

**MAHARSHI DAYANAND UNIVERSITY, ROHTAK**  
(A State University established under Haryana Act No. 25 of 1975)  
NAAC Accredited 'A+' Grade

**NOTIFICATION**

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, Hostels and other issues:-

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  
Email address: [registrar@mdurohtak.ac.in](mailto:registrar@mdurohtak.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  
Email address: [dean.cdc@mdurohtak.ac.in](mailto:dean.cdc@mdurohtak.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  
Email address: [coe@mdurohtak.ac.in](mailto:coe@mdurohtak.ac.in)
4. Fourth Cell is to be headed by the Chief Warden (Boys) in respect of all the Boys Hostels.  
Contact No. 01262293217  
Email address: [chiefwarden.boys@mdurohtak.ac.in](mailto:chiefwarden.boys@mdurohtak.ac.in)
5. Fifth Cell is to be headed by the Chief Warden (Girls) in respect of all the Girls Hostels.  
Contact No. 01262293221  
Email address: [provost.girls@mdurohtak.ac.in](mailto:provost.girls@mdurohtak.ac.in)
6. Sixth Cell is to be headed by the Dean Students Welfare in respect of students welfare problems of this University and those related to Youth Welfare, Sports, Youth Red Cross and NSS and any other Centre/Cell, etc. running activities for the students welfare.  
The Dean Students Welfare will be assisted by the concerned Incharge for addressing the issues pertaining to the concerned areas.  
Contact No. 01262285090  
Email address: [dean.dsw@mdurohtak.ac.in](mailto:dean.dsw@mdurohtak.ac.in)

Note: Any other complaint which does not fall in the above categories shall fall into Miscellaneous Category and shall be addressed by the Registrar.

**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 (Annexure-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

Endst. No. EN-10/M-192/2020/ 3395-3515

**REGISTRAR**

**Dated: 26-5-2020**

A copy of the above is forwarded to the following for information and necessary action:-

1. Dean College Development Council, MDU, Rohtak.
2. Dean Students Welfare, MDU, Rohtak.
3. All HOD(s)/ Branch Officers, MDU, Rohtak.
4. Director, Computer Centre, MDU, Rohtak with the request to arrange to get it displayed on the University website.
5. Director, Public Relations, MDU, Rohtak.
6. Assistant Registrar (Colleges), MDU, Rohtak with the request to notify it to all affiliated colleges for the information of the students.
7. Chief Warden (Boys/ Girls), MDU, Rohtak with the request to notify to all the residents of the hostel.
8. OSD to Vice-Chancellor, Registrar (for kind information of the Vice-Chancellor/ Registrar), MDU, Rohtak.
9. P.A to and Controller of Examinations( for kind information of the COE), M.D.University, Rohtak.

*Mansu*  
*26/5/20*  
**Dy. Superintendent (Estt NT)  
for Registrar**





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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.

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

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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.

Encl.: As above.

Yours faithfully,

P.A. to Registrar

P.A. to C.O.E.

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