



Doon University, Dehradun
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Citizen Charter of Doon University

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REGISTRAR

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Vice Chancellor

Doon University

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(Dr. M.S. Mandrawal)
Registrar (I/c)

Preamble

The Doon University, as a responsible Institutional Citizen resolves to take its vision and mission in a committed and dedicated way to create a Centre of excellence which it was envisaged to be. In order to fulfill the very ideals on which value centric education is based, the University undertakes a charter so that transparency and justice is ensured. Various Committees as detailed in the Charter are there to ensure this. It is our pious duty to ensure that all the stakeholders of the University which includes citizen of this country get full information about the intricate functioning of the University. The ideals of transparency and justice are first and foremost for us which the founder of our constitution and our Education system as well envisaged.

Vision

“To emerge as a *Centre of Excellence* in the chosen areas of studies and to carry out research for the advancement and dissemination of knowledge. The University shall be benchmarked with the best in the country and globally.”

The University will be known for:

- (i) student and learning-to-learn centered pedagogy supported by a community of eminent teaching faculty and research scholars;
- (ii) leadership through collaborative educational ventures, and;
- (iii) value-based learning.

Mission

The Mission of the University is to:

- (i) offer state-of-the-art educational programmes in cutting-edge disciplines of regional, national and international relevance;
- (ii) conduct high quality and multi-disciplinary research to push the boundaries of knowledge in the chosen areas and;
- (iii) provide a challenging and conducive environment for scholar-researchers to engage in pursuit of excellence.

Character of the University

Distinctive characteristic features of the University are:

- (i) Responsive to the requirements of society and twinning arrangements with leading universities/institutions in teaching and research.
- (ii) Student community drawn from across the country and abroad, especially from the developing countries besides those from the State of Uttarakhand.
- (iii) Merit based admission to various academic programmes.
- (iv) Quality faculty drawn from across the country and working in an enabling environment.

Hostel Management Committee

The Committee has been constituted for the purpose of managing of boys and girls hostel. The mandate of this committee is to insure that both the hostel are clean and well sanitized. Proper measures are taken so as to ensure good community health. One of the most important issue this committee has to addressed is to look after the quality of food. Thus the constitution of this committee is as-

1. Chief Hostel Warden	Convener
2. Hostel Wardens (Boys and Girls)	Members
3. Assistant Hostel Warden (Boys and Girls)	Members
4. 2 representative form Girls students	Members
5. 2 representatives from Boys students	Members
6. Mess Contractor	Member
7. Consultant Engineer	Member
8. Supervisor Cleanliness	Member
9. Supervisor Security	Member
10. Deputy Registrar	Member

Any gross complaint related to food, cleanliness and sanitation must be addressed to the convener of the committee who is the chief warden of the hostels. Complaints of routine nature must be addressed to the hostel Warden and Assistant Warden. It shall not be necessary to put complaints to hostel warden and Assistant Warden in writing it can even be oral. The Hostel Warden and Assistant Hostel Warden are expected to act swiftly on the complaints. All such complaints must be disposed of within a single day. Gross complaints addressed to the chief warden are expected to be disposed of within 2 working days. Issues of security particularly in the girls hostel must be disposed of within the completion of working days.

The Chief Hostel Warden, Security Supervisor and Deputy Registrar shall ensure the redressal of any breach of security complaint in any hostel. In case it is seem that the food is not of palatable quality and complaints are sustained the hostel management committee can recommend can recommend the revocation of the contract of the Mess to the Registrar. Who shall take the issue with the Hon'ble Vice Chancellor which shall be disposed of within a week. The Vice Chancellor may form an internal committee for such purposes. The constitution of is as –

1. DSW
2. Registrar
3. Chief Hostel Warden
4. One Senior Faculty of the University.

Committee on Redressal of Gender Issues (CRGI)

As per the guidelines of the Hon'ble Supreme Court in Vishaka case a CRGI has been constituted in the University.

1 .Dr. Prachi Pathak	Convener
2 . Dr. Vijay Shridhar	Member
3. Ms. Karuna Sharma	Member
4. Dr. Asha Ram	Member
5. Dr. Indu Singh, Principal, M.K.P. College	Member
6. Mr. Om Prakash Sati, Advocate	Member
7. Ms. Geeta Gairola, NGO representative	Member
8. Representative of students (Boys)	Member
9. Representative of students (Girls)	Member

The constitution shall be/ is as per the guidelines of the Hon'ble supreme Court and UGC. The CRGI shall hold enquiry in such cases as per the enquiry rules laid down by the apex court/ Central Government/ State Government so that the appellate and the defended are full heard a natural justice prevails. The disposal time of complaints before the committee would be a maximum of **3 months**. Offences covered under CRJI shall be as per defined by the Hon'ble Supreme Court.

Grievance Redressal Committee

The Grievance Redressal Committee shall be as per the following constitution-

- | | |
|--|----------|
| 1. Dr. Kusum Arunachalam, Prof and HoD, SENR | Chariman |
| 2. Dr. Sudha Rani Pandey, UGC Prof. Emeritus | Member |
| 3. Dr. Asha Ram Gairola, Assist. Prof. | Member |
| 4. Ms. Juhee Prashad, Assist. Prof. | Member |
| 5. Dr. M.S. Mandrawal, Deputy Registrar | Member |
| 6. Students Representative of the respective school
(based on academic merit) | Member |

The nature of Grievances can be of two types

1. Students
2. Employees

The Grievances pertaining to hostels and gender issues shall be taken over by hostel management committee and CRGI. Two kinds of grievance can be taken by this committee. 1. Student – Academic
Administrative

Both have to be routed through HoD. 2. Staff Grievances – Related to employment / service conditions. As far as academic grievances of students are concerned the matter has to be reported to Hon'ble VC who shall decide the merit of the case. If the case is of the adequate merit, the VC may appoint an internal committee composed of as above. If the complaint pertains to exams, the coordinator of the exams may also be in the committee. If the matter is of administrative of nature (definition). The committee should take a decision on the issue within a period of one month . If the complaint is of more grievous nature the matter may be referred to the Registrar who shall give the decision within a period of **45 days**. Issues involving security are to be consulted with the security supervisor by the committee.

Grievance of staff have also to be dealt by the committee. The committee may look into the grievance and dispose as expeditiously as possible. If the issue is of more grievance nature the committee may refer the matter to the VC who may constitute an internal enquiry or appoint an enquiry officer to look into the case. The enquiry committee or the enquiry officer may give their findings as expeditiously possible to the VC who shall give a decision within a period of **90 days** (not mandatorily) from the submission of enquiry report.

Anti- Ragging Committee

The Constitution of Anti ragging committee is as –

- | | |
|--|------------------|
| 1. The Vice Chancellor | Chairperson |
| 2. City Magistrate, Dehradun | Member |
| 3. Circle Officer, Nehru Colony Police Station | Member |
| 4. Dr. Brij Mohan Sharma, Chairman, SPECS | Member |
| 5. Ms. Jaskiran Chopra, Special Correspondence, The Pioneer | Member |
| 6. Prof. Harsh Dobhal, SOC | Member |
| 7. Representative of Parent (to be notified at later stage) | Member |
| 8. Representative of Parent (to be notified at later stage) | Member |
| 9. Student Representative (to be notified in later state) | Member |
| 10. Student Representative (to be notified in later stage) | Member |
| 11. Deputy Registrar | Member Secretary |

All cases pertaining to ragging shall come before the ARC either directly, through students or through the Anti-Ragging Squad. The constitution of Anti- Ragging Committee and functions has to be as per the guidelines of Hon'ble Supreme Court and UGC in this regard. All such cases are to be disposed off within in **a week** in which penalty may be imposed on the errant student which can be either academic / fine/ suspension/ rustication or action through local civil authority.

Chief Proctor:

The Proctor shall be responsible to maintain discipline among University students and such functions shall be split into four parts namely:

- (a) Monitoring the disciplinary climate prevailing in the student's community
- (b) Taking preventive steps such as issue of notices, warnings, instructions regulating certain acts, and other arrangements for the purpose of forestalling acts of individual or collective indiscipline.
- (c) The Proctor has to collect relevant facts about the incidents of indiscipline, evaluate the evidences and decide / recommend the quantum of punishment to be imposed on the erring students. Wherever considered necessary the Proctor has to place the relevant information before the Vice- Chancellor or the Discipline Committee for their decision.
- (d) The Proctor shall issue all orders relating to disciplinary proceedings against students.

Gross complaints addressed to the Chief Proctor are expected to be disposed of within 10 working days.



Doon University, Dehradun

SERVICES TO BE PROVIDED BY DOON UNIVERSITY IN TIME BOUND FRAME:

S.No.	SERVICE	AUTHORIZED OFFICER	TIME DURATION	FIRST APPELLIATE AUTHORITY	SECOND APPELLIATE AUTHORITY
1.	Character Certificate	Chief Proctor	05 Days	Registrar	Vice Chancellor
2	Migration Certificate	Deputy Registrar	05 Days	Registrar	Vice Chancellor
3	Original Mark sheet	Co-ordinator Exam	05 Days	Registrar	Vice Chancellor
4	Original Degree	Co-ordinator Exam	07 Days	Registrar	Vice Chancellor
5	Provisional Degree	Deputy Registrar	07 Days	Registrar	Vice Chancellor
6	Photocopy of documents submitted by students	Assistant Registrar	05 Days	Registrar	Vice Chancellor
7	Scholarship	Assistant Registrar (Finance)	After 15 days receiving from the Govt.	Registrar	Vice Chancellor
8	Forwarding of applications for teacher training.	Registrar	05 Days	Registrar	Vice Chancellor
9	Certificate of tuition fee for students of outside state.	Assistant Registrar(Finance)	03 Days	Registrar	Vice Chancellor
10	Caution Money Return.	Assistant Registrar (Finance)	With 15 days after applying for	Registrar	Vice Chancellor
11	Application forwarding for Appointment / Deputation into other University/ Department	Registrar	7 Days	Registrar	Vice Chancellor
12	Other Certificates	Registrar	05 Days	Registrar	Vice Chancellor



दून विश्वविद्यालय, देहरादून

दून विश्वविद्यालय से समयबद्ध रूप से प्रदान की जाने वाली प्रस्तावित सेवायें

क्र० सं०	प्रदान की जाने वाली सेवायें	प्राधिकृत अधिकारी	प्रदान की जाने वाली सेवा हेतु अपेक्षित समय सीमा	प्रथम अपीलीय अधिकारी	द्वितीय अपीलीय अधिकारी
1	चरित्र प्रमाण पत्र	मुख्य नियता	05 दिन	कुलसचिव	कुलपति
2	माईग्रेशन सर्टिफिकेट	उप कुलसचिव	05 दिन	कुलसचिव	कुलपति
3	मार्कशीट की अनुलिपि	समन्वयक परीक्षा	05 दिन	कुलसचिव	कुलपति
4	उपाधि प्रमाण पत्र	समन्वयक परीक्षा	07 दिन	कुलसचिव	कुलपति
5	अस्थाई उपाधि प्रमाण पत्र	उप कुलसचिव	07 दिन	कुलसचिव	कुलपति
6	छात्रों द्वारा जमा किये गये अभिलेखों की प्रतिलिपि	सहायक कुलसचिव	05 दिन	कुलसचिव	कुलपति
7	छात्रवृत्ति	सहायक कुलसचिव (वित्त)	विभाग से प्राप्त होने के 15 दिन बाद	कुलसचिव	कुलपति
8	शिक्षण प्रशिक्षण हेतु आवेदनों का अग्रसारण	कुलसचिव	05 दिन	कुलसचिव	कुलपति
9	राज्य से बाहर के छात्रों का आवेदन शिक्षण शुल्क प्रतिपूर्ति हेतु प्रमाण पत्र	सहायक कुलसचिव (वित्त)	03 दिन	कुलसचिव	कुलपति
10	कॉशन (caution money) मनी वापसी	सहायक कुलसचिव (वित्त)	आवेदन प्राप्ति के 15 दिन के बाद	कुलसचिव	कुलपति
11	नियुक्ति/प्रतिनियुक्ति हेतु आवेदन पत्र अग्रसारण	कुलसचिव	7 दिन	कुलसचिव	कुलपति
12	अन्य प्रमाण- पत्र	कुलसचिव	05 दिन	कुलसचिव	कुलपति

DOON UNIVERSITY, DEHRADUN

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