



भारतीय प्रौद्योगिकी संस्थान गुवाहाटी  
INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI

प्रशासन / ADMINISTRATION

संदर्भ/ Ref. : AD/32/98/Vol.28/ 678  
दिनांक/ Date: 24.03.2025

परिपत्र/CIRCULAR  
(C-34/03/2025)

This is to bring to your kind notice that IIT Guwahati, in its efforts to provide more responsive and citizen-friendly services to the public and staff of the Institute, has set up a Grievance Redressal Cell in the Institute vide circular under Ref.: AD/32/98/Vol.21/617 dated: 16.03.2018.

Accordingly, a cell named Public and Staff Grievances has been created by appointing a Director of Public and Staff Grievance in pursuance to the provisions as laid down in the original notification No C36011/11/2005-PG dated 17.10.2006 of the Ministry of Human Resource Development on the matter of employee Grievances.

Currently Prof. Bhaba Kumar Sarma is the Director of the said cell with effect from 06.04.2024 for a period of two years. The cell is now located near the erstwhile office of the Deputy Director and Office of the Dean AER on the 2nd floor of the Admin Building.

Employees and the public are advised to address their grievances related to service matters, pension matters, issues related to functioning within the Institute etc, directly to the Director of Public and Staff Grievances who will examine the case by seeking relevant information from concerned Section/Department and provide a reasoned reply to the aggrieved latest by 30 days.

Further, IIT Guwahati is developing an Online Grievance Redressal System and employees may file their complaints on the Online Grievance Redressal System. Till such time the Online Grievance Redressal System is ready, employees may send their grievances and complaints by email to [dirpsg@iitg.ac.in](mailto:dirpsg@iitg.ac.in).

This supersedes all previous circulars issued in this regard.

This is issued with the approval of the Competent Authority.

  
24/03/25  
कुलसाचिव  
REGISTRAR

**प्रति सूचना के लिए प्रेषित/ Copy for information to:**

1. Prof. Bhaba Kumar Sarma, Director, Public and Staff Grievances, IIT Guwahati
2. Director's Office/ Registrar's Office
3. All Deans / Associate Deans
4. All Heads- (Depts./Centres/Schools/Sections/Cells)
5. Intranet
6. Office Order File / Circular File