



GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY
Sector-16 C, Dwarka, New Delhi-110078

F.1(6)(16)/2022/Misc./Pers.-II/ 4245

Dated the 27th October, 2022

ORDER

It has come to the notice of Hon'ble Vice Chancellor that many of the Department/Schools of the University provided with landline telephonic connection through EPABAX System are not responding to the calls of the public trying to contact the concerned department/school in reference to the various subject matters being dealt by them concerning to the persons, who are trying to approach these departments/schools.

2. This approach is against the principle of responsive governance, thereby, causing lot of problem to the various applicants/persons who wants to interact with the concerned department/school in connection with issues concerning to them or to seek guidance from these departments/schools.

3. Hon'ble Vice Chancellor has desired that no such incident of no-response of calls is tolerable. Every Department/School In-charge is hereby advised in their own interest and in the larger public interest to set up inbuilt mechanism to respond invariably to all the calls of the public without fail.

4. Apart from that, General Administration Branch is hereby directed to explore centralized control room system to address all these calls of the public with proper response and after feedback from the concerned branch, for which, proper records of the caller, grievances/query, mobile no., email address be taken. If instant response is not possible, proper reply/response is ensured to be sent to the caller within reasonable time.

This issues with the prior approval of the Competent Authority.


(SUNITA SHIVA)
REGISTRAR

F.1(6)(16)/2022/Misc./Pers.-II/

Dated the 27th October, 2022

Copy forwarded to the following for information & necessary action:

1. All Deans/Directors, GGS Indraprastha University.
2. Controller of Examination-I & II, GGS Indraprastha University.
3. Controller of Finance, GGS Indraprastha University.
4. OSD to Vice Chancellor, GGS Indraprastha University.
5. All concerned Branch Heads, GGS Indraprastha University.
6. Asstt. Registrar, Vice Chancellor's Secretariat, GGS Indraprastha University.
7. Asstt. Registrar, O/o the Registrar, GGS Indraprastha University.
8. Head (UITS), GGS Indraprastha University.
9. Guard File


(BHUPINDER SINGH)
DEPUTY REGISTRAR(PERS.-II)