

# **Appendix – XII**

**(Information about the Complaints  
received under Grievance Redressal  
Mechanism)**





# P. K. UNIVERSITY

SHIVPURI (M.P.)

University Established Under section 2(F) of UGC ACT 1956 Vide MP Government Act No 17 of 2015

Ref. No.

Date.....

## University Grant Commission

### Appendix-XII

Whether any grievance redressed mechanism is available in the University?  
If yes, please provide details about the complaint received against malpractices, etc. in the University in the following format:-

Name of the complaint	Complaint against	Date of complaint	Action taken by the University
-----NA-----			

  
**VICE CHANCELLOR**  
P.K. UNIVERSITY  
SHIVPURI (M.P.)

  
**REGISTRAR**  
P.K. UNIVERSITY  
SHIVPURI (M.P.)





# P.K. UNIVERSITY

## SHIVPURI (M.P.)

University Established Under section 2f of UGC ACT 1956 Vide MP Government Act No 17 of 2015

Ref no.: EST/PKU/2023/RO-PKU ALL/424

Date: 08.07.2023

### STUDENT EXAMINATION GRIEVANCE REDRESSAL COMMITTEE

The Examination Grievance Redressal Committee looks after the complaints presented by any student with regard to the Internal Assessments, End Semester Examinations and Results. It also gives the possible resolutions to the complaints made. In fact, the main objective of this committee is to help the students to solve the grievances related to the University Examinations. The Committee members guide the students in rechecking the paper and in the process of applying for re-evaluation. The grievances related to the evaluation of the University made by the students are forwarded to the University. Moreover, students who are not satisfied with their marks are aided by the faculty to apply for revaluation to the University. The response given by the university is immediately intimated to the students. As per its system, the University provides photocopies of the answer papers. Students take this copy to the concerned teacher concerned where she goes through the same and advises whether the answers are worthy of re-evaluation, rechecking or retotalling. Being an affiliated college, the mechanism to deal with examination-related grievances is transparent, time-bound and efficient as per the University norms. Members of the Faculty/ Committee members guide the students about the procedure(s) followed or the schedule of rechecking and Copy-viewing process and re-evaluation process as per the guidelines of the University.

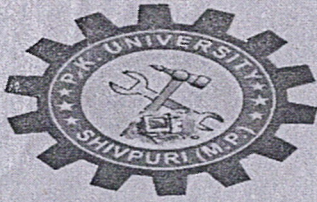
Examination Grievance Redressal Committee is constituted with the following members;

S.No.	Name	Designation	Position	Contact Number
1	Mr Syyed Adil	Controller of Examination	Chairperson	7241115089
2	Prof (Dr) G.Pavan Kumar	Dean Academic	Member	7241115084
3	Mrs Renubala Goswami	Deputy Controller of Examination (Secrecy)	Member	7241115083
4	Mr Manoj Khare	Deputy Controller of Examination	Member	7241115089

Registrar  
07.2023

ADDRESS: VILL: THANRA, TEHSIL: KARERA, NH-27, DIST: SHIVPURI, M.P. 473665,  
MOB: 7241115088, Email: registrar.pkuniversity@gmail.com





# P.K. UNIVERSITY SHIVPURI (M.P.)

University Established Under section 2f of UGC ACT 1956 Vide MP Government Act No 17 of 2015

Ref no.: EST/PKU/2023/RO-PKU ALL

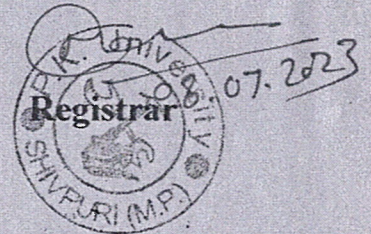
Date: 08.07.2023

## STUDENT FEE PAYMENT GRIEVANCE REDRESSAL COMMITTEE

Fee payment is an important issue in any University. Timely payment of fees is helpful in smooth running of the University. However some student do have grievance regarding fee payment either due to lack of understanding of fee structure and fee rules or misunderstanding of the process or the deadlines. A number of grievance related to fees are reported ever year and their rightful redressal is required. Therefore a committee is constituted to look into the grievance related to fee.

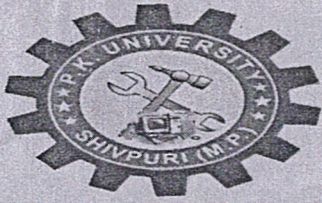
Fee Payment grievance Redressal Committee is constituted with the following members;

S.No.	Name	Designation	Position	Contact Number
1	Mr Rahul Richhariya	CFAO	Chairperson	7241115901
2	Dr. Aiman Fatma	Admission Officer	Member	7241115081
3	Mr Somnath Mukharjee	Accountant	Member	7241115901



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# P.K. UNIVERSITY

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Ref no.: EST/PKU/2023/RO-PKU ALL

Date: 08.07.2023

### STUDENT LIBRARY GRIEVANCE REDRESSAL COMMITTEE

The Student Library Grievance redressal Committee is constituted for the smooth and effective functioning of the Library.

Student Library Grievance Redressal Committee is constituted with the following members;

S.No.	Name	Designation	Position	Contact Number
1	Prof (Dr) G Pavan Kumar	Dean Academic	Chairperson	7241115084
2	Ms Nisha Yadav	Librarian	Member	7241115902
3	Ms Jyoti Pagya	Assistant Librarian	Member	7241115902



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**P.K. UNIVERSITY**  
SHIVPURI (M.P.)

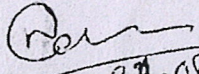
University Established Under section 2f of UGC ACT 1956 Vide MP Government Act No 17 of 2015

Ref No. PKU/2023/08/24/ROStaff/0454,

Date: 24.08.2023

**Office-Order**

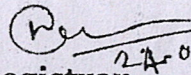
**Mrs. Renubala Goswami** is hereby appointed as **OMBUDSPERSON** of **P.K. University**, Thanra, Dist. Shivpuri (M.P.) with immediate effect in the reference of UGC E-mail dated 08-Aug-2023 that UGC notified a UGC (Redressal of Grievance) Regulations, 2023 in the official gazette on 11<sup>th</sup> April 2023. The regulations provide for the establishment of Students Grievance Redressal Committee(s) (SGRC) by all the higher educational institutions (HEIs) & state private universities to appoint Ombudsperson.

  
24.08.2023  
Registrar

**P.K. University**  
**Thanra, Shivpuri (M.P.)**

**Copy to:-**

PS to Chancellor for kind information of the Hon'ble Chancellor, P.K. University, Shivpuri (M.P.)  
PS to VC for kind information of the Hon'ble Vice-Chancellor, P.K. University, Shivpuri (M.P.)  
Director (Admin) Office, P.K. University, Shivpuri (M.P.)  
Dean (Academic) Office, P.K. University, Shivpuri (M.P.)  
Guard file.

  
24.08.2023  
Registrar

**P.K. University**  
**Thanra, Shivpuri (M.P.)**

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