

# COMSATS University Islamabad

Registrar Secretariat, Principal Seat, Islamabad

No: CUI-Reg/Notif-13723/1825

August 18, 2023

## Notification

The Academic Council in its 36<sup>th</sup> meeting held on July 18, 2023, approved that the Committee to Resolve Students' Administrative and Academic Matters (CRAAM) at COMSATS University Islamabad shall be an internal standing committee of Academic Council established to address the anomalies and concerns raised by CUI students.

### 1. Composition:

- a. **Convener:** Nominee of the Rector CUI
- b. **Member:** Director of the respective Campus
- c. **Member:** Dean of the respective Faculty
- d. **Member:** GM, Rector Secretariat
- e. **Member/Secretary:** Deputy Registrar/Additional Registrar, Dealing Legal Matters, Registrar Secretariat
- f. The head of the concerned department and Controller of Examination will be a co-opted member of CRAAM

### 2. Objectives:

- i. Provide a platform for students to express their anomalies within the CUI system.
- ii. Establish a mechanism for prompt and efficient resolution of anomalies and grievances.
- iii. Addressing various anomalies or irregularities faced by students, such as discrepancies in academic and administrative matters.

### 3. Functions:

- iv. Address student matters where established procedures are not followed, or issues are not covered under the existing rules and regulations of the university.
- v. Handle all other academic and administrative matters of students not falling under the purview of any other authority/committee/office at the university.
- vi. Review and assess student complaints received by the committee.

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- vii. Examine relevant documentation, evidence, and supporting materials provided by students to substantiate their anomalies. This may include academic records, communication exchanges, or any other relevant information.
- viii. Consider any other cases referred to the committee by the Registrar or Rector of CUI.
- ix. Adhere to the principles of natural justice, ensuring that no one is punished without a fair personal hearing. The committee ensures a fair and impartial investigation process while maintaining confidentiality.
- x. Conduct thorough investigations to gather additional information, interview involved parties, and seek clarifications as necessary.
- xi. Based on the findings of the investigation and the merits of each case, make recommendations for resolving the anomalies and submit a report with recommendations to the Rector within 30 days of receiving the complaint.
- xii. Provide feedback and suggestions to the university administration regarding policies, procedures, or systemic improvements based on observations and experiences. These are aimed at addressing recurring anomalies and enhancing student experiences.

**4. Complaint Submission Process:**

- xiii. Students can submit complaints via their personal email or in writing.
- xiv. CRAAM has the authority to initiate an investigation even without a formal complaint.
- xv. False or frivolous complaints may result in disciplinary action against the student(s) in accordance with the relevant rules and regulations of CUI.
- xvi. The Director of the Campus refers complaints to CRAAM along with their comments, justification, and supporting documentary evidence within 15 days to the Convener of the Committee.
- xvii. CRAAM sets a meeting/hearing date for the complaint and communicates it to the aggrieved student.
- xviii. Students have the option to appear in person or authorize a representative to present their case, but legal representation by lawyers is not permitted.
- xix. CRAAM submits its observations, findings, and recommendations to the Rector within 30 days of receiving the complaint.

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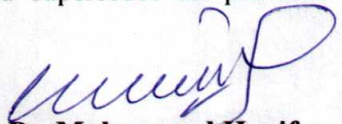


- xx. Once the recommendations are approved by the Rector, the Secretary of CRAAM issues a notification of the decision, which must be implemented by the respective university offices.
- xxi. If CRAAM decides in favour of the student, the time elapsed from the date of registering the anomalies until the issuance of the notification will not count towards the maximum duration of the student's degree program.
- xxii. The decision of CRAAM shall be final be considered as the decision of the Academic Council.

#### **5. Appeal Process:**

- xxiii. In the event that a student is dissatisfied with CRAAM's decision, they have the right to file an appeal with the Rector within 15 days through his/her Campus Director.
- xxiv. The Rector will conduct an appeal hearing and make a decision based on the merits of the case. The Rector may either make a decision at his/her discretion or refer the case back to CRAAM for further review. If referred back to CRAAM, the committee shall review the case and submit their recommendations to the Rector for approval. The concerned parties will be informed accordingly within 30 days by the Campus Director.

This issues with the approval of the Competent Authority and supersedes all previous notifications pertaining to this matter.

  
**Dr. Muhammad Hanif**  
**Deputy Registrar**

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2. In charge, Academics Islamabad Campus
3. All Deans, CUI System
4. All Chairpersons of the Departments, CUI System
5. Controller of Examinations, CUI
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