

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 7th Feb 2023

Sr.No.	Member Name	Designation	Role
1	Dr. Satish Kumar	Worthy Officiating Vice-Chancellor	Chairperson
2	Dr Sanjeev Saini	Dy. Dean Academics	Member
3	Dr. Pravin Kumar	HoS, Controller of Examination	Member
4	Dr. Simranjeet Kaur Gill	Principal, School of Law	Member
5	Ms. Mandeep Kaur	Senior Operations Manager VC Office, CTU	Member
6	Mr. Sarabpreet Singh	Registrar	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**, 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