

MDU-CENTRE FOR PROFESSIONAL & ALLIED STUDIES
MAHARSHI DAYANAND UNIVERSITY ROHTAK

(A State University established under Haryana Act No. 25 of 1975)

NAAC Accredited 'A' Grade University

Director
Prof. Pardeep K. Ahlawat

No. MDU-CPAS/2025/524

Date: 31/03/2025

OFFICE ORDER

Subject: Constitution of Committee for Complaint Redressal Mechanism at MDU-CPAS

In alignment with the principles of institutional integrity, natural justice, and student welfare, it is imperative to establish a formal, structured, and accountable redressal mechanism at MDU-CPAS. Therefore, the undersigned is pleased to constitute the Complaint Redressal Mechanism along with a Committee responsible for its implementation and governance.

This initiative is undertaken to ensure that students may voice genuine concerns confidentially within a secure, university-monitored framework, while preventing procedural misuse, preserving fairness, and protecting the dignity of all stakeholders.

1. Objectives

The Complaint Redressal Mechanism shall:

- Prevent misuse of unverified and untraceable services (e.g., ProtonMail) which compromise credibility, accountability, and traceability.
- Foster a culture of trust, transparency, ethical conduct, and academic fairness within the institution.

2. Constitution of Complaint Redressal Mechanism Committee

The following faculty members are nominated as members of the Institutional Sub-Committee:

S. No.	Name	Designation	Role
1.	Dr. Om Prabha	Director's Nominee	Convenor
2.	Dr. Vijay Rathee	Coordinator – Management	Member
3.	Dr. Virender Sindhu	Coordinator – Law	Member
4.	Dr. Kavita Dahiya	Female Faculty	Member
5.	Dr. Nidhi	Female Faculty	Member
6.	Mr. Yogender	Scheduled Caste Representative	Member

Note: The Sub-Committee will function under the overall supervision of the Director, MDU-CPAS.

3. Official Complaint Platform

A dedicated grievance redressal email ID has been created for this purpose:

- Email: studentgrievancecell.cpas@mdurohtak.ac.in
- Complaints must be submitted through this official channel only with valid identity proof.

4. Terms of Reference (ToR)

a) Mandate:

- Receive and review complaints submitted via the official email ID.
- Undertake timely, unbiased, and confidential investigation of complaints.
- Recommend appropriate action, ensuring fairness, dignity, and legal propriety.

b) Operational Procedure:

- The Committee shall convene weekly or as per requirement.
- Maintain secure and confidential documentation of all complaints and resolutions.

c) Resolution Timelines:

All complaints shall be addressed and resolved within a month from the date of receipt.

d) Escalation Mechanism:

For matters of serious or systemic concern, the Committee may recommend escalation to the Registrar or Hon'ble Vice-Chancellor, with supporting documentation.

e) Confidentiality & Scope:

- Identity of the complainant (if disclosed voluntarily) shall be kept strictly confidential.
- Complaints must pertain to matters of academic, ethical, administrative, or student welfare significance only.

5. Code of Use & Compliance

- Complaints sent through external or anonymous servers such as ProtonMail or other unverified sources shall not be entertained henceforth, in accordance with legal norms and institutional policy.
- Students are advised to use the responsibly, in good faith, and with full awareness of institutional values.
- Malicious, fabricated, or defamatory submissions may invite disciplinary consequences as per University Statutes and Conduct Rules.



6. Communication & Sensitization

The details of the Complaint Redressal Mechanism mechanism will be:


- Disseminated through official notice boards, classroom announcements, student WhatsApp groups, and orientation sessions.
- All faculty and staff are directed to sensitize students to the availability, responsible usage, and importance of this redressal mechanism.

7. Monitoring and Review

- The Complaint Redressal Mechanism Committee's functioning will be reviewed quarterly by the Director.
- Recommendations for policy improvements, if any, shall be forwarded to the appropriate University authority for consideration.

This notification reaffirms the Centre's commitment to providing a safe, responsive, and equitable academic environment for all. Through this mechanism, genuine concerns will be addressed with procedural diligence, sensitivity, and legal prudence, while upholding the dignity and institutional integrity of MDU-CPAS and its stakeholders.

This order comes into immediate effect and shall remain operational until further notice.


31/03/2025
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MDU-CPAS, Gurugram
Sector-40, Gurugram - 122001, Haryana
E-mail: cpas@mdurohtak.ac.in

Copy to:

- The PA to the Hon'ble Vice Chancellor for kind information.
- To concerned members of the Complaint Redressal Mechanism Committee of MDU-CPAS.