

**RAJIV GANDHI UNIVERSITY
RONO HILLS, DOIMUKH**

F. No. RGU/REG-47/DEV/21

Date: 13.11.2025

CIRCULAR

This is for the general information of all members of the University community that, for any problem or issue related to minor maintenance/repairing of residential and non-residential buildings (Civil), a Complaint Register is being maintained in the Enquiry Section, located near the main canteen of the university. However, for works related to major maintenance or renovation, a request letter must be submitted to the Office of the Registrar, with a copy to the Executive Engineer, for necessary action.

All employees (teaching and non-teaching) and students (boarders) residing in the University Campus are hereby requested to record their complaint(s) in the said register for timely redressal. All are requested to cooperate and make use of this facility.

The Enquiry Section (Civil) shall remain open on all working days (Monday to Saturday) up to 4:00 PM, to facilitate prompt response and necessary action by the concerned staff.

Further, the concerned Junior Engineer (Civil/Maintenance) is directed to oversee the complaints and ensure prompt action to resolve the reported issue(s).

This issues for information and necessary action of all concerned.

Sd/-
Registrar

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Copy to:

1. PS to Vice Chancellor for information.
2. All Deans of Faculties / DSW for information.
3. PS to Registrar/FO/CoE/Librarian for information.
4. All HoDs/Directors of various Departments/Institutes for information and wide circulation.
5. Chief Warden/Warden/Deputy Warden for information and wide circulation.
6. All Branch Officers for information and wide circulation.
7. Joint Director (CC) for information with a request to upload the circular on the university website.
8. Executive Engineer for information.
9. Junior Engineer (Civil/Maintenance) for information and with a directive to engage the required manpower and ensure that all complaints are attended and resolved promptly.
10. All Notice Boards.
11. Office copy.

(Dr. N.T. Rikam)
Registrar