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Citizen Charter

Mahatma Gandhi University, Kerala

Committed to Excellence, Transparency, and Service to All Stakeholders

1. Introduction

The Citizen Charter of Mahatma Gandhi University, Kottayam, Kerala is a declaration of our commitment to provide efficient, accountable, and transparent services to students, faculty, staff, parents, alumni, and the public. It outlines the services offered, the standards for delivery, and the grievance redressal mechanism, in accordance with the guidelines of the University Grants Commission (UGC), Government of India.

2. Vision and Mission

Vision:

Mahatma Gandhi University envisions excelling in the field of higher education and catering to the scholastic and developmental needs of individuals through continuous creation of a critical knowledge base for society's sustained and inclusive growth.

Mission:

- Provide high-quality education rooted in academic excellence, ethical values, and social responsibility.
- Promote research and innovation that address local, national, and global challenges.
- Encourage interdisciplinary learning and skill development for a knowledge-driven society.
- Ensure access and equity by empowering underrepresented and marginalised communities through inclusive policies and practices.
- Strengthen community engagement and sustainable development through outreach, partnerships, and extension activities.
- Uphold transparency, good governance, and accountability in all its endeavours.

3. Expectations from Citizens

We request the cooperation of all stakeholders to:

- Provide accurate and complete information in all communications and official documents.
- Maintain discipline and abide by university rules and regulations.
- Treat university staff and fellow students with respect.
- Use university resources responsibly.
- Provide feedback for continuous improvement.

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4. Grievance Redressal Mechanism

Mahatma Gandhi University is committed to ensuring transparency, accountability, and responsiveness in all its academic and administrative operations. A robust Grievance Redressal Mechanism has been established to address concerns and complaints from students, staff, and other stakeholders in a time-bound and effective manner.

Key Grievance Redressal Channels

1. **Grievance Redressal Committee**
    - Receives and resolves complaints related to academic, administrative, and infrastructural matters.
    - Grievances may be submitted in person, via email, or through the online grievance portal.
2. **Online Grievance Portal**
    - https://pareeksha.mgu.ac.in/grievance/
    - Allows students and staff to lodge complaints and track their status.
3. **Board for Adjudication of Students' Grievances (BASG)**
    - Functions in accordance with UGC regulations.
    - Addresses issues related to admissions, examinations, teaching, campus facilities, etc.

Members of the Board include:

i. Prof. (Dr.) C T Aravindakumar, The Vice Chancellor –Chairman
ii. Vacant, Dean of Students
iii. Sri. Harikrishnan P, Associate Professor, Department of Computer Applications, N.S.S College, Rajakumari Member, Syndicate(Nominated on 12.11.2025)
iv. Sri. Tony Kuriakose, M.A Gandhian Studies, School of Gandhian Thought and Development Studies, Mahatma Gandhi University. Member, Syndicate (Nominated on 12.11.2025)
v. Prof. Dr. Biju Thomas, Principal, Baselius College, Kottayam, Syndicate Member (Nominated on 03.09.2024)
vi. Shri. Abhinav M (Chairman of the University Union)
vii. Nayana Raju, Chairperson of the College Union, Government College Kottayam, Nattakom (Nominated on 16.12.2025)
viii. Muhammed Afreed, Chairperson of the College Union, Maharaja's College, Ernakulam (Nominated on 16.12.2025)
ix. Vacant, Academic Council
x. Vacant, Academic Council
xi. Prof.(Dr.) Bismi Gopalakrishnan - The Registrar

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4) Internal Complaints Committee (ICC)

- Handles complaints related to sexual harassment, as per Vishaka Guidelines and UGC norms.
- Phone: 9497655293
- Email: icc@mgu.ac.in

Members of the Committee include:

i. Dr. Keerthi T.R - Professor, School of Bio Sciences - Presiding Officer
ii. Smt. Smitha V.M - Assistant Registrar 7 (Admin) – Convener
iii. Dr. Vinod Kumar S - Professor, School of Behavioral Sciences
iv. Dr. Arathi P.M - Assistant Professor, School of Gender Studies
v. Smt. Prathibha P.P - Section Officer, AC A5 Section
vi. Dr. Anishia Jayadev - Associate Professor, Institute of Management in Government (External Member)
vii. Smt. Aleena Nasrin - Post Graduate Student, K N Raj School of Economics
viii. Mohammed Suhil - Research Scholar, School of International Relations and Politics
ix. Basil Sunny - Graduate Student, Graduate School

5) Anti-Ragging Committee

- Ensures a ragging-free environment and responds promptly to complaints of harassment or intimidation.
- 24x7 National Anti-Ragging Helpline: 1800-180-5522
- Nodal Officer : Prof.(Dr.) Baiju K.R (School of Environmental Sciences)

Ph: 9447573027, e-mail: baijukr@mgu.ac.in

Members of the Committee include:

Sl. No.	Name &Designation	Category
1.	Prof. (Dr.) C. T. Aravindakumar, Vice Chancellor Ph: 9447391168 Email: vc@mgu.ac.in	Chairman
2.	Sri. Jayesh P.V Huzur Sheristadar Civil Station, Kottayam Ph: 9446075529 Email:sreharijayesh@gmail.com	Representative from Civil Administration
3.	Principal Sub Inspector Gandhinagar Police Station Kottayam. Ph:9497980320 Email:shogandhingrps.pol@kerala.gov.in	Representative from Police Administration
	1.Sri.S.Manoj Bureau Chief, Deshabhimani Ph: 9447163686 Email:smanojktm@gmail.com	
	2.Sri.K.R.Prahladan	Representation from Local Media

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4.	Chief Reporter, Mathrubhoomi Ph: 9447087535 Email:prahlu@gmail.com	
5.	Sri. P.U Thomas Managing Trustee, Navajeevan Trust, Villoonni P.O., Kottayam - 8 Ph: 9446490300 Email:mail@navajeevantrustktm.org	Representative from Non-Govt. Organizations involved in social activities
6.	Dr. Rajeesh A.P Professor, School of Indian Legal Thought, Mahatma Gandhi University Ph:9746600752,Email:rajeeshalackamuriyil@yahoo.com	Representative from Faculty
7.	1. Sri. Luckose Kurian, Senior Grade Auditor, Kerala State Local Fund Audit (Kattumuriyil TV Puram P.O, Vaikom) Ph:9645389069 Email:lukosekurian@gmail.com	Representatives of Parents
	2. Dr. Arunan C, Principal Scientist Basic Science Division KSCSTE Trivandrum (Lekshmithoppil House, Kizhakkumbhagom, Ayarkunnam Road Ettumanoor - 686 631) Ph:8547517048 Email:carunan@gmail.com	
8.	Sri. Anoop P S, Paruthippara House , Mankulam P.O, Idukki Ph:9447386726 Email:anoopps888@gmail.com	Representative of Senior Student
9.	Sri. Eldhose Sunny, Malayil House Mankulam, Idukki Ph: 8590497341 Email:eldhosunny221@gmail.com	Representative of Student belonging to Freshers
10.	Deputy Registrar I (Academic) Mahatma Gandhi University Kottayam Ph:04812733228 Email:dr1academic@mgu.ac.in	Representative of Non-Teaching Staff

6) Anti-Ragging Squad

Members of the Squad include:

Sl. No.	Name &Designation	Category
1.	Dr. E K Radhakrishanan, Associate Professor, School of Bio Sciences	Chairman
2.	Dr. Sylas V.P, Associate Professor, School of Environmental Sciences	Member
3.	Dr. Jojin V John, Assistant Professor, School of International Relations and Politics	Member
4.	Dr. Abhilash G Nath, Assistant Professor, School of Gandhian Thought and Development Studies	Member
5	Smt. Susmitha K.S, Assistant Professor, School of	Member

5.	Letters	Member
6.	Dr. Arathi P.M, Assistant Professor, School of Indian Legal Thought	Member

7) Right to Information (RTI)

Mahatma Gandhi University fully adheres to the provisions of the **Right to Information Act, 2005**, promoting transparency and empowering citizens.

Designated Officers Under the RTI Act

Sl. No.	Designation	Name	Phone	Email	Remarks
1	Public Information Officer (PIO)	Usha V.D (Deputy Registrar – 3 (Admn)	0481-2733325 9495546636	spiomgudrrti@mgu.ac.in	Handles all university-level RTI requests
2	First Appellate Authority	Sajeev P.K	9447370468	faamguniversity@mgu.ac.in	Joint Registrar Finance, Mahatma Gandhi University

- Heads of all Departments are Public Information Officers (PIO) of Schools.
- All Assistant Registrars are Assistant Public Information Officers (APIO).

 Postal Address:
The Public Information Officer,
Mahatma Gandhi University,
Priyadarsini Hills P.O., Kottayam – 686560, Kerala
 For updated RTI officer details, visit: **https://www.mgu.ac.in**

How to Lodge a Grievance

- **Offline**: Submit a written complaint in the complaint box kept at the Administrative Block and at the Pareeksha Bhavan.
- **Online**: Lodge complaints through the grievance portal: https://pareeksha.mgu.ac.in/grievance/

5. Review and Monitoring

This Citizen Charter is reviewed annually for relevance and effectiveness. Updates are made based on stakeholder input and regulatory changes. Implementation is monitored by a dedicated team under the supervision of the Registrar.

Dr. Bismi Gopalakrishnan
Registrar
Mahatma Gandhi University, Kerala

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The document is digitally approved. Hence signature is not needed.