

Grievance Redressal Cell [Examination]

NOTICE

All concerned are notified to follow the instructions below regarding unresolved issues concerning examinations:

- 1) Students enrolled in UG and PG programs should email their grievance to the designated addresses, clearly mentioning their college/institution/department, program, roll number, mobile number, a summary of the grievance, with valid proof etc.
 - a. For UG: **`grievance_UG_exam@gauhati.ac.in`**
 - b. For PG: **`grievance_PG_exam@gauhati.ac.in`**
- 2) Under no circumstances should students meet with any officials or employees of the Examination Section, including the Controller of Examinations (CoE) and Deputy CoEs, unless invited or officially communicated to do so.
- 3) Students should not visit any section of the Examination Branch. These areas are restricted, and any unauthorized visit will be considered to be an act of trespassing and may invite legal action, as per the earlier public notice. It may also lead to expulsion. Forceful entry into the examination office will be treated as misconduct/vandalism.
- 4) UG and PG students must inform the Principal/Director and HoD, respectively, about any issues they face concerning examinations. The Principal/HoD will communicate such issues to the office of the CoE. Students themselves should not come to the examination section.
- 5) A Grievance Redressal Cell has been established at the **New Examination Building**. The officials of the Examination Section will be available on weekdays between **2:00 PM and 5:00 PM**. All matters will receive a response within 72 hours (working days) via official email. Matters that could not be addressed as mentioned in (4) should visit cell.
- 6) Issues related to name, date of birth, paper selection, etc. correction, can be corrected in SAMARTH using the HoD/Principal login.
- 7) In case of any difficulty with **onlinegu.in**, helpline numbers are available. Students/guardians can seek assistance or guidance by calling these numbers during working hours.

Date- 02/05/2025

Ordered by
Controller of Examinations, GU

Vide ref no GU/CON/NOTICE/2025/9488 dated:- 02/05/2025
