



ASSAM UNIVERSITY
(A Central University)
Silchar 788011
Assam, India

असम विश्वविद्यालय
(एक केन्द्रीय विश्वविद्यालय)
सिलचर 788011
असम, भारत

CIRCULAR

This is for information of all concerned that Grievance Redressal Mechanism in respect of services rendered by Estate Section has been formulated in the following way.

Dedicated email id : **aus.estate.complaint@gmail.com**
Mobile number : **9854029797, 9435073675**
(Text only)

For Hostel boarders :

Any complaint shall be communicated by the respective Hostel Wardens through email with a copy to the DSW. In absence of the Hostel Wardens, the Prefect of the concerned Hostel shall communicate through email with a copy to the Hostel Warden and the DSW. In cases of any deficient internet connectivity, through sms from the mobile numbers already recorded as authenticated number of the Hostel Wardens/Hostel Prefects. The mail/text should briefly describe the problem and must contain name of the person communicating the problem/grievance.

For Academic Departments/Sections/Centre etc. and members of the staff residing in quarters

Any complaint shall be communicated by the concerned Head of the Department/Centre/Section and the members of the staff residing in quarters by email. In cases of any deficient internet connectivity, through sms from the mobile number already recorded as authenticated number of the Head of the Departments/Centres/Sections and the members of the staff residing in quarters. The mail/text should briefly describe the problem and must contain name of the person communicating the problem/grievance.

The services shall be operational w.e.f. 01/04/2018.

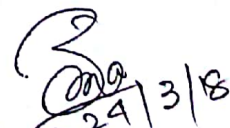
This issues with the approval of the competent authority.

AU/ES-17/2018/


24.03.18
Registrar

Copy to :

- 1) PS to VC for kind information of the Vice-Chancellor
- 2) All Deans of Schools
- 3) Heads of the Departments/Centre
- 4) DSW, Proctor, Hostel Wardens for information and necessary action
- 5) All Officers
- 6) Director, Computer Centre for uploading in the university website
- 7) File


24/3/18
Assistant Registrar (Estate)