



গুৱাহাটী বিশ্ববিদ্যালয়

Gauhati University

Gopinath Bordoloi Nagar, Jalukbari, Guwahati-781014

:: OFFICE OF THE REGISTRAR ::

Website: www.gauhati.ac.in :: Email: registrar@gauhati.ac.in

NOTIFICATION

This is for the information of all students and former students of Gauhati University.

In the interest of timely redressal of examination related grievances, the Gauhati University is hereby notifying the following measures for immediate implementation:

1. There will be dedicated email ids for receiving exam-related grievances (ERG) from students enrolled in courses of study in affiliated colleges, of GU, GU teaching departments, and the constituent college of GU. This will do away with the need for students to personally visit the COE's office to submit their ERG.

a. For UG: grievance_UG_exam@gauhati.ac.in

b. For PG: grievance_PG_exam@gauhati.ac.in

2. Grievances submitted by email should be endorsed by the Principal of the college concerned or Heads of University teaching departments. A scanned copy of the endorsement should be attached to the email.
3. Grievances will be submitted giving specific details along with contact information of the complainant. Routine matters will be resolved within 72 working hours of receiving the complaint and the status of redressal will be intimated by email.
4. Students, the redressal of whose grievances require their presence in the University, will be duly informed. If the student is unable to come in person, she or he will authorize an individual (preferably a legal guardian) familiar with the grievance, to represent her or him.
5. A **Help-Desk** to guide the students in emailing their grievances will be operational from 2 pm to 5 pm, and dedicated personnel manning this desk will help those students who may be facing problems in filing their grievances by email. They will advise the student on how to submit a complete application which is readily actionable.

Issued as per the approval of the Hon'ble Vice Chancellor, GU dated 28.03.2025.

Sd/- Registrar
Gauhati University

Memo No. GU/Regr(SF)/Notification/Examination/2025/57

Dated-28.03.2025

Copy to:

1. Deans of all GU Faculties
2. Controller of Examinations, GU
3. Heads of all Academic and Administrative Departments/Centres/Institutes, GU
4. Principals of all Affiliated Colleges under GU
5. OSD to the Vice Chancellor, GU
6. Deputy Controller of Examinations, GU
7. Secretary to Vice Chancellor, G.U.
8. Secretary to the Registrar, GU
9. President and the General Secretary, PGSU/ULCSU
10. GU Website
11. Office Copy


28/3/25
Registrar
Gauhati University