



कुरुक्षेत्र विश्वविद्यालय कुरुक्षेत्र
KURUKSHETRA UNIVERSITY KURUKSHETRA

(Established by the State Legislature Act XII of 1956)
(A" Grade, NAAC Accredited)

Metric ID-5.1.4

3. Mechanisms for submission
of online/offline students'
grievances:

A) Most of the grievances of the students are resolved at local level i.e. at the level of department/institute where student is enrolled on a programme. The hostel related grievances are resolved at the level of hostel wardens and/or Chief Warden (Boys/Girls). Such grievances are resolved on day-to-day basis by the concerned departments/branches/offices. The grievances which either remain unresolved at this level or are outside the purview of Chairpersons/Principals/Directors/Chief Wardens are forwarded or submitted to the University level Committees e.g. Students' Grievance Redressal Cell, ICCASH and other as described below.

B) Internal Complaints Committee Against Sexual Harassment (ICCASH):

- The grievances can be submitted online to Chairperson of ICC through email on icc@kuk.ac.in (Email ID is displayed widely on Posters put up at different places on premises of the University).
- The complaints can also be submitted offline in concerned Department/Institute which are forwarded to Chairperson of ICC. The procedure for filing complaints is elaborated in [Policy on Page No. 17 at point no. XX \(A\)](#).
- Complaints can be lodged directly with any member of ICC, or through existing channels for lodging grievances, such as the University authorities, wardens, teachers, students' union/association representatives, administrative superiors etc. who are required to forward these complaints to Chairperson, ICC within two working days.
- If the complaint is oral, it shall be reduced in writing by a Complaints Screening Committee or the ICC member receiving the complaint, on Form I, prescribed for the purpose (Schedule-II), and authenticated by the complainant under her dated signature.

C) **Ragging:** The students can submit their grievances online related to ragging to any of following: Vice-Chancellor, Registrar, Dean Students' Welfare or to Proctor. The email IDs of these are displayed on Anti-Ragging posters displayed at different places on the premises of the University as well as on the website of the university. The students can also call University Security Helpline to orally register their complaints.



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WELCOMES

All its students

Ragging is a sin, violation of human rights, illegal and hence punishable.

Let us eradicate this evil and maintain Kurukshetra University a

RAGGING FREE CAMPUS

Ragging is strictly prohibited in the Kurukshetra University and anyone found guilty of ragging and/or abetting ragging, whether actively or passively, or being a part of a conspiracy to promote ragging, is liable to be punished in accordance with UGC Regulations and as per provisions of Haryana Prohibition of Ragging in Educational Institutions Act 2012 as well as under the provisions of any penal law for the time being in force.

For help, contact any of the following:

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|---------------------------|---------------|--|---------------|
| 1. Dean Students' Welfare | (70821-13109) | 5. Supervisor (Security) | (70821-13066) |
| 2. Proctor | (70821-13124) | 6. Chief Warden (Girls) | (70821-13023) |
| 3. Dy. Proctor | (94167-85665) | 7. Chief Warden (Boys) | (70821-13081) |
| 4. Chief Security Officer | (70821-13044) | 8. All Wardens, Boys' & Girls' Hostels | |

Students can submit their complaints related to ragging or any other disciplinary act to any of the following:

- | | |
|----------------------------|---------------------|
| 1. Vice-Chancellor: | vc@kuk.ac.in |
| 2. Registrar: | registrar@kuk.ac.in |
| 3. Dean Students' Welfare: | dsw@kuk.ac.in |
| 4. Proctor: | proctor@kuk.ac.in |

University Security Helpline (24x7) : 70821-13077

IMPORTANT: Students can report about their grievances to the Students' Grievances Redressal Cell, Dean Students' Welfare Office, Kurukshetra University, Kurukshetra. Ph. No. 01744-238096, E-mail: dsw@kuk.ac.in

UGC anti ragging helpline toll free:-1800-180-5522 helpline@antiragging.in

ZERO TOLERANCE TO RAGGING

D) Grievances related to Caste Discrimination: An Internal Grievance Redressal Committee for persons belonging to SC community is in place which looks into the caste discrimination complaints received from SC/ST/OBC students/Teachers and Non-teaching staff. Any complaint received by the Head of Department/ Institute/ Branch is forwarded to committee for necessary action. [Click Here](#)

E) Other Grievances of students: Students can submit their complaints/ grievances to their Head/Chairperson/Director of Department/Institute in writing which if not resolved at Department level are forwarded to Students' Grievances Redressal Cell, Dean Students' Welfare Office, KUK. The students can also directly file their grievances with Dean Students' Welfare in writing either offline or online (Email ID is displayed on Anti-ragging Poster). The resolution of the grievance has to be reached within 15 days of receipt of the grievance by the Students Grievances Redressal Committee. Examination related grievances can be filed online through IUMS portal hosted on University Website.

Mechanisms for submission of online students' grievances through University Website
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View

F) Grievances of Differently Abled Students: Differently abled students can file their grievances with Co-ordinator, Equal Opportunity Cell (EOC) of Kurukshetra University who is the Grievance Redressal Officer for DA Students. Email ID of Co-ordinator, EOC is displayed on the website [\(Click Here\)](#).

G) Other relevant information: [Click Here](#)