

**5.1.9**

## **Committee for Complaints / Query Handling at DDE**





# OPEN AND DISTANCE LEARNING



**PTU**

ਆਈ. ਟੀ. ਗੁਜਰਾਲ ਪੰਜਾਬ ਟੈਕਨੀਕਲ ਯੂਨੀਵਰਸਿਟੀ

Estd. Under Punjab Technical University Act, 1996  
(Punjab Act No. 1 of 1997)

## Department Circular

Ref. IKG PTU/ODL/21468

Dated 11/02/2021

The following duties have been assigned to the staff of ODL with immediate effect:

| Sr. No. | Employee Name   | Work Responsibilities of ODL   |
|---------|---|--|
| 1       | Ms. Harpreet Kaur(SA)<br>Mr. Raj kumar(OA)<br>Mr. Gurmeet Singh(OA) | RTI Cases/Complaints received from any other Govt. Department  |
|         |   | SLM/ CDC meetings from all programme coordinators/ Experts/Reviewer of all programmes  |
|         |   | Maintain SLM record, provide assignment to students, Preparation of PCP schedule of students   |
|         |   | Preparation of Academic Calendar of ODL students (New & Re-admission)  |
|         |   | Payments of all author/reviewer/expert bills/PCP bills.  |
|         |   | All Academic Duties assigned by Sh. Dinesh Gupta (Teaching Incharge), ODL  |
|         |   | Store keeper and any other query of LC of ODL maintain record  |
|         |   | Custodian of all record. To maintain & Keep records off all files/documents in his/her custody.  |
| 2       | Mr. Sanjeev kumarUniyal(SA)<br>Mr. Deepak Chand(OA)                 | Any other work assigned from time to time accordingly  |
|         |   | Payment of C&F, M&F and LCs / LSCs and Fee share, and Audit  |
|         |   | Liaison with bank for verification of fee record submitted by the students   |
|         |   | All legal matters, other legal/complaints cases with (UGC/DEC/MHRD/DTE/Vigilance/Punjab Govt & other Departments                                     |
|         |   | Handling of inquiries of vigilance or any other agency.  |
|         |   | Arrangements for meeting & providing required services during meetings   |
|         |   | Custodian of all record. To maintain & Keep records off all files/documents in his/her custody.  |
| 3       | Ms. Rajwinder Kaur(SA)<br>Ms Reena Mattu(OA)                        | Any other work assigned from time to time accordingly  |
|         |   | Salary preparation and maintain leave record of staff and Officers.  |
|         |   | Student complaints (IKGPTU portal) and UGC approval related queries/complaints handling.   |
|         |   | Attestation of Syllabus of Old and New courses.  |
|         |   | File application on UGC portal and upload data of admission and liaising with UGC  |
|         |   | Post Metric Scholarship (PMS) login filing and students claims of PMS  |
|         |   | Custodian of all record. To maintain & Keep records off all files/documents in his/her custody.  |
| 4       | Mr. Sumeet Kumar(SA)  | Any other work assigned from time to time accordingly  |
|         |   | Maintain ODL website and data base of ODL students on portal (New admission & readmission)   |
|         |   | Handling of ODL department official email correspondence related with issues of admission and other queries of ODL students and other stake holders. |
|         |   | Update of admit cards for Readmission and Reappear students on exam portal.  |
|         |   | Draft of letters /documents assigned by Director(ODL).   |

"Propelling Punjab to a Prosperous Knowledge Society"

**I.K. Gujral Punjab Technical University**

Jalandhar-Kapurthala Highway, Kapurthala-144 603 Ph. : 01822-282502, 94780-98108

E-mail : dde@ptu.ac.in Websites: www.ptu.ac.in, www.dde.ptu.ac.in

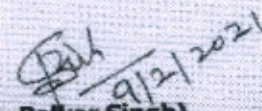
*File*



|   |   |   |
|---|---|---|
|   | <b>Ms. Nisha Rani(Clerk )</b><br><b>Ms. Neenu Shukla(Clerk)</b> | Issuing of Bonafide Certificates to ODL students. And Student portal of SFC                               |
|   |   | Course Conversion cases (old students)  |
|   |   | Handling of TA/DA bills and vehicle requirement in department   |
|   |   | Manage all Old prospectus, RC, LSC, C&F and M&P MOU record  |
|   |   | Fee verification related queries of students  |
|   |   | Fee refund of students  |
|   |   | Issuance of Certificates to Authors & Reviewers regarding SLM   |
|   |   | Handling of ODL student helpline no   |
|   |   | Custodian of all record. To maintain & Keep records off all files/documents in his/her custody.           |
|   |   | Any other work assigned from time to time accordingly   |
| 5 | <b>Mr. Pardeep Kumar(OA)</b>                                    | Dispatching and Receiving of Dak and maintains the record of dak  |
|   |   | Dak distribution to other departments   |
|   |   | Coordinate with other departments like Academics, ITS, S & P, Maintenance etc for any work related to ODL |
|   |   | Perform duties related to examinations queries (DMCs, Certificates, Results, and Degree etc.)             |
| 6 | <b>Ms. Neelam(Attendant)</b>                                    | Any other work assigned from time to time accordingly   |
|   |   | Hospitality to ODL officials & visiting guests.   |
|   |   | Cleaning equipments, Chair, Table etc.  |
| 7 | <b>Mr. Satpal Singh(Helper)</b>                                 | Dak distribution to other departments   |
|   |   | Cleaning equipments, Chair, Table etc.  |
|   |   | Hospitality to ODL officials & visiting guests.   |
|   |   | Cleaning of branch and store room   |
| 8 | <b>Mr. Sunil Kumar(Helper)</b>                                  | Perform duty in the office of AR ODL  |
|   |   | Cleaning equipments, Chair, Table etc. Of Director ODL office.  |
|   |   | Hospitality to ODL officials & visiting guests.   |
|   |   | To clean & maintain of branch and store room  |
|   |   | Perform duty in the office of Director ODL  |

**Note:**

1. Dr. Dinesh Gupta shall supervise all the academic work and Sh. Joginder Singh shall supervise all the administrative work of ODL programme.
2. All senior Assistants/Clerk/TA are responsible to maintain record in hard file as well as soft form with their team and have to cooperate and work in coordination with each other and provide information / data to concerned officers /staff of the OPEN & DISTANCE DEPARTMENT for RTI /Audit / Bank Reconciliation etc. and submit MIS on every month and as and when desired. Any other work can be assigned to the employees in addition to above from time to time.

  
**(Dr. Balkar Singh)**  
**Director (Admin), ODL**

**CC:**

1. I/C Secretariat, o/o Vice Chancellor: For information of Vice Chancellor
2. Asst. Registrar, ODL
3. Teacher In charge, ODL
4. All concerned employees





Ref. No. PTU/DDE/10672

Date... 22/8/14...

### Office Order

Punjab Government has started a grievances portal PBGRAMS to solve the complaints of citizens of Punjab at earliest.

As approved by the competent authority, Ms. Harpreet Kaur, Senior Assistant (DDE) is hereby deputed to operator the DDE login of this portal to ensure timely settlement of complaints. She will be responsible for overall co-ordination of complaints settlement mechanism over this portal. This work will be in addition to her present normal duties.

*RU 22/08/14*

Assistant Registrar  
(Directorate of Distance Education)

CC:

1. Director (DDE)
2. DR(SFC)
3. Ms. Harpreet Kaur, SA(DDE)
4. File copy

*[Signature]*  
Deputy Registrar  
I.K. Gujral Punjab Technical University  
Kapurthala-144603

"Propelling Punjab to a prosperous Knowledge Society"

**Punjab Technical University Jalandhar**

Jalandhar-Kapurthala Highway, Near Science City, Kapurthala-144601.

Ph. 01822-662502, 662503 Fax : 01822-255532

website : www.ptu.ac.in email : deandep@ptu.ac.in