



UTTARAKHAND OPEN UNIVERSITY

Vishwavidhyalaya Marg, Teen Pani Bypass, Rampur Road,
Haldwani-263139

Phone: 05946-286000; Website: www.uou.ac.in; email: info@uou.ac.in

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Citizen Charter

1.0 Introduction

Following the philosophy of Open and Distance Learning (ODL), Uttarakhand Open University (UOU) was established in the year 2005 (vide Act No. 23 of the Uttarakhand Government) with an objective to take education to the doorsteps of various sections of society. UOU is progressing leaps and bounds due to its new, innovative and useful educational programmes. All this has been made possible through the use of latest information and communication technology and contact sessions with our learners. The main objective of the University is to develop trained and skilled human resource for sustainable development and progress. However, to meet this goal the University has never compromised with the quality of education it imparts. Keeping in mind the fast changing trends in vocational and technical education, the University has developed its programmes in such a manner that they open doors of employment and self-employment to its learners. The University mainly caters to the development of women, tribals and those sections of society which have been left out of main stream education. In a short time span of eleven years, the University has evolved considerably and has been successful in reaching out to the unreached.

2.0 Objective of the University

The University shall endeavor through education, research, training and extension to play a positive role in the development of the State, and based on the rich heritage of the State to promote and advance the culture of the people of Uttaranchal (Uttarakhand) and its human resources and towards this end, it shall :

- a. strengthen and diversify the degree, diploma and certificate courses related to the needs of employment and necessary for building the economy of the country on the basis of its natural human resources;
- b. provide access to higher education for large segments of the population, and in particular, the disadvantaged groups such as those living in remote and rural areas including working people, housewives and other adults who wish to upgrade or acquire knowledge through studies in various fields;
- c. promote acquisition of knowledge in a rapidly developing and changing society and to continually offer opportunity for upgrading knowledge, training and skills in the context or innovations, research and discovery in all fields of human endeavours;

- d. provide an innovative system of University level of education, flexible and open, in regard to method and pace of learning combination of courses, eligibility for enrolment, age of entry, conduct of examination and operation of programmes with a view to promote learning and encourage excellence in new fields of knowledge;
- e. contribute to the improvement of the educational system by providing a non-formal channel complementary to the formal system and encouraging transfer of credits and excellence of teaching staff by making wide use of texts and other software developed by the University;
- f. provide education and training in the various arts, crafts and skills of the country, raising their quality and improving their availability to the people;
- g. provide or arrange training of teachers required for such activities or institutions;
- h. provide suitable Post-graduate courses of study and promote research;
- i. promote the counseling and guidance to its students; and
- j. promote national integration and the integral development of the human personality through its policies and programmes.

3.0 School of Studies

At present, the University is running various programmes through 13 Schools of Studies and 47 Departments. These Schools are as follows:

1. Agriculture and Development Studies
2. Computer Science & IT
3. Health Science
4. Science
5. Library and Information Science
6. Management Studies and Commerce
7. Education
8. Humanities
9. Social Science
10. Law
11. Journalism and Media Studies
12. Tourism, Hospitality & Hotel Management
13. Vocational Studies

Besides the above mentioned schools of studies, various research Centres like Centre for Himalayan Studies, Centre for Gandhian Studies & Peace, Centre for Remote Sensing and GIS Application and Centre for Human Values and Ethics have been established under different Schools in order to augment research and focused studies.

4.0 Directorate of Regional Services (RSD)

The university has established 08 regional centers in various parts of the Uttarakhand to operationalise the Regional Centres, Study Centres and Student Support Services of the

University across the length and breadth of the country. The details of the various study centers and regional directors is as follows: (29)

Region	RC Code	Director	Email	Phone
Dehradun	11	Dr. Sandeep Negi	dehradun@uou.ac.in	+91-9412031183
Roorkee	12	Dr. Rajesh Chandra Paliwal	roorkee@uou.ac.in	+91-9412439436
Pauri	14	Prof. A. K Dobriyal	pauri@uou.ac.in	+91-9412960687
Uttar Kashi	15	Dr. R.P Singh	uttarkashi@uou.ac.in	+91-9412409442
Haldwani	16	Dr. Rashmi Pant	haldwani@uou.ac.in	+91-9411162527
Ranikhet	17	Dr. B.K Singh	ranikhet@uou.ac.in	+91-7579132634
Pithoragarh	18	Dr. R. P. Dwivedi	pithoragarh@uou.ac.in	+91-9412093678
Bageshwar	19	Dr. Bhupendra Tiwari	bageshwar@uou.ac.in	+91-9412044914

5.0 Material Production & Distribution Division

The Material Production and Distribution is one of the most important subsystems of the Distance Education and Open Learning System. Material Production & Distribution Division (MPDD) handles the production and distribution of self-instructional material for various programmes and courses of the University. It is responsible for timely printing and dispatch of study material to the learners as well as to Regional/ Study Centres of Uttarakhand Open University. It also undertakes the activity of synchronisation of production of materials/assignments, printing the required number of these materials, storing and inventory control of these materials and despatching them to the individual students (course-wise and medium-wise), UOU's RCs/Scs through the postal system. By nature the entire task is a complex operation and is compounded by a large number of students changing their addresses, medium of instruction and courses very often.

6.0 Admission

The admission cell is headed by the Director- Admission and is responsible for admissions related activities.

7.0 Examination

The Examination cell is headed by the Controller of Examination and is responsible for conducting examination, evaluation, declaration of results, issuing of degree and addressing the grievance related to examination.

8.0 Finance

The finance section is headed by the Finance Controller and is responsible for finance related activities.

9.0 Officers of the University

Prof. R.C. Mishra	Registrar	05946-210957	registrar@uou.ac.in
Prof. H.P. Shukla	Director (RSD)	05946-286067	hpshukla@uou.ac.in
Prof. P.D. Pant	Examination Controller	9411597995	pdpant@uou.ac.in
Mrs. Abha Garkhal	Finance Controller	9456727137	gabha@uou.ac.in
Dr. Rakesh Rayal	Public Officer	Relation 9410967600	rryal@uou.ac.in

10.0 Directors of School / Division/ Directorate

Name	Name of School	Division/ Directorate	Contact No.	Email
Prof. R.C. Mishra	Management Studies & Commerce, Health Science Tourism, Hotel Management & Hospitality	Academics	9412034574	rcmishra@uou.ac.in
Prof. Durgesh Pant	Computer Science & Information Technology, Science	Dehradun Campus	9412375384	dpant@uou.ac.in
Prof. H.P. Shukla	Humanities, Journalism & Media Studies, Education Library & Information Science	Regional Services Division (RSD)	9410715100	hpshukla@uou.ac.in
Prof. Girija P. Pande	Social Science Law, Vocational Studies	Research & Innovation Community;	9412351759	gpande@uou.ac.in

Prof. P.D. Pant	Agriculture & Development Studies	Radio Examination	9411597995	pdpant@uou.ac.in
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11.0 University Citizen Charter Services

University's Citizen Charter Services are as under:

Sr. No.	Name of Service	Time Limit	Nodal Officer/ Office
1.	Admission related Problems	20 Working days after the last date of admission	Incharge- Admission Email: admission@uou.ac.in Contact Number: 05946-286002
2.	Lateral Entry	20 Working days after the last date of admission	
3.	Re-admission	20 Working days after the last date of admission	
4.	Change of study center	15 Working days after the receipt of the application	
5.	Student's name, father's name, mother's name, date of birth correction	14 Working days after the receipt of the application	
6.	Double Enrollment related, Enrollment cancellation	10 Working days after the receipt of the application	
7.	Change of programme / course	7 Working days after the receipt of the application	
8.	Fee return	30 Working days after the receipt of the application	
9	Book Distribution	45 days after the last date of admission(subject to availability of books in the stock)	Incharge- MPDD Email: books@uou.ac.in Contact Number: 05946-286001
10	Issue of duplicate documents	10 working days after the receipt of the application	Controller of Examination Email: exam@uou.ac.in Contact Number: 05946-286022
11	Issue of Provisional Degree/ Diploma/ Certificate	10 working days after the receipt of the application	
12	Issue of duplicate Degree/ Diploma/ Certificate	10 working days after the receipt of the application	
13	Issue of transcript	10 working days after the receipt of the application	
14	Correction of documents, degree, diploma, certificate	45 working days after the receipt of the application	
15	Verification of result	10 working days after the receipt of the application	
16	Settlement of 'Result Late' cases	30 working days after the receipt of the application and declaration of result	

17	Issue of NOC	10 working days after the receipt of the application	
18	Exam Fee Refund	15 working days after the receipt of the application	Email: exam@uou.ac.in Contact Number: 05946-286022
19	Decision regarding opening of new study center	30 working days after the receipt of the application	Incharge RSD Email: rsd@uou.ac.in Contact Number: 05946-286000
20	Payment of due to study centers(twice a year)	30 days after the predefined scheduled dates	
21	Addressing grievances of student of the closed study centers	15 days after the predefined scheduled dates	
22	Change of study center of the student	15 days after the predefined scheduled dates	
23	Internal Complaints Committee under Women Empowerment Cell(Cases pertaining to sexual harassment and abuse)	90 days after the predefined scheduled dates	Dr. Manjari Agarwal Email: magariwal@uou.ac.in Contact Number: 05946-286054
24	Equal Opportunity Section(SC Cell/ST Cell/ OBC & Minority Cell/ Divyang Cell/ Women Empowerment Cell)	20 days after the predefined scheduled dates	Dr. Deepak Paliwal Email: dpaliwal@uou.ac.in Contact number: 9412906869