestions** received through the VC Window must be processed within a week and final action/decision on the **Requests/Complaints/ Representations/Suggestions** shall be taken within 01 month.

Provided that due to unavoidable circumstances, if time limit cannot be adhered to, interim reply shall be given to the complainant with request to provide more time.

Provided further that in case of **Requests/Complaints/ Representations/Suggestions** requires immediate decision / action, or that the delayed

done
10/4/18
NO

decision/ action may cause failure the purpose of the **Requests/Complaints/ Representations/Suggestions**, such letters shall be processed immediately.

In case of **Requests/Complaints/ Representations/Suggestions** the interim reply and final decision shall be communicated to the complainant/sender directly by the respective office(s) with a copy to University Nodal Officer VC Window.

The decision shall be communicated in prescribed Performa of Action Taken Report (ATR), a copy of which enclosed as Annexure-B.

5. Single **Requests/Complaints/ Representations/Suggestions** shall be decided by single decision by following the method as under:

"In case, the subject matter of **Requests/Complaints/ Representations/Suggestions** relates to more than one office, the University Nodal Officer shall decide the principal/main office and connected offices within three working days. The principal/main office shall decide the **Requests/Complaints/ Representations/Suggestions** as a whole by incorporating the facts of connected offices and the other connected office shall co-operate with the principal office in deciding the **Requests/Complaints/ Representations/Suggestions** and the connected offices shall be responsible to get incorporated the facts and proposal/decisions relating to their office."

6. In case, the **Requests/Complaints/ Representations/Suggestions** received relates to other offices, the receiving office will send the same directly to the concerned office within three working days under intimation to University Nodal Officer, so that delay may be avoided.
7. In case of inaction/lapse/ violation of guidelines, the concerned officers/official/ office (s) shall be liable punishment as per University rules.
8. University Nodal Officer shall keep close watch on the disposal of **Requests/Complaints/ Representations/Suggestions** and report any default to the Vice- Chancellor. In case of **Suggestions and Requests** (s) he will monitor that these are processed duly ad decision regarding them is intimated to the person concerned.
9. The Clerk, Peon and other staff assigned to VC Window office will work under the control and supervision of the university Nodal officer. **Requests/Complaints/ Representations/Suggestions** can be submitted in the office of University Nodal Officer for VC Window on all working days from 9:00 a.m. to 5:00 p.m.

chan
10/11/18
NO

EDP Cell will develop a system for receiving **Requests/Complaints/Representations/Suggestions** online in a classified manner and their disposals will be updated accordingly.

10. The guidelines are in consonance with the statutory rules applicable to the university and in case of contravention, the statutory rules will prevail.
11. The matter not covered under the above guidelines, will be referred to the Vice-Chancellor for decision by the University Nodal Officer.
12. The Vice-Chancellor shall be the competent authority to interpret/review/modify/nullify or make addition in the guidelines for removing the hardship/problems in implementation and smooth functioning of the system.

The instructions/guidelines and orders of the Vice-Chancellor are communicated for information and strict compliance.

sd
Nodal Officer
V.C window

Endst. No. VCW/2018/92-162

dated 10/04/2018

Copy to the following for information and further necessary action.

1. All the Chairpersons/Incharges of UTDs, CDLU, Sirsa.
2. All the Branch Heads/Officers of university offices, CDLU, Sirsa.
3. Incharge, University Website for uploading the guidelines on the University website.
4. Incharge/Branch head, EDP Cell with request to develop a system for receiving **Requests/Complaints/ Representations/Suggestions** online in a classified manner and their disposals will be updated accordingly in compliance the orders of the Vice-Chancellor.
5. P.S to Vice-Chancellor (for kind information of the Vice-Chancellor) CDLU, Sirsa.
6. P.A to Registrar (for kind information of the Registrar) CDLU, Sirsa.

dnaps
10/4/18
Nodal Officer

117

Annexure-B
CHAUDHARY DEVI LAL UNIVERSITY, SIRSA
(Established by the State Legislature Act 9 of 2003)



/2018/ _____
Dated _____

Action taken report(ATR) regarding VC Window complaint.

Sr. No.	Head	Detail regarding head
1.	To	(Name and Address of complainant)
2.	Subject of complaint	(Subject be details)
3.	Reference of complaint	In reference to your VC Window complaint Dated----- -- received in the office through VC window office letter no.-----dated-----on the subjected cited above.
4.	Decision/action	(Brief of decision/action taken be detailed)----- ----(copy of decision attached)
5.	Crex of decision/action	Dismissed/allowed (one relevant option be detailed)
6.	Counselling	Details if any
7.	Detail of deciding department/office	(name and address of branch/office/deptt.)
8.	Copy endorsed to	1.Nodal Officer VC Window 2.(any other deptt./office as per requirement)
9.	Signature of deciding branch officer	(Signature with seal)

done
10/4/18
M
NO