



NOTIFICATION

The Hon'ble Vice-Chancellor, Indira Gandhi University, Meerpur, Rewari is pleased to approve the Standard Operating Procedure (SOP) for handling of complaints relating to Affiliated Colleges attached at Annexure-I.

DEAN OF COLLEGES

Endst. No. IGU/CB/2026/1895-1901

Dated : 24/09/2026

A copy of the above is forwarded to the following for information and necessary action:

1. All Principals/Directors/Presidents of all affiliated Colleges of Indira Gandhi University, Meerpur.
2. Dean Academic Affairs, Indira Gandhi University, Meerpur.
3. Director UCC with a request to arrange to upload the same on the University website.
4. DSW/COE/DYW/Director Sports/Branch Officers, Indira Gandhi University, Meerpur.
5. Dealing Hand, College Branch, IGU, Meerpur, Rewari for record.
6. A.R. O/o V.C. (for kind information of the Hon'ble Vice-Chancellor), IGU Meerpur.
7. P.A. to Registrar (for kind information of the Registrar), IGU Meerpur.

Deputy Registrar
for Dean of Colleges

STANDARD OPERATING PROCEDURE (SOP)

Handling of Complaints Relating to Affiliated Colleges

Objective: To ensure that complaints relating to affiliated colleges are examined through the proper channel and dealt with only by the authority competent under the applicable Act, Statutes, Ordinances, Regulations and Government Rules/Instructions.

The grievances/complaint of the staff and students of the affiliated colleges will be taken in to consideration by the university if the matter falls under the jurisdiction of the university as under Act/Statute/ordinances.

1. University Jurisdiction

The University shall process only those matters which fall within its statutory domain and which are required to be dealt with by the University under the applicable University Act, Statutes, Ordinances and Regulations.

Such matters may include, inter alia:

- Academic matter like: Scheme & Syllabi, membership in Board of Studies, Enrolment and registration; Eligibility and migration etc.
- Examination matters like: DMC, Degree, Examination Centers, Examination duties etc
- Affiliation and continuation/extension of affiliation related matters
- Any other matter specifically entrusted to the University under the Act, Statutes, Ordinances or Regulations.

The mere fact that a complaint concerns an affiliated college shall not, by itself, confer jurisdiction upon the University.

2. College-Level Screening

The Principal/Management/Governing Body or other competent authority, as applicable, shall first examine the complaint at the institutional level. Only those matters which fall within the domain of the University shall be forwarded to the University with Brief facts, Comments, Relevant record/documents, applicable rule and action required from the University.

3. Complaints

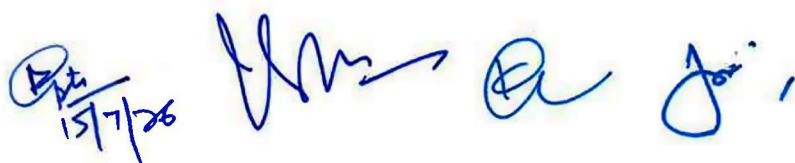
Complaints concerning staff/service matters, including appointment, seniority, discipline, salary, leave, workload, attendance, internal administration, teaching arrangements or employee disputes, which do not fall within the statutory jurisdiction of the University, shall not be entertained by the University. Such complaints shall be returned/referred back to the concerned College.

4. Preliminary Scrutiny by University

The concerned branch shall verify jurisdiction, proper channel, supporting record, identity and specificity of the complaint and the need for referral. Only the complaints which lies in the statutory jurisdiction of the university shall be entertained otherwise the matter will be filed.

5. Anonymous and Serious Complaints

Anonymous, pseudonymous, vague or unverified complaints shall be dealt with in accordance with the applicable Government instructions/rules (No. 62/46/2020-6GS1 dated 14.12.2020).



 15/7/26

6. Disposal and Record

- Matters falling within the statutory domain of the University shall be processed and disposed of in accordance with the applicable University Act, Statutes, Ordinances, Regulations and other rules.
- Matters falling outside the University's jurisdiction shall ordinarily be returned back to the concerned College or may be filed, as the circumstances may require.

Note

- The University shall not record any finding regarding guilt, misconduct, disciplinary liability or correctness of allegations in matters falling outside its jurisdiction.
- The University shall exercise jurisdiction only in respect of matters which are specifically and exclusively entrusted to it under the University Act, Statutes, Ordinances, Regulations or other applicable law.
- In case of conflict the IGU Act, Statutes, Ordinances, Regulations, binding Govt. instructions, UGC/Regulatory Body norms and court orders shall prevail over this SOP.


Dpt
15/7/26



