

HIMACHAL PRADESH UNIVERSITY
(NAAC Accredited 'A' Grade University)
"Computer Centre Exam Wing"

No. 1-1/2026-CCEW-HPU(Misc.)

Dated:-Shimla-5, the 28th April, 2026

Notification

The Executive Council vide Supplementary Item No. 1 of its meeting held on 28.03.2026, has approved the recommendations of the committee for the launch and operationalization of the online Student Grievance Redressal Helpline Module on the HP University Student Portal, as per annexure with minor modification in recommendations, as under:

"The Executive Council after detail deliberations decided to start online Student Grievance Redressal Helpline Module on the HP University Student Portal on trial basis without charging any fee from the students."


Controller of Examinations

Dated: 28 APR 2026

Endst: No. even

Copy for information and necessary action to:-

1. The Director of Higher Education to the Govt. of H.P., Shimla-1.
2. The Dean of Studies/DSW/Dean Planning & T.M/Chief warden, HPU, Shimla-5.
3. The Director CDOE HPU, Shimla-5.
4. The Director, HPU Regional Centre, Dharamshala, Distt, Kangra, HP.
5. All the Chairpersons/Directors of Teaching Departments/ Institutes, HPU, Shimla-5.
6. All the Principals/Directors/ Heads of the Colleges affiliated to H.P. University, Shimla-5.
7. The Finance, Officer/Controller of Examinations, HPU, Shimla-5.
8. The Assistant Registrar (Exam. I), for compliance.
9. The AR/DR (Exam. II, III)/ Conduct/ Evaluation/ Secrecy/ RME, H.P. University, Shimla-5.
10. The PRO, H.P. University, Shimla-5.
11. The Assistant Registrar (GAD), for reporting the action taken to Executive Council w.r.t. above referred decision of the Council.
12. The Incharge, Library/ Computer Centre, HPU, Shimla-5.
13. The SPS to the Vice-Chancellor/ Pro Vice-Chancellor/ SPS to Registrar, HPU, Shimla-5.
14. The Web Administrator, HPU, Shimla-5 with the directions to upload the above notification on the University Website.
15. The Guard File.


Deputy Registrar (Exam-III)

Proceedings of the meeting held on dated 25.02.2026 in the office chamber of Controller of Examinations for a demonstration of the Student Grievance Redressal Helpline.

A meeting of all the Branch/ Office Heads of Examination Wing was held on dated 25.02.2026 at 11:30 A.M. under the Chairmanship of Controller of Examinations in his office chamber, for a demonstration of the Student Grievance Redressal Helpline Module. The following were present in the meeting :

1.	Prof. Shyam Lal Kaushal, Controller of Examinations	Chairman
2.	Smt. Sunita Sehgal, Deputy Registrar (RME)	Member
3.	Smt. Anjana Sharma, Deputy Registrar (Exams-III)	Member
4.	Sh. Kishori Lal, Assistant Registrar (Exams-II)	Member
5.	Sh. Suresh Chand Gautam, Assistant Registrar (Exams-I)	Member
6.	Sh. Naresh Kumar, Assistant Registrar (Conduct)	Member
7.	Sh. Devender Singh, Assistant Registrar (Evaluation)	Member
8.	Sh. Sunil Bisht, Assistant Registrar (Re-evaluation)	Member
9.	Sh. Prem Raj Sharma, Assistant Registrar (OSES)	Member
10.	Dr. Mohini Bhardwaj, Incharge (CCEW)	Member
11.	Sh. Surender Rathore, Programmer (ERP)	Representative of ERP

At the outset of the meeting, the Chairman welcomed all the Branch / Office Heads of Examination Wing. Thereafter, he asked the Incharge, Computer Centre Examination Wing (CCEW) to make a demonstration of how the Student Grievance Redressal Module shall operate. The Incharge (CCEW) gave an introduction about the need of the said Module which was followed by a detailed demonstration of the working of the Module. The key elements/ components of the demonstration covered the following:

- I. Flow Chart of the query in the exam wing
- II. Instructions for Students
- III. Instructions for Help Desk Officer(s)
- IV. Instructions for Deputy Registrar(s)/ Assistant Registrar(s)
- V. Instructions for Section Officer(s)
- VI. Instructions for Dealing Assistant(s)

The above elements/ components are available in detail as per Annexure "A".

The meeting/ demonstration concluded at a unanimous opinion that the Student Grievance Redressal Module shall meet the following Objectives and result in the following Benefits to the Students as well as University :

- 1. Students can raise their query online just by login through their login credentials. This will cut the time and cost otherwise taken by the student by physically visiting the University. Thus saving valuable time and resources for both students and the University staff.
- 2. The Grievance Module will provide an efficient, accessible and transparent system to resolve student concerns.
- 3. Students can track the status of their submissions in real time which ensures transparency and accountability. This builds trust between students and the University administration.

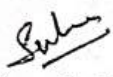
[Signature]
 Assistant Registrar (Exam-4)
 H.P. University
 Shimla-5

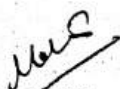
4. The centralized nature of the module allows for quicker identification and redressal of issues, minimizing delays in grievance handling.
5. This module not only simplifies the grievance redressal process but also reflects the University's dedication to creating a supportive, inclusive and progressive learning environment.

In view to ensure seriousness of the query request a fee of Rs. 200/- will be applicable.

All the members appreciated the efforts of the Incharge (CCEW) as well as the Team Members involved in the preparation of the Module.

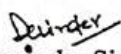
The meeting ended with a vote of thanks to the Chair.

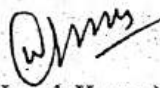

(Surender Rathore)
Representative, ERP


(Dr. Mohini Bhardwaj)
Member


(Prem Raj Sharma)
Member


(Sunil Bisht)
Member



(Devender Singh)
Member



(Naresh Kumar)
Member



(Suresh Chand Gautam)
Member


(Kishori Lal)
Member


(Anjana Sharma)
Member


(Sunita Sehgal)
Member


(Prof. Shyam Lal Kaushal)
Chairman
25.2.26


Assistant Registrar (Exam-0)
I.P. University
Jhimsa-5

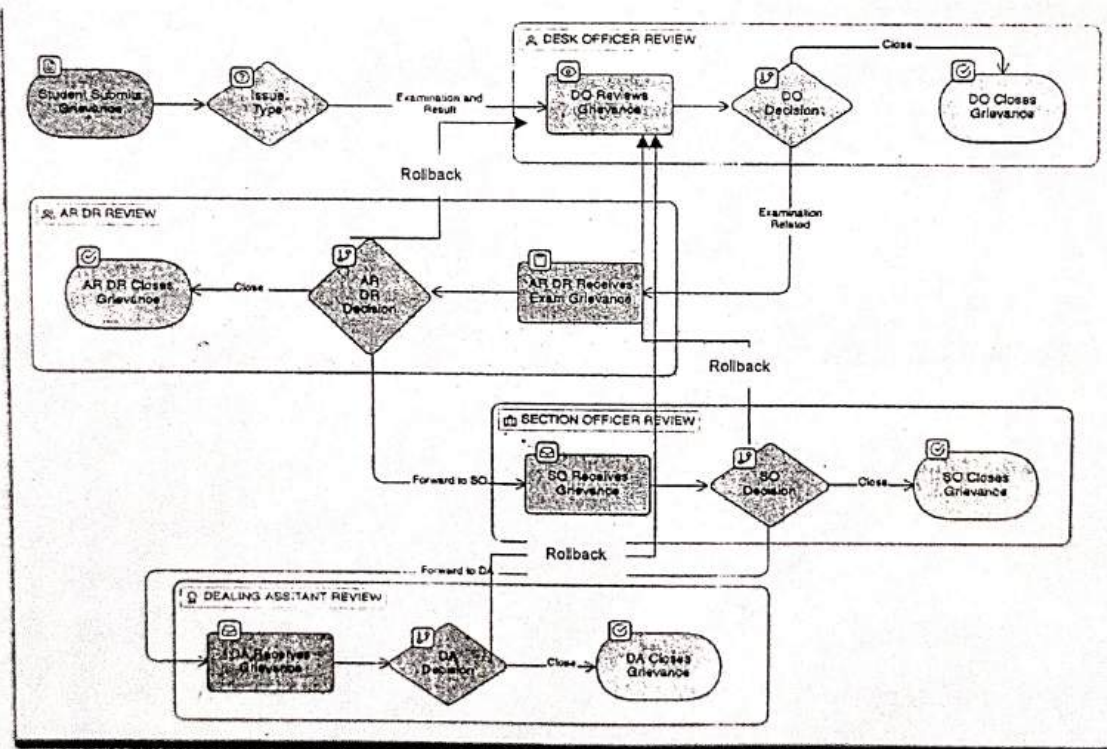
Student Grievance Redressal Module

The objective of the Student Grievance Module is to provide a streamlined, transparent, and efficient platform for registered students of the University to raise their queries, complaints and issues online. Option to raise their queries is available under the student portal. The module aims to ensure accessibility for all students, especially from remote or long-distance locations. This module ensures that every student's queries related with the examination and its activities is conveyed and resolved without visiting the University. Students can log in to their portal, detail their queries, and track updates on the resolution process. The University shall endeavour to resolve the issue and feedback given in a duration of seven days.

The Flowchart illustrates how the student grievance redressal system operates.

Student can raise query through the option provided in the Student portal. A ticket number will be generated and a message will be sent to student reflecting his/her generated ticket number and date of raising query. This query along with the ticket number will be reflected in the desk officer login in a centralized manner.

Relevant queries will either be resolved or forwarded to the appropriate officials/officers/authorities for resolution by the desk officer. If query is not resolved by the desk officer level, then the same will be forwarded to the relevant branch officers. Branch officer has three options at their end viz. forward to the dealing Section Officer, resolve and close the query or roll back if query does not pertain to that branch with the remarks. Section Officer also has three options at their end viz. forward to the dealing assistant, resolve and closes the query or roll back if query does not pertain to that section with the remarks. Dealing assistant has the option to resolve and close the query or rollback if query does not pertain to that section. Student can also see the track of the grievance redressal process in his/her module. Total number of queries received, resolved, pending can be seen at every hierarchy i.e. Branch officer, Section officer, Dealing assistant.



Need for the student grievance redressal module

1. Students can raise their query online just by login through their login credentials. This will cut the time and cost otherwise taken by the student by physically visiting the University. Thus saving valuable time and resources for both students and the university staff.
2. The Grievance Module will provide an efficient, accessible, and transparent system to resolve student queries.
3. Student can track the status of their queries in a real time manner which ensures transparency and accountability. This builds trust between students and the university administration.
4. The centralized nature of the module allows for quicker identification and peaceful redressal of issues, minimizing delays in grievance handling.
5. This module not only simplifies the grievance redressal process but also reflects the university's dedication to creating a supportive, inclusive, and progressive learning environment.

Instructions for students

1. Students can raise their query in student portal through their login credentials <https://nstudentportal.hpshimla.in>.
2. Click on the option "student grievance module"
3. Select the grievance type i.e. exam and results.
4. Click on the subtype of grievance in a drop down menu viz. form not filled, result not declared, Comprehensive evaluation assessment (CCA), fees, CMC, Transcript etc.
5. Select the other given options i.e. exam year, exam type etc. Student can write a brief description of query and also upload the documents.
6. Submit the query, a ticket number will be generated and the message will be sent to student's contact number.
7. Students can track the status of their submitted queries or tickets in real time by clicking on the "Grievance Status" option. Upon selection, a pop-up window will open displaying the complete workflow of the grievance, including actions taken by the Desk Officer, Branch officer, Section Officer or Dealing Assistant.

Instructions for Desk Officer

The Desk Officer is the first-level authority in the grievance workflow. The Desk officer will forward student query to relevant head within one day.

1. Login to the grievance module.
2. View newly submitted grievances.
3. Open and review grievance details and supporting documents.
4. Add remarks or comments after review.
5. Take one of the following actions:
 - a. Resolve and close the grievance (if within purview of authority)
 - b. Forward the grievance to AR/DR for further review.
6. Ensure proper remarks are entered before forwarding or closing.

Instructions for Branch Officers (Deputy Registrar /Assistant Registrar)

The Branch Officer will forward student query to relevant section officer within one day.

1. View grievances forwarded by the Desk Officer.
2. Review grievance details, previous remarks, and documents.
3. Add observations or instructions in the remarks section.
4. Take one of the following actions:
 - a. Resolve and close the grievance
 - b. Forward the grievance to the Section Officer (SO) for further action.
 - c. Rollback

Instructions for Section Officer

The Branch Officer will forward student query to Dealing Assistant within one day.

1. View grievances received from Branch officer.
2. Review case details and previous workflow history.
3. Verify records, if required.
4. Add remarks explaining the action taken.
5. Take one of the following actions:
 - a. Resolve and close the grievance, or
 - b. Forward the grievance to the Dealing Assistant (DA) for execution-level action.
 - c. Rollback

Instructions for Dealing Assistant

1. View grievances forwarded by the Section Officer.
2. Take necessary action.
3. Update related records if required.
4. Add final decision/resolution in the system.
5. Close the grievance after resolution.
6. Rollback