

**MOST-URGENT
PERSONAL-ATTENTION**

**HIMACHAL PRADESH UNIVERSITY
'General Administration Section'**

No. 16-63/2001-HPU (Genl.)

Dated: **24 JUL 2024**

CIRCULAR

It has been observed by the Pro-Vice-Chancellor that a number of complaints filed in respect of Himachal Pradesh University on the online C.M. Sankalp portal, <https://cmsankalp.hp.gov.in> are getting accumulated at his level i.e. "L4: Pro Vice-Chancellor" for want of appropriate processing at lower level(s), whereas, the portal provides for processing a complaint in three major ways:

1. Resolve it and file the reply/solution under the tab: "समाधान दर्ज करें" or
2. Transfer the complaint to the quarter concerned, if it does not pertain to a particular quarter, by using the tab: "कार्यक्षेत्र से बाहर है" or
3. Propose for special closure of the complaint if it does not appear to be viable, by using the tab: "स्पेशल क्लोजर"

The complaints are simply getting transferred and passed on from L1, L2 & L3 to L4 without processing them, with the remarks: समाधान अधिकारी द्वारा निर्धारित अवधि में कार्यवाही ना करने के कारण शिकायत (L4) अधिकारी को परिवर्तित किया जा रहा है"

Therefore, it has been desired by the Hon'ble Pro Vice-Chancellor that necessary directions be issued and circulated to all concerned to ensure proper and timely processing of a complaint before it gets transferred to next level.

Therefore, all the L1, L2 & L3 Officials/Officers of all the Branch/Departments are directed to strictly adhere to the orders in letter and spirit.

Endst. No. Even

Copy to:-

1. The DS/DSW/Chief Warden/Dean, CDC/Planning & Teacher Matter's HPU, Shimla-5.
2. All the Deans/Chairpersons/Director of Teaching Departments, HPU-Shimla-5.
3. The Director, ICDEOL/Phy.Edu. & Y.P./AERC /HRDC /HPUBS/UIT /UCBS /PECC / DIS/Tribal Studies/ Life Long Learning/ UILS, HPU/ RC, Dharmshala.
4. The Finance Officer/ Dy. Controller F&A, HPU, Shimla-5
5. The COE/ ACOE/P& DO, HPU, Shimla-5.
6. The In-charge, Library/Health Centre/Computer Centre/ Faculty House, Shimla-5
7. The Joint Controller, SAD/I.A.O, HPU, Shimla-5.
8. The Principal, HPUDES, Shimla-1.
9. The Principal, HPU Model School, Shimla-5.
10. The Chief Security Officer /Pool Officer/PRO/ HPU, Shimla-5.
11. The Executive Engineer (Maint.) HPU, Shimla-5. He is also requested to ensure the general Cleanliness, Proper Water and electrical supply and
12. All the D.R/A.R/ Branch Officers of the University, Shimla-5.
13. SPS to VC/ PS to PVC/SPS to Registrar, HPU, Shimla-5.
14. **The Web Administrator, HPU, Shimla-5 with the request to upload the above Notification on the University Website immediately.**
15. Notice Board/Guard File.


REGISTRAR

Dated: **24 JUL 2024**


REGISTRAR