



राजीव गांधी राष्ट्रीय युवा विकास संस्थान
Rajiv Gandhi National Institute of Youth Development

युवा कार्यक्रम विभाग / Department of Youth Affairs

युवा कार्यक्रम और खेल मंत्रालय, भारत सरकार

Ministry of Youth Affairs & Sports, Government of India

श्रीपेरुम्बुदूर Sriperumbudur – 602105 / तमिल नाडु /Tamil Nadu

RGNIYD/ADMIN/Circular/2020-21

Date : 28.10.2020

CIRCULAR

Sub : Channel of Communication – Reg.

It has been noticed that the students, faculty members and non-teaching staff are not adhering to the protocol, by sending their grievances, complaints, problems directly to the Director or even higher authorities, thus bypassing the existing channels of communication with in the Institute. Such breach of procedure by the students, faculty members and non-teaching staff has been viewed with serious concern, since such practices not only causes embarrassment at higher level, but also delays the process of redressal of the grievances etc. With the view to discourage such tendencies amongst the stake holders, their attention is drawn to the mechanism provided in the RGNIYD Ordinance, Chapter XIII, which deals with the handling grievances of the students, faculty members and non-teaching staff. As per the said Ordinance, the aggrieved parties, who are not satisfied with the redressal by the Grievances Redressal Committee may approach the Director for reconsideration and review, **and not otherwise.**

The Competent Authority, has, therefore, while re-iterating strict compliance of the procedures contained in Chapter XIII of the RGNIYD Ordinances, directed that any complaints from students, faculty members and non-teaching staff shall henceforth be submitted/routed through in the following manner:

Since the Registrar is the administrative head of the Institute, all communications regarding grievances, complaints, problems by the students, faculty members and non-teaching staff should invariably be addressed to the Registrar, **by his designation**, and submitted to their respective Head of the Departments, in the case of Students and Faculty Members and to the Assistant Registrar (Admin) in the case of non-teaching staff, for onward transmission to the Registrar, who will take appropriate steps to place the matter before the respective Grievances Redressal Committee concerned for its consideration.

As far as other issues concerning the students, the following channels of communications should be followed:

The channels of communication for representation by students to address their issues of concerns are indicated below.

Sl. No.	Issue	First Contact Person	Next Level
1.	Students Course Work	Course Teacher	HoD/ Dept. in-charge
2.	Library	Smt. S. Renuka Library cum Documentation Officer renuka.rgnyid@gov.in	Prof. Dr. T. R. A. Devakumar Registrar registrar1.rgnyid@gmail.com
3.	Field work	Course Teacher / Faculty Co-ordinator	Professor / HoD
4.	Hostels	1) Hostel Committee 2) Dr. S. Lalitha Warden (Girls Hostel) lalitha.rgnyid@gov.in 3) Dr. S. Kumaravel Warden (Boys Hostel) kumaravel.rgnyid@gov.in	Prof. Dr. T. R. A. Devakumar Registrar registrar1.rgnyid@gmail.com
5.	Dining Hall	1) Student Mess Management Committee (SMMC) 2) Asst. Warden/ Warden	Prof. Dr. T. R. A. Devakumar Registrar registrar1.rgnyid@gmail.com
6.	Academic Matters (Fees, Scholarship, Certificates and related aspects)	1) Smt. Kala Balaji Section Officer (Academic) i/c kala.rgnyid@gov.in 2) Dr. P. Muralidassan Consultant (Admin & Academic) murali.rgnyid@govcontractor.in	1) Prof. Inderjeet Singh Sodhi Dean (Students' Welfare) 2) Prof. Dr. T. R. A. Devakumar Registrar registrar1.rgnyid@gmail.com
7.	Administrative Matters (pertaining to Non- Teaching Staff)	Shri. N. Aghilan Assistant Registrar aghilan.rgnyid@gov.in	Prof. Dr. T. R. A. Devakumar Registrar registrar1.rgnyid@gmail.com
8.	Examinations	Professor / HoD	Dr. S. Suresh Controller of Examination (i/c) suresh.rgnyid@gov.in
9.	Health	Doctor	Prof. Dr. T. R. A. Devakumar Registrar registrar1.rgnyid@gmail.com
10.	Computer	1) Shri. S. Balakrishnan Programmer balakrishnan.rgnyid@gov.in	Shri. N. Aghilan Assistant Registrar aghilan.rgnyid@gov.in

		2) Shri. R. Ramkumar Technical Officer ramkumar.rgnyid@gov.in	
11.	Students Welfare related issues	Mentor/ Faculty i/c / HoD	Prof. Inderjeet Singh Sodhi Dean (Students' Welfare)
12.	Legal Matters	Shri. N. Aghilan Assistant Registrar aghilan.rgnyid@gov.in	Prof. Dr. T. R. A. Devakumar Registrar registrar1.rgnyid@gmail.com
13.	Right to Information Act	Shri. N. Aghilan Assistant Registrar / CPIO aghilan.rgnyid@gov.in	Prof. Dr. T. R. A. Devakumar Registrar registrar1.rgnyid@gmail.com (First Appellate Authority)

Chapter XIII of the RGNIYD Ordinance may be referred for the guidance and strict compliance by all concerned. If any communication containing complaints, grievances etc. are sent to the Director directly, in contravention of the instructions contained in this Office Order, such communications will not be accepted by the Director's office and returned to the sender concerned. Besides, those Officials, who send communications directly to the Director of the Institute will render themselves liable for disciplinary action under the extant Service Rules applicable to them. The same protocol / procedure and instructions are also applicable to the communications sent through e-mail or any such electronic mode.

This issues with the approval of the Competent Authority.



N. Aghilan
28/10/2020
Assistant Registrar

To

1. All HoD's / Dean's / CoE / Section Heads
2. All Students – through their HoD's
3. Technical Officer - for e-circular
4. Programmer - for uploading in the Institute website
5. PA to Director
6. Guard File