PURNEA UNIVERSITY, PURNIA

[Estd. In 2018 under the Bihar State Universities (Amendment) Act, 2016 (Bihar Act,13, 2016)]
(Administrative Block, Pratap Nagar, Purnea Bihar – 854301)
website : https://www.purneau.ac.in E-mail : registrar@purneau.ac.in

Ref.no: PUP (DR. Admin – 869/24-PF-IV)- 26 - 1526 **Date: 18.09.2026**

NOTICE

All permanent staff of the Constituent Colleges, Contractual Assistant Professors of 21 Newly created GD Colleges, Guest Faculty of the Constituent Colleges, all staff of the Affiliated Colleges, all outsourcing staff of the University Headquarters and Constituent Colleges, guests, and all students are hereby informed that the Grievance Redressal Portal of Purnea University, Purnia, is now active for the submission of grievances.

Grievances from:

1. All employees of the University; and
2. Students whose admission was granted through the Samarth Portal may be submitted by visiting the Campus Services in Samarth portal of the University through the following link: https://purneauniversity.samarth.edu.in/index.php/site/login or by scanning the QR Code provided beside.

Grievances from:

1. Contractual Assistant Professors of 21 Newly created GD Colleges
2. Guest Faculty of the Constituent Colleges;
3. All staff of the Affiliated Colleges;
4. All outsourcing staff of the University Headquarters;
5. Guests; and
6. Students whose admission was granted through a portal other than the Samarth Portal may be submitted through the following link: https://purneauniversity.samarth.ac.in/index.php/pgportal/grievance-public/public or by scanning the QR Code provided beside.

All applicants are advised to furnish accurate, complete, and genuine information while submitting their grievances. Further, all Concerned Officers/Departments/Cells of Purnea University are hereby directed to examine and dispose of the grievances received through their respective SAMARTH Portal logins within 15 working days of receipt.

The previous notice PUP (DR Admin – 869/24 – PF –IV) – 26- 1136 dated 14.07.2026 is hereby amended accordingly.

By the order of Hon'ble Vice - Chancellor

18.9.26

Prof. Akhilesh Kumar
(Registrar)

PURNEA UNIVERSITY, PURNIA

[Estd. In 2018 under the Bihar State Universities (Amendment) Act, 2016 (Bihar Act,13, 2016)]

(Administrative Block, Pratap Nagar, Purnea Bihar – 854301)

website : https://www.purneau.ac.in E-mail : registrar@purneau.ac.in

Memo No. **Ref.no: PUP (DR. Admin – 869/24-PF-IV)- 26 -1526** Date: 18.09.2026

Copy to:

1. Dean, Students' Welfare / Controller of Examinations/ Finance Officer / Budget and Pension Officer / All Officers / All Deans of Faculties / Heads of University Postgraduate Departments / Principals/In-Charge Principals of Constituent Colleges and Affiliated Colleges / SAMARTH Nodal Officers of Constituent an Affiliated Colleges/ Deputy Registrar (Establishment), Purnea University, Purnia / Nodal Officer/ Associate Nodal Officer–2 / Associate Nodal Officer–3 SAMARTH Portal, Purnea University, Purnia.
2. IT Department to upload on university website.
3. PA to the Vice-Chancellor, Purnea University, Purnia.
4. Guard File: For Record

Note- Users may submit their Grievances by logging into their respective accounts under the designated active categories.

18.9.26

Prof. Akhilesh Kumar

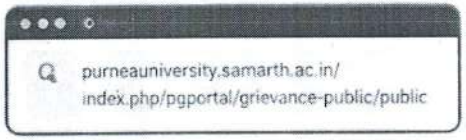
(Registrar)

PURNEA UNIVERSITY, PURNIA

WORKFLOW FOR SUBMISSION OF GRIEVANCE AS A GUEST

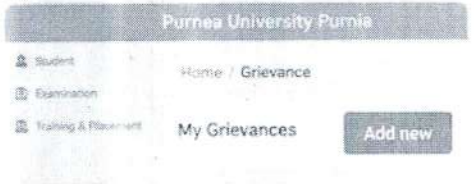
(Purnea University Samarth Grievance & Redressal Portal)

1 VISIT GRIEVANCE & REDRESSAL PORTAL



Open the portal using the URL provided above.

2 CLICK "ADD GRIEVANCE"



On the public grievance page, click the "Add Grievance" button.

3 SELECT MEMBER TYPE



Choose "Guest" from the Member Type dropdown.

4 ENTER APPLICANT DETAILS



Fill in Applicant's Name*, Contact No*, Email ID* and Address.

5 SELECT GRIEVANCE DETAILS



Choose Department, Grievance Category*, Grievance Level (default: Routine) and Grievance Priority (default: Low).

6 WRITE GRIEVANCE



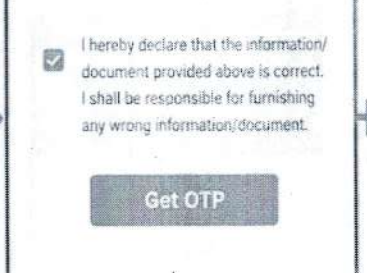
Enter Description* (not more than 200 words) and Proposed Solution (if any, not more than 200 words).

7 UPLOAD SUPPORTING DOCUMENTS



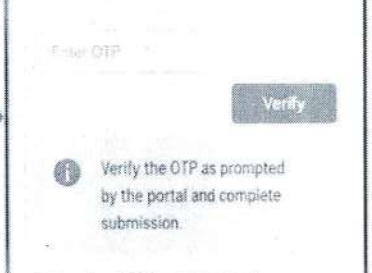
Select Upload = Yes, attach Document. Fill ID Proof Name, ID Proof Number and upload ID Proof.

8 DECLARATION & OTP



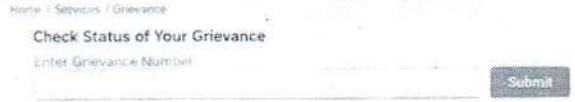
Tick the declaration checkbox and click "Get OTP".

9 COMPLETE OTP VERIFICATION / SUBMISSION



Enter the OTP received and complete the submission (as per portal instructions).

10 TRACK GRIEVANCE



On the public portal, enter the Grievance Number under "Check Status of Your Grievance" and click "Submit".

! IMPORTANT

- Fields marked * are mandatory.
- Keep supporting documents and ID proof ready.
- Save the Grievance Number for status tracking.

Purnea University
Student Grievance Submission Workflow
(Through Samarth eGov Portal)

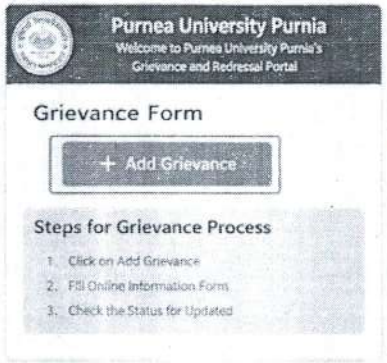
1 Visit the Grievance Portal

Open the Samarth eGov portal in your browser and go to the Grievance section.



2 Click on Add Grievance

On the Grievance page, click the "Add Grievance" button.



3 Select Member Type

From the dropdown, select "Student" as the Member Type.



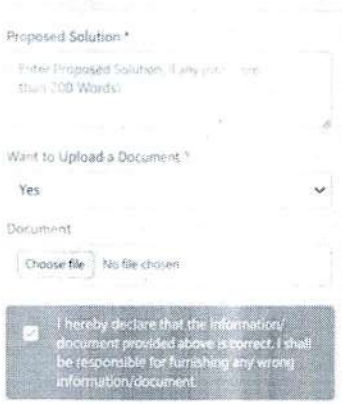
4 Fill in the Details

Enter your personal details, select Department and Grievance Category, and provide the description.



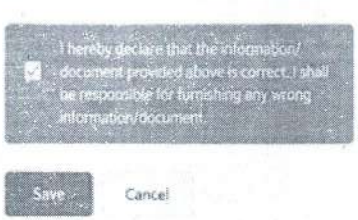
5 Add Proposed Solution

Provide the solution you expect and upload a supporting document (if any).



6 Submit the Grievance

Click on "Save" to submit your grievance request.



7 Receive Confirmation

After submission, you will see a success message with your Grievance ID.



8 View Grievance Status

Go to the "My Grievances" section to check the status of your request.



9 Track Updates

Click on "View" to see the latest updates and remarks from the authority.



10 Grievance Resolved

Once the issue is addressed, the status will be updated to "Resolved" and you will be notified through the portal.

