

## **Grievance Redressal Mechanism**

CTU Students facing any nature of grievance which are not resolved at school or institutional level can approach to the Grievance Redressal Committee (GRC).

### **Committee Structure w.e.f 20<sup>th</sup> Oct 2023**

<b>Sr.No</b>	<b>Member Name</b>	<b>Designation</b>	<b>Role</b>
1	Dr. Abhishek Tripathi	Vice Chancellor	Chairperson
2	Dr. Vipul Yadav	Registrar	Member
3	Dr. Jimmy Singla	HoS, School of Engineering and Technology	Member
4	Dr. Simranjeet Kaur Gill	Principal, School of Law	Member
5	Mr. Davinder Singh	Dy. Director, Student Welfare Department	Member
6	Ms. Mandeep Kaur	Chief Operations Manager VC Secretariat , CTU	Member

### **Procedure for Handling of Grievance:**

- For online submission of the complaint, students can use the following path: ERP Navigation --> Relationship Management System--> Log Request or submit in the hard copy form at registrar office.
- On receipt of a complaint, the committee will either resolve it online or if required fix a date for hearing the complaint.
- An aggrieved student may appear either in person or authorize a representative to present the case.
- The committee will try to address the received grievances within 15 days.
- The resolution/decision of the committee shall be informed to the concerned student online (Relationship Management System/My Messages in the ERP/Letter).

In additional to above, any aggrieved student may submit his/her complaint/grievance via email to [grievance@ctuniversity.in](mailto:grievance@ctuniversity.in), or to the Office of Registrar submit the same in hard copy.

**Office Location: Block A, Registrar Office, CT University Ludhiana**

For any further queries, students can contact the helpline 01624-503800