

MANUAL 4

SECTION 8(1)(b)(iv)

THE NORMS SET BY CENTRAL UNIVERSITY OF PUNJAB FOR THE DISCHARGE OF ITS FUNCTIONS

4.1 Main Function of the Public Authority: The University functions as an institution of higher education devoted to teaching and research (Section 5 and Section 6 of CU Act 2009). The details related to functions and service offered by CUPB are already mentioned in Manual 1. The Academic Schedule is set as per Academic Calendar available is enclosed in **Annexure 4-A** and also available on http://www.cup.edu.in/cup_student-corner.php/academic_calendar.php

Nature of functions/ services offered

The list of educational programmes offered by the university are available on University Website

<https://cup.edu.in/>

https://cup.edu.in/cup_student-corner.php/admissions.php

https://cup.edu.in/skill_development_courses

<https://cup.edu.in/dace/>

4.2 Norms / Standards for function /service delivery:

Normal procedure as per norms and cordial formalities laid by the UGC/Ministry of Education is followed by CUPB while executing various activities/ programmes i.e. proposal received from the faculty, departments and students asking for permission for financial assistance/sanction under various schemes, etc. are submitted to the University Authorities for administrative/financial approval and decisions/sanctions/approvals are implemented. The routine correspondence received from different departments is of time bound nature and disposed of within the given time limit by the University. The norms of functions and services offered, norms of service delivery, process to access these services, and time-limit are as per rules.

Norms and Standards for various activities of the University are laid down by the Authorities of the Universities such as, University Court, Executive Council, Academic Council and Finance Committee. The Annual Report prepared under the direction of Vice-Chancellor and Executive Council is considered by the Court of the University at its annual meetings along with audited accounts, etc, of the University. The Annual Report of the University along with Audited Accounts are placed on the table of both the Houses of Parliament every year. The University Court is the Supreme authority and it has the powers to review the acts of Executive Council and the Academic Council save when these authorities have acted in accordance with the powers conferred upon them under the Act, Statutes, and Ordinances of the University.

4.3 Process by which these services can be accessed:

The Offices, Departments, Laboratories, Library, Hostel, Mess etc., are located on the University Campus which facilitates as quick communication channels to and fro. The process to access the services are mentioned on University Website www.cup.edu.in

The norms/standards of functions/service delivery, process to access these services, and time limit for achieving the targets are as defined in CU Act 2009, Statutes of University, Ordinance of University, and as per rules set by University Authorities from time to time. The same has been communicated in minutes of statutory body meetings, notifications, and rules available on University Website www.cup.edu.in; and http://www.cup.edu.in/cup_student-corner.php/rules_regulations.php. The general code for discharge of its daily functions is to accomplish work on day-to-day basis, keeping in view the requirement and urgency of each case.

The minutes of meetings of EC, AC, FC, and University Court and Annual/Financial Reports are available online

- A. Minutes of meetings of Univ. Court: <http://cup.edu.in/court.php>
- B. Minutes of meetings of Executive Council: <http://cup.edu.in/executive-council.php>
- C. Minutes of meetings of Academic Council: http://cup.edu.in/academic_council.php
- D. Minutes of meetings of Finance Committee: http://cup.edu.in/finance_committee.php
- E. Annual and Financial Reports: http://cup.edu.in/university_publications.php; http://cup.edu.in/annual_reports.php; and http://cup.edu.in/financial_reports.php

4.4 Time Limit for achieving the Targets:

Academic Time Limits - The targets are achieved as per Academic Calendar. Available on University Website on http://www.cup.edu.in/cup_student-corner.php/academic_calendar.php

Other Targets - The targets are achieved as per provisions defined in CU Act 2009, Statutes of University, Ordinance of University, Notifications issued in pursuance of the decision of Statutory Body Meetings, and as per rules set by University Authorities from time to time.

The Notification related to early disposal of Applications/Sanctions are enclosed in **Annexure 4-B**

4.5 Process of Redress of Grievance– Generally grievances are received either on online portal i.e. CPGRAM or offline (through post/emails) etc. Once grievance is received the same is forwarded to the concerned branch/office for providing inputs/reply. If necessary, a committee is also constituted to examine the grievances. Based on the reply received from concerned office/branch or recommendations of the Committee, the grievance is disposed accordingly after the approval of the Competent Authority.

Details of Grievance Redressal Cell available online at http://www.cup.edu.in/grievances_redressal_cell.php

Notification regarding to committee constituted in compliance of UGC Regulations 2019 is available on <http://cup.edu.in/documents/UGC/UGC.pdf>