



## ASSAM DON BOSCO UNIVERSITY

Tapesia Gardens, Kamarkuchi, Sonapur – 782 402, Assam, INDIA

Ref. No. F23A/JJ/23-021 dated 29 April 2023

To,  
The Secretary,  
University Grants Commission New Delhi.

**Subject: GRIEVANCE REDRESSAL MECHANISM**

This is to bring in your kind notice that the Grievance Redressal Mechanism has already been established by the University as per the guidelines of UGC and Government.

Below are the details of Grievance Redressal Mechanism placed by the University:

1. The student can send the email to [contacts@dbuglobal.com](mailto:contacts@dbuglobal.com) regarding any issue/query, which would be assigned to a case worker. The case worker would be assigned 15 working days to resolve the query/issue.
2. In case the query/issue is not resolved within 15 days, then it would be assigned to the head of department who would have again 15 days to resolve it.
3. In case the query/issue is still not resolved, then it would be escalated further to the Nodal officer along with the Registrar.

  
Registrar  
Assam Don Bosco University  
Tapesia Gardens, Sonapur  
Assam-782402, INDIA.

