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Citizen Charter of Doon University

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SECOND APPELLIATE AUTHORITY

Vice Chancellor Doon University
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Registrar

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 major seat of learning in the country and around the world. The university aspires to be known for its excellence in teaching, intensive multi-disciplinary research, effective public service and community engagement thereby making impactful contributions to the region and beyond”.

Mission:

- (i) Offer educational programmes in cutting-edge disciplines of regional, national and international relevance so as to equip the students for today’s competitive world;
- (ii) Conduct high quality and multi-disciplinary research to push the boundaries of knowledge;
- (iii) Creating a collaborative environment open to the free exchange of ideas, where research, creativity, innovation and entrepreneurship could flourish;
- (iv) To impact society in a transformative way — regionally, nationally and globally by engaging with community and interest groups outside the boundary of the university;
- (v) Provide a conducive environment to teachers, researchers and students so that they could engage in pursuit of excellence in chosen areas.

In line with the above Vision and Mission, the University has developed the following distinctive **Characteristic** features over the years:

- (i) A clearly defined Programme Outcome and Course Outcome for each academic programme offered in the university.
- (ii) Responsive to the requirements of society and twinning arrangements with leading universities/institutions and non-govt agencies in teaching and research;
- (iii) Student community drawn from across the country and abroad, besides those from the State of Uttarakhand;
- (iv) Merit based admission to various academic programmes;
- (v) Quality faculty drawn from across the country and working in an enabling environment.

The University has done exceedingly well in teaching and research. Sizeable number of pass out students are well placed; and a constant endeavour for giving impetus to multi-disciplinary research in Schools and Departments of the University has led to quality publications in high impact factor journals and recognition by international academic community. Several high valued research projects sponsored by different sponsoring agencies are being run, thereby yielding high quality research output.

Hostel Committee

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|--|---------------------|
| 1. Dr. Suneet Naithani, Assistant Professor | Chief Hostel Warden |
| 2. Dr. Sudhanshu Joshi, Assistant Professor | Hostel Warden, Boys |
| 3. Dr. Nitin Kumar, Assistant Professor | Hostel Warden Boys |
| 4. Dr. Vipin Kumar Saini, Assistant Professor | Hostel Warden Boys |
| 5. Dr. Deepika Bhatia, Assistant Professor | Hostel Warden Girls |
| 6. Dr. Richa Joshi Pandey, Assistant Professor | Hostel Warden Girls |
| 7. Dr. Preeti Mishra, Assistant Professor | Hostel Warden Girls |
| 8. Dr. Gazala Khan, Guest Faculty | Hostel Warden Girls |

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 hostels 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-

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 girl's 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 committee is as –

1. DSW
2. Registrar
3. Chief Hostel Warden
4. One Senior Faculty Member

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. Chetana Pokhriyal, Associate Professor	Convener
2. Dr. Nitin Kumar, Assistant Professor	Member
3. Dr. Savita Karnatak Tiwari, Visiting Assit. Prof.	Member
4. Dr. Sarita Singh, Assistant Professor	Member
5. Prof. Rachna Nautiyal Professor, Higher Education	External Member
6. Mr Alok Bahuguna, Advocate, Dehradun	External Member
7. Dr. Parul Dixit, Assistant Professor DAV PG College	External 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. Rajesh Kumar, Associate Professor	Chairperson
2. Dr. Sudha Rani Pandey, UGC Professor Emeritus	Member
3. Dr. Archana Sharma, Assistant Professor	Member
4. Dr. Asha Ram Gairola, Assistant Professor	Member
5. Ms Juhi Prasad, Assistant Professor	Member
6. Registrar/Deputy Registrar	Member
7. Student representative of the respective School (based on academic merit)	Member

The nature of grievances can be of two types

1. Student
2. Employee

The grievance pertaining to hostels and gender issues shall be taken over by hostel management committee and CRGI. Two kind of grievances can be taken by this committee 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. Ms Bharti Saklani, Journalist	Member
5. Ms Pushplata Rawat, Room to Read Trust (NGO)	Member
6. Prof. Harsh Dobhal, Visiting Professor	Member
7. 02 Representatives of Parents	Member
8. 02 Representatives of Students (1 UG and 1PG)	Member
9. Registrar	Member Secretary

As provisioned in the UGC Regulations on Curbing the Menace of Ragging in Higher Educations Institutions 2009, the Anti-Ragging Committee shall monitor the anti-ragging activities in the campus, consider the recommendations of the Anti-Ragging Squad and take appropriate decision, including spelling out suitable punishment to those found guilty. All such cases are to be disposed of 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.

Anti Ragging Squad:

1. Dr. Vikas Sharma, Assistant Professor, Physics	Chairperson
2. Dr. Prachi Pathak, Assistant Professor SoM	Member
3. Dr. Sarita Singh, Assistant Professor Maths	Member
4. Dr. Ravi Kumar, Assistant Professor, Japanese	Member
5. Dr. Preeti Mishra, Assistant Professor, Computer Science	Member
6. Security Supervisor	Member

The duties and functions of the Anti-Ragging Squad shall be as provisioned in the UGC Regulations on Curbing the Menace of Ragging in Higher Educations Institutions 2009 and it shall work under the overall guidance of the Anti-Ragging Committee

Proctorial Board

- | | |
|--|---------------|
| 1. Dr. S. S. Suthar, Associate Professor | Chief Proctor |
| 2. Dr. Ashish Sinha, Assistant Professor | Proctor |
| 3. Mr. M. K. Jha, Assistant Professor | Proctor |
| 4. Dr. Komal, Assistant Professor | Proctor |
| 5. Dr. Savita Kartnatak Tiwari, Visiting Assistant Professor | 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.

Examination Section

1. Dr. Narendra Kumar, Controller of Examination
2. Dr. Smita Tripathi, Assistant Controller of Examination
3. Dr. Vaishali, Assistant Controller of Examination
4. Dr. Anuj Kumar, Assistant Controller of Examination

The examination section is responsible for preparing and issuing provisional/original Transcript, Degree, Migration Certificate to the students. Besides, various issues of students pertaining to their examinations marks, results will be dealt by Examination Section.

Right to Information Facilitation Centre

- | | | |
|---------------------------------------|---|----------------------------|
| 1. Mr. Narendra Lal, Deputy Registrar | - | Public Information Officer |
| 2. Dr. M. S. Mandrawal, Registrar | - | First Appellate Authority |

The RTI Facilitation Centre is responsible for providing information pertaining to the University sought under RTI Act 2005.



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	Controller of Examination	05 Days	Registrar	Vice Chancellor
3	Original Mark sheet	Controller of Examination	05 Days	Registrar	Vice Chancellor
4	Original Degree	Controller of Examination	07 Days	Registrar	Vice Chancellor
5	Provisional Degree	Controller of Examination	07 Days	Registrar	Vice Chancellor
6	Photocopy of documents submitted by students	Respective HoD	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	Bonafide Certificate	Assistant Registrar (Admin)	02 Days	Registrar	Vice Chancellor
12	Application forwarding for Appointment / Deputation into other University/ Department	Registrar	7 Days	Registrar	Vice Chancellor
13	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	समन्वयक परीक्षा	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	समन्वयक परीक्षा	07 दिन	कुलसचिव	कुलपति
6	छात्रों द्वारा जमा किये गये अभिलेखों की प्रतिलिपि	सम्बन्धित विभागाध्यक्ष	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	बोनाफाइड प्रमाण पत्र	सहायक कुलसचिव (प्रशा०)	02 दिन	कुलसचिव	कुलपति
12	नियुक्ति/प्रतिनियुक्ति हेतु आवेदन पत्र अग्रसारण	कुलसचिव	7 दिन	कुलसचिव	कुलपति
13	अन्य प्रमाण- पत्र	कुलसचिव	05 दिन	कुलसचिव	कुलपति

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Mr Sobha Nautiyal	Electrician		
Mr. Amit	Electrician	9758279990	
Mr. Sanjay Pal	Plumber	9411902602	
SENR Lab			
Dr. H. C. Andola	Tech Officer	9412375416	
Mr. Sandeep Butola	Lab Asst	9997204644	
Mr. Kamal Singh	Lab Asst	9719879212	
Mr. Suraj Rawat	Group D	9760368315	
Administrative Staff of Schools and Department			

Mr Ashish Kala	School of Media and Communication	8057413310	
Ms Punam Chauhan	School of Language	8859269466	
Ms Reena Ramola	School of Language	9634952656	
Ms Archana Bahuguna	School of Language	7906945419	
Ms Shweta Pandey	School of Social Science	8218966628	
Ms Laxmi Chamoli	School of Environment	9634883391	
Mr Himanshu Kuksal	School of Management	9719861465	
Mr Ashok Bhandari	Dept. of Computer Scie.	8909090412	
Mr Arun Kumar	Dept. of Physics	7906544842	
Mr Pradeep Chauhan	Dept. of Maths	7895352826	
Ms Kavita Kothari	Dept. of Chemistry	6395416746	
Mr M. M. Upadhyay	School of Biological Science	8859283147	
Ms Reeta	School of Design	7500459733	
Care Taker Boys Hostel			
Mr. Rakesh Negi	Care Taker	9837792447	
Mr. Himmat Singh	Care Taker	9837969930	
Care Taker Girls Hostel			
Ms. Vimla Kothiyal	Care Taker	9758034565	
Ms Meena Bhatt	Care Taker	9917046873	
Care Taker Guest House			
Ms Vipin Naithani	Care Taker	8192854139	