

विश्वभारती  
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VISVA-BHARATI



**OFFICE MEMO**

**Sub: Pending PMO/ MoE References and Public Grievance Cases**

The Ministry of Education has been pressing hard to dispose of all grievance petitions received from the PMO/ MoE/ UGC/ Online Grievance Portal within 21 days on receipt of the same by the University. As such, controlling officers/ In-Charge of all offices of the university including offices of the Directors/ Principals/ Adhyakshas/ HoDs are requested to dispose of all such references/ PG petitions positively within 21 days. In case the petitions are received through the University's Nodal Officer, Online Grievance Portal, the replies are to be sent directly to the Nodal Officer by email without awaiting for any approval of the Registrar or Vice-Chancellor. The Nodal officer will take approval of the Registrar/Vice-Chancellor, if necessary.

While dealing with grievances/ complaints, the controlling officers/ in-charge shall follow the complaints management norms notified by the Department of Administrative Reforms and Public Grievances (DARPG)/ Department of Personnel and Training/ UGC. Copies of the replies are to be emailed to the Registrar ([registrar@visva-bharati.ac.in](mailto:registrar@visva-bharati.ac.in)) and P.A. to Registrar ([pa2registrar@visva-bharati.ac.in](mailto:pa2registrar@visva-bharati.ac.in)) also.

This is to be treated as most important and urgent. Concerned controlling officers will be held responsible for delays in replying to PMO and other references, grievance, petitions etc.

Ref. No. REG/160/275/2024-25  
Date: 06.11.2024

Registrar (Acting)  
Visva-Bharati

कुलसचिव (कार्यवाहक)  
विश्वभारती  
Registrar (Acting)  
Visva-Bharati

Copy for information and necessary action:

- 1) All Directors and Adhyakshas/ Principals of Bhavanas/ Vihagas
- 2) Heads/in-charge of all Academic Departments/ Centres
- 3) Heads/Controlling Officers/ in-charge of all Administrative Departments /Offices/Sections/cells etc
- 4) University Webmaster: for uploading in the University Website
- 5) P.A. to Registrar