



MAHATMA GANDHI CENTRAL UNIVERSITY

[A Central University established by an Act of Parliament]
Dr Ambedkar Administrative Building, Near OP Thana, Motihari - 845 401, District - East Champaran, Bihar

F. No. 2-1/MGCU/GA/2016

Dated: 13th February 2025

OFFICE ORDER

Subject: Policy on Submission and Processing of Complaints - Reg.

1. It is hereby ordered that henceforth; the **University shall prefer to entertain those complaints which meet the following criteria:**
 - i. Complaints must include the full name, complete address, and valid contact details of the complainant. A **copy of identity proof** (*preferably with address proof such as verifiable Aadhaar Card, etc.*) must be attached to ensure that all legal correspondences related to the matter reach the complainant in a timely manner.
 - ii. Complaints/allegations should be submitted on a **non-judicial stamp paper** in the form of an **affidavit**, duly signed and notarized, along with all relevant supporting documentary evidence.
 - iii. Anonymous or pseudonymous complaints will **not** be entertained under any circumstances.
2. This order is effective immediately and must be strictly adhered to by all concerned.



[SACHCHIDANAND SINGH]
OSD (Administration)

Copy of the above is forwarded to the following for information and necessary action please:

1. The Chief Proctor/OSD (Finance)/DSW/Coordinator, IQAC/Controller of Examinations, MGCU
2. The Director (RDC)/Director (Academic Affairs), MGCU
3. All Deans of various Schools, MGCU
4. All Heads of various Teaching Departments, MGCU
5. University Web Admin. - *with the request to kindly upload the same on University Website for information of all concerned.*
6. The OSD to the Vice-Chancellor, MGCU - *for kind information of Hon'ble Vice-Chancellor, please.*
7. Guard File.

[DINESH HOODA]
Assistant Registrar