

-: Criterion 5: -

Student Support and Progression

5.1 Student Support

5.1.4 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases

- 1. Implementation of guidelines of statutory/regulatory bodies**
- 2. Organisation wide awareness and undertakings on policies with zero tolerance**
- 3. Mechanisms for submission of online/offline students' grievances**
- 4. Timely redressal of the grievances through appropriate committees**

POLICIES

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ANTI-RAGGING COMMITTEE POLICY



प्रा. मनिष र. जोशी
सचिव

Prof. Manish R. Joshi
Secretary



विश्वविद्यालय अनुदान आयोग
University Grants Commission
(शिक्षा विभाग, भारत सरकार)
(Ministry of Education, Govt. of India)

July 5, 2023/आषाढ़ 14, 1945

D.O.No.F.1-74/2016 (ARC)

Dear Madam/Sir,

In order to prevent ragging UGC has framed regulation on curbing the menace of ragging in higher educational institutions. These regulations are mandatory and all institutions are required to take necessary steps for its implementation in toto including the monitoring mechanism as per provisions in the above regulations and ensure its strict compliance. The UGC has also taken several proactive steps including effective launch of Media Campaign for preventing ragging. Films in ragging are also uploaded on UGC website for use by higher education institutions.

As a step further, UGC has decided that from this year Anti Ragging Day would be observed on 12th August followed by Anti Ragging Week from 12th August to 18th August. This initiative is one of the tools of the Commission in increasing awareness against ragging. It is further desired to adopt the following activities during the celebration of Anti Ragging Day/Week:

- Introduction/Orientation programme on Anti Ragging.
- Conduct various competitions such as slogan & essay writing, poster making, and logo designing on Anti Ragging and distribute certificates/prizes to encourage the students/faculty/non-teaching staff to promote Anti Ragging.
- Events like Anti-Ragging workshops, seminars and other creative avenues to spread the idea.
- TVCs, short films and documentary movies may be shown to students and faculty. (Available on UGC websites i.e. www.ugc.ac.in & www.antiragging.in)

The Universities and Colleges are requested to share the details of the weeklong activities amongst students, faculty and other stakeholders with a request for their active participation. Details of celebration/participation activities may please be shared on the website i.e. www.antiragging.in. You are also requested to instruct your affiliated colleges/institutions to follow the suit.

With kind regards,

Yours sincerely,

(Manish Joshi)

To,

The Vice-Chancellors of all the Universities
(Central, State, Deemed & Private Universities)



Dr. (Mrs.) Sudha Rathod
Principal
Oriental College of Pharmacy
Plot No. 3, 4 & 5, Sector-2,
Sanpada, Navi Mumbai.



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मान-विज्ञान विमुक्तये

प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग
University Grants Commission

(शिक्षा मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

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16 SEP 2022 September, 2022

D. O. No. F. 1-15/2009 (ARC) pt.III

Dear Madam/Sir,

In pursuance to the Judgment of the Hon'ble Supreme Court of India dated 08.05.2009 in Civil Appeal No. 887/2009, in exercise of the powers conferred by clause (g) of sub-section (1) of section 26 of the University Grants Commission Act, 1956, the UGC notified "Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009". The Regulations are available on the UGC website i.e. www.ugc.ac.in & www.antiragging.in.

It is once again brought to your kind notice that ragging is a criminal offence and UGC has framed regulations on curbing the menace of ragging in higher educational institutions in order to prohibit, prevent and eliminate the scourge of ragging. These regulations are mandatory and all institutions are required to take necessary steps for its implementation in toto including the monitoring mechanism. Any violation of these regulations will be viewed seriously. If any institution fails to take adequate steps to prevent ragging or does not act in accordance with these Regulations or fails to punish perpetrators of incidents of ragging suitably, it will attract punitive action against itself by the UGC.

You are requested to step up anti-ragging mechanism by way of adequate publicity through various mediums; constitution of Anti-Ragging committee and Anti-Ragging squad, setting up of Anti-Ragging Cell, installing CCTV cameras at vital points, Anti-Ragging workshops and seminar, updating all websites with nodal officers' complete details, alarm bells etc. Regular interaction and counseling with the students, identification of trouble-triggers and mention of Anti-Ragging warning in the institution's E-prospectus and E-information booklets/brochures must be ensured. Surprise inspection of hostels, students' accommodation, canteens, rest cum recreational rooms, toilets, bus-stands must be carried out & Anti-Ragging posters must be displayed at all prominent places like Admission Centre, Departments, Library, Canteen, Hostel, Common facilities etc. These posters are available on UGC website www.ugc.ac.in. The size of posters should be 8x6 feet. Any other measure which would augur well in preventing/quelling ragging and any uncalled for behaviour/incident must be undertaken.

Students in distress due to ragging related incidents can call the National Anti-Ragging Helpline 1800-180-5522 (24x7 Toll Free) or e-mail the Anti-Ragging Helpline at helpline@antiragging.in. For any other information regarding ragging you may please visit the UGC website i.e. www.ugc.ac.in & www.antiragging.in and contact UGC monitoring agency i.e. Centre for Youth (C4Y) on Mobile No. 09818044577 (only in case of emergency).

UGC also drives an Anti-Ragging Media Campaign through different modes and has undertaken the following activities to promote the campaign which are available on UGC website i.e. www.ugc.ac.in

- UGC developed 05 TVCs of 30 seconds each with different perspective i.e. Parents, Victim and Offenders.
- UGC designed and distributed 04 types of posters amongst Universities / Regulatory Authorities / Councils / IITs / NITs / other educational institutions for their prominent display.
- UGC consecutively organized 02 Anti-Ragging Competitions for students/faculty/general public for the wider awareness of the menace of ragging.



-02-

In compliance of the 2nd Amendment in UGC Regulations, you are requested to make it compulsory for each student and every parent to submit an online undertaking every academic year at www.antiragging.in

You are also requested to implement the revised procedure for students to file online Anti-Ragging affidavit. The student will receive an e-mail with his/her registration number. The student will forward that e-mail to the Nodal officer in his/her university/college e-mail. **(Please note that the student will not receive pdf affidavits and he/she is not required to print & sign it as it used to be in the earlier case).**

Universities/Colleges have to display the email address and contact number of the Nodal Officer of Anti-Ragging Committee of their university/college on their website and campus areas like Admission Centre, Departments, Library, Canteen, Hostel, and Common facilities, etc.

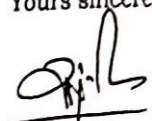
Universities and Colleges are requested to insert a mandatory column in their university/colleges admission form as per the given format:

Anti Ragging Undertaking Reference no:	
--	--

Universities are also requested to fill online compliance on www.antiragging.in and also immediately instruct all the colleges under their purview to follow it.


With kind regards,

Yours sincerely,


(Rajnish Jain)

The Vice-Chancellor of all Universities




Dr. (Mrs.) Sudha Rathod
Principal
Oriental College of Pharmacy
Plot No. 3, 4 & 5, Sector-2,
Sanpada, Navi Mumbai



प्रो. रजनीश जैन
सचिव
Prof. Rajnish Jain
Secretary



विश्वविद्यालय अनुदान आयोग
University Grants Commission

(शिक्षा मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

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D.O. No.1-15/2021(ARC)

BY EMAIL

16 SEP 2022 September, 2022

Respected Madam/Sir,

In pursuance to the Judgement of the Hon'ble Supreme Court of India dated 08.05.2009 in Civil Appeal No. 887/2009, the UGC had notified "Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009". The Regulations are available on the UGC website i.e. www.ugc.ac.in. These regulations are mandatory for all higher educational institutions across the country.

As multiple mechanisms are required to ensure a ragging-free campus, here are some recommendations and action steps which are need to be taken by your esteemed university and all institutions under your ambit.

A. Basic Measures:

1. Constitution of anti-ragging committee, anti-ragging squad, setting up of Anti-Ragging Cell and adequate publicity for these measures through various media.
2. A clear mention of anti-ragging warning in the institution's prospectus and information booklets /brochures shall be ensured.
3. Preparation of e-admission booklet or brochure, e-leaflets of your institutions giving detailed guidance to admitted students in case of ragging, instead of print/hard copy.
4. Display of banners/posters at conspicuous places in the campus to create awareness on anti-ragging measures amongst students (soft copy of the posters attached are also available on UGC website www.ugc.ac.in & www.antiragging.in)
5. Updation of websites of institutions with the complete address and contact details of nodal officers related to anti-ragging committee.
6. An online undertaking in every academic year to be submitted by each student and every parent, in compliance with the UGC Regulations and its 2nd Amendment regarding submission of undertaking.
7. UGC has notified 3rd Amendment in UGC Regulations on 29th June, 2016 to expand the definition of ragging by including the following:

"3. (i) Any act of physical or mental abuse (including bullying and exclusion) targeted at another student (fresher or otherwise) on the ground of colour, race, religion, caste, ethnicity, gender (including transgender), sexual orientation, appearance, nationality, regional origins, linguistic identity, place of birth, place of residence or economic background."

8. Installation of CCTV cameras at vital points.

B. Counseling and monitoring measures

1. Regular interaction and counseling with the students to detect early signs of ragging and identification of trouble-triggers.
2. Surprise inspection at hostels, students' accommodation, canteens, rest-cum-recreation rooms, toilets, bus-stands and any other measure which would augur well in preventing/quelling ragging and any uncalled for behaviour/incident.



Principal
Oriental College of Pharmacy
Plot No. 3, 4 & 5, Sector-2,
Sanpada, Navi Mumbai.

PTO

CONTINUATION SHEET

-02-

C. Creative Dissemination of the Idea of ragging-free campus

1. Events like Anti-Ragging workshops, seminars and other creative avenues to spread the idea.
2. Safety and security apps without affecting the privacy of individuals can be creatively deployed.

D. Using other UGC Initiated measures

1. Students in distress due to ragging related incidents can call the National Anti-Ragging Helpline 1800-180-5522 (24x7 Toll Free) or e-mail the Anti-Ragging Helpline at helpline@antiragging.in.
2. For any other information regarding ragging, please visit the UGC website i.e. www.ugc.ac.in & www.antiragging.in and contact UGC monitoring agency i.e. Centre for Youth on mobile No. 09818044577 (only in case of emergency).
3. UGC also drives an Anti-Ragging Media Campaign through different modes and has undertaken following activities to promote anti-ragging which are available on UGC website i.e. www.ugc.ac.in.
 - a. UGC has developed 05 TVCs of 30 seconds each from different perspectives i.e. Parents, Victim and Offenders.
 - b. UGC has designed and distributed posters amongst Universities/Regulatory Authorities/Councils/IITs/NITs/Other educational institutions for prominent display.
 - c. UGC has consecutively organized 02 Anti-Ragging Competitions for students/faculty /general public for the wider awareness of the menace of ragging.

Any violation of UGC Regulations or failure of institution to take adequate steps to prevent ragging in accordance with these Regulations or failure to punish perpetrators of incidents of ragging suitably, will attract punitive action under the UGC Act.

You are also requested to fill online compliance on www.antiragging.in and also immediately instruct all the colleges/institutions under their purview to follow it.


With kind regards,

Yours sincerely,


(Rajnish Jain)

The Vice-Chancellor of all Universities / Directors of all HEIs / Principal of all Colleges




Dr. (Mrs.) Sudha Rathod
Principal
Oriental College of Pharmacy
Plot No. 3, 4 & 5, Sector-2,
Sanpada, Navi Mumbai.

6/20/22, 12:14 PM

Oriental College of Pharmacy Mail - Fwd: Compliance mail



Surekha Gaikwad <admin@ocp.edu.in>

Fwd: Compliance mail
1 message

Dr. Sudha Rathod <principal@ocp.edu.in>
To: Surekha Gaikwad <admin@ocp.edu.in>, Ramchandra Kalel <clerk@ocp.edu.in>

Mon, Jun 20, 2022 at 10:11 AM

----- Forwarded message -----
From: <helpline@antiragging.in>
Date: Mon, Jun 20, 2022 at 9:54 AM
Subject: Compliance mail
To: <principal@ocp.edu.in>

Dear Anti Ragging Committee Team Member,

We are thankful to you for talking to our executive regarding compliance fulfillment from your prestigious college

This small step will help us to make a ragging free campus all around our country that will make students' life easier and safe to enjoy the college.
In any case you need help from us, kindly call our Helpline number.

National Anti Ragging Help Line: 1800-180-5522

You can fill your compliances on the link https://antiragging.in/compliance_desclaimer.html

We are also attaching posters soft copy which is to be displayed in college campus, Supreme Court & UGC regulation summary for quick understanding of Ragging.

Thanks
National Anti Ragging Helpline Team



Sudha Rathod
Dr. (Mrs.) Sudha Rathod
Principal,
Oriental College of Pharmacy,
Sanpada, Navi Mumbai.

Anti Ragging Poster.pdf
3069K



SR
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Principal
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Sanpada, Navi Mumbai

<https://mail.google.com/mail/u/0/?ik=3d67e4bfe3&view=pt&search=all&permthid=thread-f%3A1736127266708907259&simpl=msg-f%3A1736127...> 1/1



प्रो. रजनीश जैन
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Prof. Rajnish Jain
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विश्वविद्यालय अनुदान आयोग
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D. O. No. F. 3-2/2021 (ARC)

27 OCT 2021 October, 2021

'SPEED POST'

Subject: Revised procedure for students to file online Anti Ragging Affidavit.

Dear Madam/Sir,

As you are aware, in pursuance to the Judgment of the Hon'ble Supreme Court of India dated 8.5.2009 in Civil Appeal No. 887/2009, the UGC notified "Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009" and in compliance of the 2nd Amendment in UGC Regulations, it is compulsory for each student and his/her parent/Guardian to submit an online undertaking each academic year at either of the two designated web sites, namely, www.antiragging.in and www.amanmovement.org.

As part of UGC's initiative towards reduction of compliance burden of its stakeholders, UGC has revised the procedure for students to file online Anti Ragging Affidavit.

The revised procedure is as follows:

Step 1: A student will submit his/her details on the same web sites (www.antiragging.in and www.amanmovement.org) as before; read and confirm that he/she and his/her parents/Guardians have read and understood the regulations on curbing the menace of ragging. He/She will confirm & agree that he/she will not engage in ragging in any form. (Step 1 is the same like before).

Step 2: The student will receive an E MAIL with his/her registration number and a web link. The student will forward the link to the E mail of the Nodal officer in his/her university/college. **(Please note that the student will not receive pdf affidavits and he/she is not required to print & sign it as used to be the case earlier).**

Step 3: The Nodal Officer in the university/college can click on the link of any forwarded e mails that he/she will receive from any student of his/her college to get the list of those students who have submitted Anti Ragging Affidavits/Undertakings in his/her college. The list will be updated every 24 hours.



HR

Contd.../-

Dr. (Mrs.) Sudha Rathod
Principal
Oriental College of Pharmacy
Plot No. 3, 4 & 5, Sector-2,
Sanpada, Navi Mumbai

CONTINUATION SHEET

-02-

Universities and Colleges are requested to insert a **mandatory column** in your university/colleges admission form as per the given format:


Anti Ragging Undertaking Reference no:	
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You are also requested to display the email address and contact number of the Nodal Officer of Anti Ragging of your university/college in your website and campus areas like Admission Centre, Departments, Library, Canteen, Hostel, and Common facilities etc. to create awareness about the revised procedure for students to file online Anti Ragging Affidavit.

In addition to this, you are also requested to create E-admission booklet or brochure, E-leaflets giving details on guidance in case of ragging to admitted students instead of print/hard copy.

With kind regards,


Yours sincerely,


(Rajnish Jain)

The Vice-Chancellor of all Universities

The Principal of all Colleges




Dr. (Mrs.) Sudha Rathod
Principal
Orient College of Pharmacy
Plot No. 2, S. S. Sector-2,
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प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



विश्वविद्यालय अनुदान आयोग
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27th June, 2019

D.O. No.1-15/2009 (ARC) pt.III

Respected Sir/Madam,

In pursuance to the Judgment of the Hon'ble Supreme Court of India dated 08.05.2009 in Civil Appeal No. 887/2009, the UGC had notified "Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009". The Regulations are available on the UGC website i.e. www.ugc.ac.in. These regulations are mandatory for all higher educational institutions in the country.

As multiple mechanisms are required to ensure a ragging-free campus, here are some recommendations and action steps which are required to be deployed in your esteemed university and all institutions under your ambit.

A. Basic Measures:

1. Constitution of anti-ragging committee, anti-ragging squad, setting up of Anti-Ragging Cell and adequate publicity for these measures through various media are to be undertaken.
2. Mention of anti-ragging warning in the institution's prospectus and information booklets /brochures shall be ensured.
3. Updating websites of institutions with the complete address and contact details of nodal officers related to anti-ragging committee.
4. In compliance with the UGC Regulations and its 2nd Amendment regarding submission of undertaking by each student and every parent, an online undertaking in every academic year to be submitted.
5. UGC has notified 3rd Amendment in UGC Regulations on 29th June, 2016 to expand the definition of ragging by including the following:

"3. (i) Any act of physical or mental abuse (including bullying and exclusion) targeted at another student (fresher or otherwise) on the ground of colour, race, religion, caste, ethnicity, gender (including transgender), sexual orientation, appearance, nationality, regional origins, linguistic identity, place of birth, place of residence or economic background."

6. Installing CCTV cameras at vital points.

B. Counseling and monitoring measures

1. Regular interaction and counseling with the students can detect early signs of ragging and identification of trouble-triggers.
2. Surprise inspection at hostels, students accommodation, canteens, rest-cum-recreation rooms, toilets, bus-stands and any other measure which would augur well in preventing/quelling ragging and any uncalled for behaviour/incident shall be undertaken.

C. Creative Dissemination of the idea of ragging-free campus

1. Events like Anti-Ragging workshops, seminars and other creative avenues to spread the idea.
2. Safety and security apps without affecting the privacy of individuals can be creatively deployed.



Contd...2
Dr. (Mrs.) Sudha Rathod
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: 2 :

D. Using other UGC Initiated measures


1. Students in distress due to ragging related incidents can call the National Anti-Ragging Helpline 1800-180-5522 (24x7 Toll Free) or e-mail the Anti-Ragging Helpline at helpline@antiragging.in.
2. For any other information regarding ragging, please visit the UGC website i.e. www.ugc.ac.in & www.antiragging.in and contact UGC monitoring agency i.e. Aman Satya Kachroo Trust on mobile No. 09871170303, 09818400116 (only in case of emergency).
3. UGC also drives an Anti-Ragging Media Campaign through different modes and UGC has got developed the following entities to promote anti-ragging which are available on UGC website i.e. www.ugc.ac.in.
 - a. UGC has developed 05 TVCs of 30 seconds each from different perspective i.e. Parents, Victim and Offenders.
 - b. UGC has designed and distributed posters amongst Universities/Regulatory Authorities/Councils/ITs/NITs/Other educational institutions for the prominent display.
 - c. UGC has consecutively organized 02 Anti-Ragging Competitions for students/faculty /general public for the wider awareness of the menace of ragging.

Any violation of UGC Regulations or failure of institution to take adequate steps to prevent ragging in accordance with these Regulations or failure to punish perpetrators of incidents of ragging suitably, will attract punitive action under the UGC Act.

You are requested to implement the recommendations communicated vide this office letter of even number dated December 27, 2018 and thereby ensure a ragging-free campus, a fundamental requirement for a supportive and fair institutional climate which is open to change, learning and progress.


With personal regards,

Yours sincerely,


(Rajnish Jain)

The Vice-Chancellor of all Universities.




Dr. (Mrs.) Sudha Rathod
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Secretary



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विश्वविद्यालय अनुदान आयोग
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(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

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BY SPEED POST

December, 2018

D.O. No. F. 1-15/2009(ARC) pt-III

Dear Sir/Madam,

In pursuance to the Judgment of the Hon'ble Supreme Court of India dated 8.5.2009 in Civil Appeal No. 887/2009, the UGC notified "Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009". The Regulations are available on the UGC website i.e. www.ugc.ac.in.

It is once again brought to your kind notice that ragging is a criminal offence and UGC has framed regulations on curbing the menace of ragging in higher educational institutions in order to prohibit, prevent and eliminate the scourge of ragging. These regulations are mandatory and all institutions are required to take necessary steps for its implementation in toto including the monitoring mechanism and any violence of these regulations will be viewed seriously. If any institution fails to take adequate steps to prevent ragging or does not act in accordance with these Regulations or fails to punish perpetrators of incidents of ragging suitably, it will attract punitive action against itself by the UGC.

You are requested to step up anti-ragging mechanism by way of adequate publicity through various mediums; constitution of anti-ragging committee and anti ragging squad, setting up of Anti Ragging Cell, installing CCTV cameras at vital points, Anti-Ragging workshops, updating all websites with nodal officers complete details, alarm bells etc. Regular interaction and counseling with the students, identification of trouble-triggers and mention of Anti-ragging warning in the institution's prospectus and information booklets/brochures shall be ensured. Surprise inspection of hostels, students accommodation, canteens, rest cum recreational rooms, toilets, bus-stands and any other measure which would augur well in preventing/quelling ragging and any uncalled for behavior/incident shall be undertaken.

Students in distress due to ragging related incidents can call the National Anti-ragging Helpline 1800-180-5522 (24x7 Toll Free) or e-mail the Anti-Ragging Helpline at helpline@antiragging.in. For any other information regarding ragging, please visit the UGC website i.e. www.ugc.ac.in & www.antiragging.in and contact UGC monitoring agency i.e. Aman Satya Kachroo Trust on following No. 09871170303, 09818400116 (only in case of emergency).

You are requested to hold the workshops, seminar on eradication of ragging in higher educational institutions and are requested to display Anti Ragging posters at all prominent places like Admission Centre, Departments, Library, Canteen, Hostel, Common facilities etc. The size of posters should be 8X6 feet.

You are requested to get your institution accredited by NAAC/NBA and submit the compliance report and implement the special Drive on anti-Ragging prevention programme.

You are requested to immediately instruct all the colleges under your purview to submit online compliance of anti-ragging Regulations on curbing the menace of ragging in higher educational institutions, 2009 at www.antiragging.in



Dr. (Mrs.) Sudha Kathod
Principal
Oriental College of Pharmacy
Plot No. 3, 4 & 5, Sector-2,
Sanpada, Navi Mumbai

:2:

In compliance of the 2nd Amendment in UGC Regulations, you are requested to make it compulsory for each student and every parent to submit an online undertaking every academic year at www.antiragging.in & www.amanmovement.org

UGC has notified the 3rd Amendment in UGC Regulations on 29th June, 2016 to expand the definition of ragging by including the following:-

1. 3 (i) Any act of physical or mental abuse (including bullying and exclusion) targeted at another student (fresher or otherwise) on the ground of colour, race, religion, caste, ethnicity, gender (including transgender), sexual orientation, appearance, nationality, regional origins, linguistic identity, place of birth, place of residence or economic background.

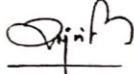
UGC also drives an Anti Ragging Media Campaign through different modes and UGC had got develop the following entities to promote anti ragging which are available on UGC website i.e. www.ugc.ac.in

- a. UGC has developed 05 TVCs of 30 seconds each with different prospective i.e. Parents, Victim and Offenders.
- b. UGC has designed and distributed 04 types of posters amongst Universities/Regulatory Authorities/Councils/IITs/NITs/Other educational institutions for the prominent display of these posters.
- c. UGC had consecutively organized 02 Anti Ragging Competitions for students/faculty/general public for the wider awareness of the menace of ragging.

You are requested to adopt these steps and to implement the recommendations of the committee on "Psychosocial Study of Ragging in Selected Educational Institutions in India" (available on UGC website) and ensure a ragging free campus. This Circular may also be brought to the notice of colleges affiliated to your esteemed University.

With kind regards,

Yours sincerely,



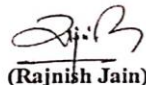
(Rajnish Jain)

The Vice-Chancellor of all Universities

Encl: As above

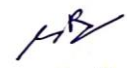
Copy to:

1. All Regulatory Bodies
2. UGC Regional Offices
3. Publication Officer, UGC, New Delhi (for uploading on UGC website)



(Rajnish Jain)




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मानव-संसाधन विकास

प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग
University Grants Commission

(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

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D.O. No.1-15/2015 (ARC) Pt.I

25th May, 2018

Dear Sir/Madam,

In pursuance to the Judgment of the Hon'ble Supreme Court of India dated 08.05.2009 in Civil Appeal No. 887/2009, the UGC notified "Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009". The Regulations are available on the UGC website i.e. www.ugc.ac.in.

It is once again brought to your kind notice that ragging is a criminal offence and UGC has framed Regulations on curbing the menace of ragging in higher educational institutions in order to prohibit, prevent and eliminate the scourge of ragging. These Regulations are mandatory and all institutions are required to take necessary steps for its implementation in toto including the monitoring mechanism as per provisions in the above Regulations and ensure its strict compliance.

As per provision in the above Regulations and for ensuring its strict compliance, UGC has designed and printed four types of posters (available on UGC website www.ugc.ac.in) to create awareness in the students about ill effects of ragging.

You are requested to prominently display these posters on the university campus, especially in the areas where students generally assemble like hostels, canteen, mess, academic blocks and common places etc. You are also requested to send some posters to your affiliated colleges for prominent display on their campuses.

We are sending -----packets of 04 types of posters to your university.

You are also requested to fill an online compliance of the prominent display of posters on UGC Anti-Ragging website i.e. www.antiragging.in

With kind regards,

Yours sincerely,

(Rajnish Jain)

Encl: as above

The Vice-Chancellors of All Universities.

Copy to:

The Publication Officer, UGC, New Delhi for uploading on UGC website.

(Rajnish Jain)



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सचिव

Prof. Manish R. Joshi
Secretary



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विश्वविद्यालय अनुदान आयोग
University Grants Commission
(विश्व मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

D.O No.F.91-3/2020 (GS)

20th June, 2023/ 30 ज्येष्ठ, 1945

20 JUN 2023

Respected Sir/Madam,

In continuation to our earlier communication D.O. No.91-3/2020 (GS) dated 05th June, 2023 regarding implementation of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, it is informed that The Hon'ble Supreme Court vide its order dated 12th May, 2023 has directed to issue the following directions so as to fulfill the promise that the PoSH (Prevention of Sexual Harassment) Act holds out to working women all over the Country:-

- I. The Union of India, all State Governments and Union Territories are directed to undertake a timebound exercise to verify as to whether all the concerned Ministries, Departments, Government Organizations, authorities, Public Sector Undertakings, Institutions, bodies, etc. have constituted ICCs/ LCs/ ICs, as the case may be and that the composition of the said Committees are strictly in terms of the provisions of the PoSH Act.
- II. It shall be ensured that necessary information regarding the constitution and composition of the ICCs/ LCs/ ICs, details of the e-mail IDs and contact numbers of the designated person(s), the procedure prescribed for submitting an online complaint, as also the relevant rules, regulations and internal policies are made readily available on the website of the concerned Authority/ Functionary/ Organization/ Institution/ Body, as the case may be. The information furnished shall also be updated from time to time.
- III. A similar exercise shall be undertaken by all the Statutory Bodies of professionals at the Apex level and the State level (including those regulating doctors, lawyers, architects, chartered accountants, cost accountants, engineers, bankers and other professionals), by universities, colleges, Training Centres and educational institutions and by government and private hospitals/ nursing homes.
- IV. Immediate and effective steps shall be taken by the authorities/ managements/ employers to familiarize members of the ICCs/ LCs/ ICs with their duties and the manner in which an inquiry ought to be conducted on receiving a complaint of sexual harassment at the workplace, from the point when the complaint is received, till the inquiry is finally concluded and the Report submitted.

Dr. (Mrs.) Sudha Rathod

Principal

Office

प्राचार्य

ONE EARTH ONE FAMILY ONE FUTURE

Cont..

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**WOMEN DEVELOPMENT /
WOMEN GRIEVANCE
REDRESSAL COMMITTEE
POLICY**



मान-विज्ञान विपुलये

प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग
University Grants Commission

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F.No.11-1/2021(GS)

April 19, 2021

Sub: Women Safety

Respected Madam/Sir

The Commission has received a letter No. 3-2/2021-U.5 dated 5th April, 2021 from Ministry of Education regarding the recommendations/observations of the 230th report of Department related Parliamentary Standing Committee on Home Affairs on "**Atrocities on crimes against women and children**" by the Ministry of Home Affairs, Government of India. In this regard, as per the recommendations/observations of the Committee, all the Universities and its affiliating Colleges are requested to take the following steps:

- 1) To add more content in curriculum in addition to gender sensitization about leadership, sacrifice and the remarkable role played by women in all walks of life in order to create a feeling of respect for women and help in addressing the negative mind-set/stereotypes that exist in society.
- 2) To organize online lectures and webinars on "**Women Safety**" to make the general public aware of the dignity and respect of women.

With regards,

Yours sincerely,

(Rajnish Jain)

To

The Vice Chancellors of all the Universities

The Principals of all Colleges



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05th March, 2021

D.O. No.F.1-1/2021(Secy)

Respected Madam / Sir,

On the occasion of International Women's Day on 8th March, 2021, a webinar on "Women in Leadership: Achieving an equal future in a COVID-19 world" is being organized with women Vice Chancellors and Principals of Colleges from 12 noon.

Hon'ble Shiksha Mantri, Shri Ramesh Pokhriyal 'Nishank' has very kindly consented to grace the occasion and address the gathering. Hon'ble Minister of State for Education, Shri Sanjay Dhotre will also be present on the occasion.

The event will be live webcast on UGC's official Twitter handle https://twitter.com/ugc_india? and YouTube link <https://www.youtube.com/channel/UCIbbWYTjSiXnhShJOZ1-05g>

You are requested to kindly participate in the webinar along with your students and faculty.

Looking forward to your active participation.

With kind regards,

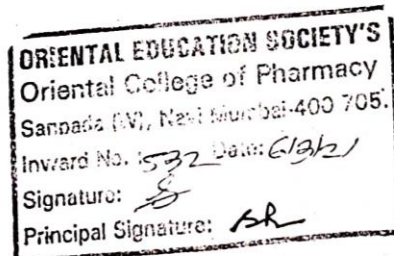
Yours sincerely,

(Rajnish Jain)

To
Vice-Chancellors of all Universities
Principals of all Colleges



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Principal
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As a daughter you are bubbly and cute
 As a wife, you are strong and loving
 As a mother you always care
 As a grand mom, you are always there
 As a woman you make life worth living
 So there is just a single word for you
 That you are the best in everything you do
 On this special day I want to salute you
 Happy women's day to you
 You are special and know that it's true!



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UOM, v/s. Union of Maharashtra Universities Act, 1994.

employee placed under suspension shall be entitled to subsistence allowance at the rates as applicable under the rules of discipline.

The Committee may direct that the person against whom a complaint of sexual harassment is made, be prohibited from entering the premises of the University/college/institution during the pendency of the matter before the committee.

13. COLLEGE WOMEN DEVELOPMENT CELL (CWDC)

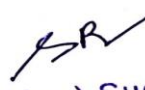
A. Establishment of the CWDC

Every college/institution affiliated to the University of Mumbai shall establish/set up CWDC at college level to implement these Directions in general and to deal with complaints/cases of sexual harassment in particular in relation to the college/institution provided that if any such complaint is in relation to the Management/Principal/Member of the CWDC, the same shall be dealt with by the WDC of the University. The office of the CWDC shall be located in the college/institution and the Principal/Director of the college/institution shall be the custodian of all the records of the Cell.

B. Composition of the CWDC

The CWDC shall consist of:

- i. The Principal of the college shall be ex-officio President of the Cell.
- ii. Two members from the teaching staff of the college/institution and shall be nominated by the Principal, of whom at least one member shall be a woman. One of the women teaching staff members shall be the Convener of the CWDC and shall be nominated by the Principal.
- iii. One woman member of the non-academic staff in the college /institution and shall be nominated by the Principal.
- iv. One woman representative from an NGO nominated by the Principal.
- v. At least one of the members shall be a person representing from SC/ST/DT/NT/SBC/OBC and shall be nominated by the Principal.
- vi. One representative from the Students' Council who is the women's representative on the Council for that year and shall be nominated by the Principal.


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Explanation: In case the member of the non-academic staff is a male, the teaching staff representatives will be necessarily be women. In respect of (ii) and (iii), in case there is no woman academic/non-academic staff, the condition that a woman member should be nominated shall stand waived.

- vii. Not less than half of the members of CWDC shall be women.
- viii. The term of the office of the CWDC shall be for three years, except for the student member. A student member shall be appointed for one academic year. **PROVIDED**, however, that a person shall cease to hold office as a member of the CWDC if he/she ceases to be member of the academic staff, non-teaching staff or students, as the case may be. In the case of any vacancy caused due to death, termination, and resignation or for any other reason whatsoever, the same shall be filled immediately in accordance with the procedure prescribed for the composition of the CWDC as mentioned in 13.B.
- ix. The names of persons who are on the CWDC, from time to time, along with their contact places and telephone numbers shall be displayed at all times in a conspicuous place of the main Notice Board of the College/Institution.
- x. A person shall be disqualified for being nominated, elected or designated, or for being continued as a member of the CWDC, if there is any complaint concerning moral turpitude against him/her or against whom any criminal proceedings are pending in any court of law.
- xi. If a member of the CWDC remains absent for three consecutive meetings of the Cell, without permission of the President, his/her office shall thereupon fall vacant.
- xii. A member of the CWDC may resign his/her office at any time by tendering his/her resignation in writing to the President of the said Cell directly or through the Registrar of the College or in the absence of the Registrar, to the Office Superintendent. Such persons shall be deemed to have vacated his/her offices as soon as the President accepts the resignation.
- xiii. The CWDC shall meet at least twice every academic year and the intervening period between two meetings shall not exceed six months.
- xiv. The President of the CWDC can call a Special Meeting at any time, upon the written requisition of not less than one-third of the total number of the members of the CWDC, on a day not later than fifteen days after the receipt of the requisition by the President.

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- xv. The quorum for any meeting of the CWDC will be fifty percent of its members. If the quorum is not present at any meeting it shall be adjourned for half an hour and shall proceed with those who are present and the proceedings of such meetings will not be challenged on ground of quorum.

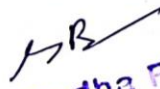
C. POWERS AND DUTIES OF CWDC

- i. To ensure implementation of these Directions in the college/institution.
- ii. To process all the individual complaints concerning sexual harassment that may be received from any person and take suitable action thereon in the manner and mode more particularly set out hereinafter. In case of the complaint against the Principal/member of the Management the CWDC shall direct the complainant to approach the UWDC for redressal of grievances.

PROVIDED that where a woman complainant specifically expresses a desire that she be allowed to depose in the presence of only women members of the Cell, the Cell shall hear the said complainant after the male members have withdrawn from the hearing.

PROVIDED that the complaint shall not be finally disposed of until after the male members of the Cell attend and participate in the decision-making process

- iii. To depute members of the CWDC to attend and participate in the workshops and training programs that may be arranged by the University Cell for members of CWDC of colleges/institutions in connection with these Directions.
- iv. To implement the programs for the spread of awareness of these Directions as may be formulated by the University Women Development Cell.
- v. To arrange to distribute all the publications of the University Cell concerning these Directions amongst the teachers, non-teaching employees and students.
- vi. To exercise such powers and perform such other functions as may be conferred or imposed on it by/under these Directions.
- vii. To do all such acts and things as may become necessary to carry out the purpose of these Directions.


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D. PROCEDURE FOR INVESTIGATION OF COMPLAINTS

- i. CWDC shall act as Complaint Committee, excluding the student member of the Cell.
- ii. Any woman employee/female student of the college/institution shall have the right to lodge complaint with any of the members of the CWDC concerning sexual harassment against male student/employee/any other person connected with the administration/authorities of the college/institution.
- iii. Such a complaint may be oral or in writing.
- iv. Any complaint in writing shall be signed by the person making the complaint. If the complaint is oral the same shall be reduced in writing in detail by the CWDC member to whom the complaint is made and shall not be acted upon till signed by the complainant. A Complaint Register shall be maintained by the Complaints Committee. It should be confidential document.
- v. The complainant shall be afforded full confidentiality at this stage.
- vi. In the event of the complaint being made to the member of the CWDC, immediately upon receipt of the complaint, and within not more than ten working days, the member to whom the complaint is made shall communicate the same to the Convenor of the CWDC. However, if the complainant so desires, her name shall be kept confidential and shall not be divulged even to the CWDC.
- vii. Within a period of two weeks from the date of such communication, the Convenor shall convene a meeting of the CWDC to deal with the complaints.
- viii. At the first meeting, which shall be held within two weeks of the receipt of the complaint, the complainant or at her request her representative, shall be heard.
- ix. The CWDC shall then decide whether the complaint deserves to be proceeded with. The complaint shall stand dropped if according to the CWDC the complainant has not been able to disclose prima facie an offence of sexual harassment.
- xi. x. In case, the CWDC decides to proceed with the complaint, the wishes of the complainant shall be ascertained and if the complainant wishes that a warning would suffice then the alleged offender shall be called to the meeting of the CWDC, heard and if so satisfied that a warning is just and proper he may be warned about

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his behaviour. The matter shall then be treated as concluded with a recording to that effect made in the Complaint Register. Necessary note be made into the Service Book of the employee/Record of the student including the Migration Certificate. The Complaints Committee should verify compliance of the action taken.

- xi. If the complainant wishes to proceed with the complaint beyond a mere warning to the delinquent, the delinquent shall be given in writing by the CWDC an opportunity to explain within two weeks why he should not for good and sufficient reasons be punished for the act complained of. If the written explanation of the delinquent is not found to be satisfactory or if he does not provide any written explanation, the CWDC shall decide at the outset whether the offence deserves penalty.
- xii. However, before proceeding with the enquiry, the CWDC shall decide whether the delinquent deserves to be placed under suspension or prohibited from entering the premises pending enquiry, keeping in mind the nature and gravity of the misdemeanor complained of. In case the CWDC comes to the conclusion that such an action is necessary, it shall make suitable recommendation to the Principal/Management for further implementation.
- xiii. In the event of the CWDC coming to a decision that the delinquent be imposed a penalty, a specific penalty shall be recommended by the CWDC to the management of the college/institution who shall expeditiously act on such recommendation of action.
- xiv. The CWDC shall afford fair and reasonable opportunity to the delinquent to defend and shall ensure observance of the principles of natural justice. In the event of the complainant feeling that there is a delay on the part of the college/institution authorities to process the case, the complainant can approach the WDC of University directly after six weeks of registering the complaint.
- xv. After the preliminary inquiry, if the CWDC concludes that the case merits further enquiry it shall then refer the case to the UWDC and hand over all the requisite documents along with its findings to the UWDC within a month of the receipt of the complaint. The UWDC shall then proceed with the case in accordance with the provisions laid out in clause (10) of these Directions.

PENALTIES AND PUNISHMENT FOR SEXUAL HARASSMENT



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प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग
University Grants Commission

(शिक्षा मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

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D.O.No.91-3/2021 (GS)

7th December, 2021

Respected Madam/Sir,

As you are aware, the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 was notified on 9th December, 2013 to provide a safe and secure environment to women at the workplace.

Sexual harassment results in violation of the fundamental rights of a woman to equality under articles 14 and 15 of the Constitution of India and her right to life and to live with dignity under article 21 of the Constitution and right to practice any profession or to carry on any occupation, trade or business which includes a right to a safe environment free from sexual harassment.

The protection against sexual harassment and the right to work with dignity are universally recognized human rights by international conventions and instruments such as Convention on the Elimination of all Forms of Discrimination against Women, which has been ratified on the 25th June, 1993 by the Government of India.

University Grants Commission has also notified University Grants Commission (Prevention, Prohibition and Redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015 in the Gazette of India which are available on UGC website i.e. www.ugc.ac.in. These Regulations clearly describes responsibilities of the higher educational institutions, grievance redressal mechanism, process for making complaint and conducting inquiry, interim redressal, punishment and compensation, consequences of non-compliance etc. UGC Regulations being statutory in nature are binding for universities and colleges.

This year the Ministry of Women and Child Development has decided to commemorate the eighth anniversary of notification of this landmark legislation that is 9th December, 2021.

I write this to request you to kindly conduct one-day awareness programmes on Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 at your university and the colleges affiliated to the university on 9th December, 2021 to sensitize the students and employees about the provisions of this Act. The details of the programmes conducted by your institution may be provided to Government of India Ministry of Women & Child Department on secy.wcd@nic.in

With kind regards,

Yours sincerely,

(Rajnish Jain)

To

The Vice-Chancellors of All Universities



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With kind regards,

Yours sincerely,

(Rajnish Jain)

To

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सदस्य सचिव
Prof. Rajive Kumar
Member Secretary



(भारत सरकार का एक संवैधानिक निकाय)
शिक्षा मंत्रालय, भारत सरकार
नेहरू मंडला मार्ग, वसंत कुंज, नई दिल्ली-110070
दूरभाष 011-29581399
ई मेल: ms@aicte-india.org
ALL INDIA COUNCIL FOR TECHNICAL EDUCATION
(A Statutory Body of the Govt. of India)
Ministry of Education, Govt. of India
Nelson Mandela Marg, Vasant Kunj, New Delhi-110070
Phone: 011-29581399
E-mail: ms@aicte-india.org

F.No. AICTE/Fin/WH/2015-16

Dated 03.11.2022

To

All Directors/Principals of AICTE Approved Institutions

Subject: Implementation of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

Sir/Madam,

As you are aware that the Government of India is committed to promote gender equality and women empowerment across every sector and preventing all forms of violence against women that negatively impact gender equality and human dignity. The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 upholds women's fundamental right to equality as guaranteed under Articles 14 to 15 of the Indian Constitution, the right to live with dignity under Article 21 and the right to practice any profession or to carry on any occupation, trade or business which includes right to a safe and secure working environment free from all forms of violence and harassment, as provided under Article 19 (1) (g) of the Constitution of India.

With improved access to education, skilling, and employment opportunities, millions of Indian women are entering the country's workforce. It is crucial that as a country we provide all women with a safe and secure work environment. It is the responsibility of every employer, whether in public or private and in organized or unorganized sectors to ensure compliance with the provisions of the Act. The employers are also mandated to conduct sensitization workshops for their employees periodically to make them aware about the provisions of the Act and towards the need for upholding the dignity of women and end gender stereotypes so as to encourage more and more women to participate in economic activities. This will contribute to the realisation of gender equality and result in inclusive growth for the benefit of individuals, the family and nation as a whole.

In view of the above, the following activities are to be conducted in all the AICTE approved institutions from 25.11.2022 to 10.12.2022.

- To conduct sensitization workshops for their employees to make them aware about the provisions of the Act.
- To observe the 25th of November as the International Day for the Elimination of Violence against Women.



SR
Dr. (Mrs.) Sudha Rathod
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प्रो. रजनीश जैन
सचिव
Prof. Rajnish Jain
Secretary



विश्वविद्यालय अनुदान आयोग
University Grants Commission

(शिक्षा मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

बहादुरशाह जफर मार्ग, नई दिल्ली-110002
Bahadur Shah Zafar Marg, New Delhi-110002

Ph.: 011-23236288/23239337

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E-mail : secy.ugc@nic.in

18th January, 2022

F.No. 2-2/2022(CPP-II)

Subject : Nari Shakti Puraskar

Respected Madam/Sir,

As you are aware, 8th March is celebrated all over the world as International Women's Day. Ministry of Women and Child Development, being nodal Ministry for welfare of women, has been celebrating International Women's Day every year by felicitating eminent women, organizations and institutions with National awards called '**Nari Shakti Puraskar**'. Accordingly, International Women's Day i.e. 8th March, 2022 will be celebrated and Nari Shakti Puraskar, 2021 will be awarded. The copy of the Guidelines for Nari Shakti Awards is attached.

The nominations will be accepted only through online mode on portal www.awards.gov.in. All nominations/applications received upto 31st January, 2022, will be considered for the Nari Shakti Puraskar, for the year 2021 to be presented on 8th March, 2022. All the nominations are to be forwarded in the format and manner specified in attached guidelines.

All the universities and their constituent/affiliated colleges are requested to give wide publicity to the awards through their websites and Social Media handles.

With kind regards,

Yours sincerely,

(Rajnish Jain)

Encl : As above

The Vice-Chancellors of all Universities
The Principals of all Colleges



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F.No. WD/IC-21/1/2018-WD/IC (e-58090)
Government of India
Ministry of Women and Child Development

Guidelines for "Nari Shakti Puraskars" - National Award for Women

International Women's Day is celebrated every year on 8th March. The Ministry of Women & Child Development celebrates this day to acknowledge the achievements of women for the nation and recognize their contributions to the society.

Therefore, it has been decided by the Ministry to confer 'Nari Shakti Puraskars' every year to individuals and institutions in recognition of their service towards the cause of women empowerment, especially vulnerable and marginalized women.

2. Objectives

2.1 In the past few years, there have been concerted efforts by the Government to recognize and encourage women to participate in all spheres and issues related to women have gained utmost importance and focused attention. "Nari Shakti Puraskars" shall showcase the Government's commitment towards women with the aim of strengthening their position in the society.

2.2 Nari Shakti Puraskar will also provide an opportunity to Young Indians to understand the contribution of women in building of society and the nation.

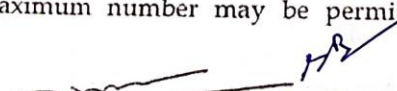
2.3 The awards will inspire the individuals & institutions to follow the league of awardees.

3. Description

3.1 The recipients of the Nari Shakti Puraskars shall be declared every year by 20th February and awards will be conferred on 8th March on the occasion of International Women's Day (IWD).

3.2 The maximum number of awards (including individual and institutional) would be 15. However, any relaxation to this maximum number may be permitted at the




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discretion of the selection committee. The Award in each category shall carry a certificate and a cash amount of rupees Two lakh per awardee.

4. Eligibility Criteria for Nomination

4.1 The awards are open to all individuals and institutions.

4.2 In case of individual category, the awardee must be at least 25 years of age on 1st July of the award year (e.g. for the year 2021 awards to be distributed on 08.03.2022, the age should be as on 01.07.2021 and so on).

4.3 If the applicant is an institution, it should have worked in the relevant field for at least 5 years.

4.4 The applicant should not be a recipient of the same award earlier (including Stree Shakti Puraskars as were awarded by the Ministry earlier).

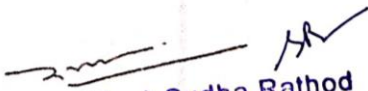
4.5 The Nari Shakti Puruskar may be awarded for outstanding work, preferably in exceptional circumstances, to - individuals/ groups / institutions / NGOs, etc. in the areas of: economic and social empowerment of women or pertaining to this theme or incidental thereto.

The Nari Shakti Puruskar may be awarded to individuals/ groups/ NGOs/ institutions etc. who encouraged women to participate in decision making roles; encouraged women's skill development in traditional and non-traditional sectors; facilitated basic amenities for rural women; promoted women in non-traditional sectors like science and technology, sports, art, culture, concretely and significantly towards safety and security, health and wellness, education, skill development, life skills, respect and dignity of women etc.

4.6 An award may also be given to a State or Union Territory, which has appreciably improved Child Sex Ratio (CSR).

4.7 Normally the awards shall not be presented posthumously; excepting in cases where death occurred subsequent to a proposal having been submitted to the Ministry in the manner as stipulated in these guidelines.




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5 Nominations

5.1 Nominations for the award shall be invited from:

- (a) State Governments, Union Territory Administrations, concerned Central Ministries/ Departments.
- (b) Non-Governmental Organizations, Universities/ Institutions, Private and Public Sector Undertakings (PSUs).
- (c) The Selection Committee may also, suo-moto, recommend an individual/ institution for the award with sufficient justification.
- (d) Self-nominations & recommendations for the awards, both, shall be considered.

5.2 The Nominations would be submitted to the Ministry of Women and Child Development with details as per online application form alongwith supporting documents as mentioned in the application form.


5.3 The entities at para 5.1 recommending the nominations should clearly certify the work carried out by the nominees for which the award is being recommended.

6. Mode of calling the nominations

6.1 For inviting the applications for the awards, the designated portal shall be opened throughout the year. However, applications received upto 31st December of the year for which awards are to be given shall only be considered for that particular calendar year. (e.g. for awards for the year 2021, applications received upto 31.12.2021 shall be considered). Applications received from 1st January onwards of the subsequent year shall be considered for awards to be given for that calendar year. The Ministry will also write to all the State Governments, Union Territory Administrations, Central Ministries/ Departments for giving wide publicity for the awards and also for sending nominations through the designated portal. Government may, at its discretion decide the cut-off date for consideration of nominations for awards for that particular year.

6.2 The information will be simultaneously placed on Ministry's website and other social media platforms as well as any other medium of communication as may be decided, along with relevant details.




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7. Procedure for sending nominations:

7.1. Nominations will be received only through designated website i.e. www.awards.gov.in. The link of this website will also be available on the official website of the Ministry of Women and Child Development (www.wcd.nic.in). Applications received other than online mode will not be entertained.

7.2 Applications received by the due date will be sent to the State/ UT and District Collector/ District Magistrate, other government/ appropriate agencies/ organizations for verification of the claims and achievements mentioned in the applications.


8. Screening of Nominations

8.1 A Screening Committee shall be constituted by the Ministry of Women and Child Development to scrutinize and short list the nominations received for the Awards considering the achievements of the applying/ recommended individuals and institutions.

8.2 The Screening Committee shall consist of:

(i)	Joint Secretary, Ministry of Women and Child Development	-	Chairperson, ex-officio
(ii)	Domain expert in the field of women issues/gender expert, Ministry of Women and Child Development	-	Member
(iii)	Concerned Director/ DS level officer, Ministry of Women and Child Development	-	Member
(iv)	Director/ DS level officer, Ministry of Urban Development, Rural Development, Health, Panchayati Raj, Home Affairs, NITI Aayog.		Member
(v)	Representative of CII and FICCI Ladies Organisation (FLO)	-	Member
(vi)	Concerned Under Secretary, Ministry of Women and Child Development	-	Member Secretary




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9. Selection of Awardees by the Selection Committee

9.1 A Selection Committee shall be constituted by the Ministry of Women and Child Development to select the awardees on the basis of recommendation of the Screening Committee.

9.2 The Selection Committee shall consist of:

(i)	Hon'ble Minister for Women and Child Development	-	Chairperson, ex-officio
(ii)	Hon'ble Minister of State for Women and Child Development		Member, ex-officio
(iii)	Secretary, Ministry of Women & Child Development	-	Member, ex-officio
(iv)	Special or Additional Secretary, Ministry of Women & Child Development	-	Member, ex-officio
(v)	Secretary or his nominee from Ministry of Rural Development	-	Member, ex-officio
(vi)	Five National level eminent NGOs/Individuals/ Institutions	-	Co-opted members
(vii)	Joint Secretary (Women Awards),	-	Member-Secretary

9.3 The Selection Committee may at its discretion also consider individuals/ institutions/ organizations other than those who have got nominated/ recommended before the last date of receipt of nominations/ recommendations.

10. Presentation of the Award

10.1 The Award shall be presented at New Delhi at a special ceremony/ function held on the occasion of the International Women's Day on 8th March every year.

10.2 The Ministry will reimburse travel expenses by economy class by shortest route, for the awardees to and from Delhi, by Air India or any other airline as specifically permitted and local travelling allowance on production of bills and air tickets. Apart from this, boarding and lodging arrangements for the awardees for three days (one day prior and one day after the date of Award ceremony) shall be arranged by the Ministry.



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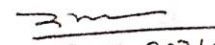
11 Recall of Awards

If subsequent to the presentation of awards, it is found that false declaration has been made by the applicant in the application to claim the award or the conduct of an awardee is found to be unbecoming by way of any anti-national, anti-social, unethical, immoral, illegal activities including indulging in crime against women, economic offences etc. or conviction by a court of law, the Ministry reserves the right to withdraw the awards and in such event the name of the awardee shall be deleted from the list of awardees and they would be required to refund the award money to Consolidated Fund of India in such manner, as may be prescribed.

12 Miscellaneous Provisions Governing the Awards

12.1 The Ministry reserves the right to reject any entry without assigning and/ or disclosing any reason.

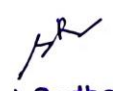
12.2 The decision of the Government with regard to selection of awardees shall be final and binding and no person including the applicant will have the right to question the decision of the Government or to challenge the validity of such decision.


31.12.2021

(Daya Shankar)

Deputy Secretary to the Government of India




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विश्वविद्यालय अनुदान आयोग
University Grants Commission
(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)
बहादुरशाह ज़फ़र मार्ग, नई दिल्ली-110002
Bahadur Shah Zafar Marg, New Delhi-110002

F.N.1-1/2019(W.S)

20th March, 2019

PUBLIC NOTICE
Guidelines of Women Studies Centres (WSC)

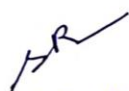
The broad spectrum of Women Studies that emerged in the early years of this century was included in the 11th and 12th Plan by UGC. After 12th plan period ended in 2017, a standing committee for women studies was constituted by the MHRD, Government of India to further strengthen Centres for Women Studies in the light of United Nations Sustainable Development Goals (UN-SDG) of Promoting Equality and Empowerment of Women.

Over this background, the guidelines were developed with objective parameters and uploaded on UGC website. **These Guidelines of Women Studies Centres (WSCs) may be treated as Draft Guidelines.** UGC invites feedback from all the stakeholders till 5th April, 2019 on wscugc2019@gmail.com.

It is reiterated that UGC is committed for the cause of promoting equality and empowerment of women. On the basis of the feedback of the stakeholders, the guidelines will be finalized. The Final Guidelines will be made available on UGC website i.e. www.ugc.ac.in.


(Prof. Rajnish Jain)
Secretary




Dr. (Mrs.) Sudha Rathod
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**INTERNAL COMPLAINT
COMMITTEE POLICY**

INTERNAL COMPLAINT COMMITTEE


POLICY

As per the guidelines of UGC, NAAC and the Supreme Court, the college has established the Internal Complaints Committee for effective enforcement of basic human rights of gender equality and assurance of an environment free of sexual harassment and abuse.

The Objective of the ICC is to develop healthy and safe atmosphere for the faculty and students of the College and to prevent sexual harassment or exploitation of any kind. Policy measures and procedures are laid down to combat sexual harassment, if any arises, and the students are made aware of these proactive measures through seminars and outreach programmes. The college's Internal Complaints Committee addresses the grievances filed in a confidential and sensitive manner.

Members of the Internal Complaints Committee are as follows:

1. Principal
2. Vice Principal
3. ICC Co-ordinator
4. 3 Senior Faculty
5. Student Chairperson
6. Student Vice Chairperson
7. Student Co-ordinator


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Roles and Responsibilities

If any student approaches a committee member either through the complaint box placed in front of the college office or by telephone, necessary action is taken through counseling and conciliatory methods. If it requires an inquiry, it will be conducted, and the matter will be sorted within one week from the date of complaint. The Committee will take the responsibility to ensure that no such incident happens in the campus.

Procedure upon filing of complaint.

1. Meeting will be held if a complaint is received by any member.
2. The written complaint is taken and the committee prepares and submits the detailed statement of the incidents within two days.
3. An enquiry will be held with the members of Internal complaints Committee
4. The issue will be discussed and finalized within seven days
5. File the minutes of the inquiry.

Action Plan:

- ❖ Counsel the affected students to overcome the trauma
- ❖ Display current laws and affairs about sexual harassment and gender discrimination in key places in the campus
- ❖ Conduct awareness programs and campaigns for the benefit of the students and staff community.

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011-29581000
Website : www.aicte-india.org



सत्यमेव जयते

अखिल भारतीय तकनीकी शिक्षा परिषद्

(भारत सरकार का एक सांविधिक निकाय)

(शिक्षा मंत्रालय, भारत सरकार)

नेल्सन मंडेला मार्ग, वसंत कुंज, नई दिल्ली-110070

ALL INDIA COUNCIL FOR TECHNICAL EDUCATION

(A Statutory Body of the Govt. of India)

(Ministry of Education, Govt. of India)

Nelson Mandela Marg, Vasant Kunj, New Delhi-110070

F. No.: AICTE/ADV/AB/Misc./2023-24

Dated: - 08-05-2023

To,

1. All AICTE Approved Universities / State Private / Deemed to be Universities
2. All Directors / Principals of AICTE Approved Institutions

Subject: - Maintenance of safe working environment for female employee at Workplace. - reg.

Sir/Madam,

As you are aware that duly constituted Internal Committee (IC) is one of the essential requirements and in case of non-availability of IC, the institutes shall be liable for punitive action i.e. "No Admission". AICTE from time to time, has been reiterating that all AICTE approved Institutes shall without fail constitute Internal Committee (IC) to address the issues related to the women employees.

Please note that maintenance of safe working environment for female employee at Workplace as per "Sexual Harassment of Women (Prevention, Prohibition and Redressal) at Workplace Act, 2013" is the responsibility of the concerned institution. In terms of the said act, all AICTE approved Universities / institutions are directed to ensure compliance of the following: -

1. To constitute an Internal Committee (IC) and a Special cell in the institution to deal with the issue of gender based violence and to conduct gender sensitization programme.
2. To display banners/ posters at conspicuous places in the building to create awareness amongst employee about what is sexual harassment and how to prevent it.
3. To display name and contact details of the members of the Internal Committee at Notice Board in the Institution.
4. To upload the (i) "Sexual Harassment of Women (Prevention, Prohibition and Redressal) at Workplace Act, 2013" (ii) Constitution of the Committee and details of the Members of the Internal Committee such as name, phone number, address etc. on the institute website.
5. To conduct training programme to sensitize the employees of the institution.

This is issued with the approval of the Competent Authority.

ORIENTAL EDUCATION SOCIETY'S
Oriental College of Pharmacy
Sanpada (V/I), Navi Mumbai-400 705.
Inward No. 439 Date: 8/5/23
Signature: [Signature]
Principal Signature: [Signature]

सूचना का
अधिकार



Regards,

(Prof. Rajendra B. Kakde)

Adviser-I, Head Regulation Bureau

Dr. (Mrs.) Sudha Rathod

Principal

Oriental College of Pharmacy

Plot No. 3, 4 & 5, Sector-2

Sanpada, Navi Mumbai



प्रा. मनिरु र. जोशी
सचिव

Prof. Manish R. Joshi
Secretary



विश्वविद्यालय अनुदान आयोग
University Grants Commission
(विश्व शिक्षा मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

D.O. No. F.1-13/2022 (CPP-II)

12th April, 2023 / चैत्र २२, १९४५

Dear Madam/Sir,

It is brought to your kind attention that in its endeavor to formulate a simplified yet effective mechanism for students' grievances Redressal the UGC has brought out the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023. These regulations are notified in supersession of the University Grants Commission (Redress of Grievances of Students) Regulations, 2019.

The new Regulations provide for the establishment of Students Grievances Redressal Committee(s) (SGRC) by all the Higher Education Institutions (HEIs) and for the appointment of Ombudsperson (s) at the University level.

The detailed mechanism for the constitution of SGRCs, its composition, the appointment of Ombudsperson, and other related details and the mechanism for the redressal of students' grievances have been provided in the Regulations. A copy of the same is attached herewith for kind reference.

Higher Education Institutions are requested to comply with the provisions of the Regulations and constitute the SGRC, preferably within 30 days of the notification of the Regulations.

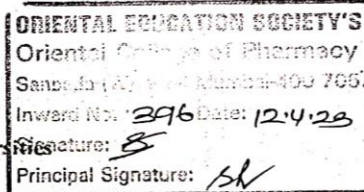
The Universities are requested to appoint the Ombudsperson(s), as provided in the Regulations, at the earliest, preferably within 30 days of the notification of the Regulations.

The Vice-Chancellors/Principals are requested to take necessary measures to give wide publicity to the Regulations amongst the stakeholders and in particular the students' community.

Looking forward to receiving your kind cooperation, in this regard.

With regards,

- To
1. The Vice-Chancellors of Universities
 2. The Principals of Colleges



Yours sincerely,

Manish Joshi
(Manish Joshi)

Sudha Rathod
Dr. (Mrs.) Sudha Rathod
Principal
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Sanpada, Navi Mumbai.

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भारत का राजपत्र The Gazette of India

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CG-DL-E-11042023-245095

असाधारण
EXTRAORDINARY

भाग III—खण्ड 4
PART III—Section 4

प्राधिकार से प्रकाशित
PUBLISHED BY AUTHORITY

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No. 233]

नई दिल्ली, मंगलवार, अप्रैल 11, 2023/चैत्र 21, 1945
NEW DELHI, TUESDAY, APRIL 11, 2023/CHAITRA 21, 1945

विश्वविद्यालय अनुदान आयोग
अधिसूचना

नई दिल्ली, 11 अप्रैल, 2023

विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2023

F.1-13/2022(CPP-II).—विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) की धारा 26 की उप-धारा (1) के खंड (छ) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए और विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2019 के अधिक्रमण में, विश्वविद्यालय अनुदान आयोग एतद्वारा निम्नलिखित नियम बनाता है, नामतः:-

1. संक्षिप्त नाम, विनियोग और प्रारंभ:

- (क) इन विनियमों को विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2023 कहा जाएगा।
- (ख) वे ऐसे सभी उच्चतर शिक्षा संस्थानों पर लागू होंगे, जिन्हें किसी केंद्रीय अधिनियम अथवा राज्य अधिनियम के तहत स्थापित या निगमित गया हो और विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 2 के खंड (च) के तहत मान्यता-प्राप्त सभी उच्चतर शिक्षा संस्थानों तथा ऐसे सभी सम विश्वविद्यालय संस्थानों पर लागू होंगे जिन्हें तत्संबंध की धारा 3 के तहत विश्वविद्यालय घोषित किया गया हो।

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(ग) वे शासकीय राजपत्र में उनके प्रकाशन होने की तिथि से प्रभावी होंगे।

2. उद्देश्य:

किमी संस्थान में पहले से ही नामांकित छात्रों और साथ ही ऐसे संस्थानों में प्रवेश के इच्छुक छात्रों की कतिपय शिकायतों के निवारण के लिए अवसर प्रदान करना और उसके लिए एक तंत्र स्थापित करना।

3. परिभाषा:

(1) जब तक कि इन विनियमों के संदर्भ में अन्यथा अपेक्षित न हो -

- (क) "अधिनियम" का अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) से है;
- (ख) "पीडित छात्र" से अभिप्राय किसी ऐसे छात्र से है जिसे इन विनियमों के तहत परिभाषित शिकायतों के संबंध में किसी मामले अथवा तत्संबंधी किसी मामले में कोई शिकायत हो।
- (ग) "महाविद्यालय" से अभिप्राय अधिनियम की धारा 12ए की उपधारा (1) के खंड (घ) में इस प्रकार से परिभाषित किसी संस्थान से है।
- (घ) "आयोग" से अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 4 के तहत स्थापित विश्वविद्यालय अनुदान आयोग से है।
- (ङ) "घोषित प्रवेश नीति" का अभिप्राय संस्थान द्वारा प्रस्तुत किए जा रहे किसी पाठ्यक्रम या अध्ययन कार्यक्रम में प्रवेश के लिए संस्थान की विवरणिका में प्रकाशित की गई किसी ऐसी नीति से है, जिसमें उसके अंतर्गत आने वाली प्रक्रियाएं भी शामिल हैं।
- (च) "शिकायत" का अभिप्राय, और इसमें निम्नवत् के संबंध में किसी पीडित छात्र द्वारा की गई शिकायत (शिकायतें) शामिल हैं, नामतः:

- i. संस्थान की घोषित प्रवेश नीति के अनुरूप निर्धारित की गई योग्यता के विपरीत प्रवेश दिया जाना;
- ii. संस्थान की घोषित प्रवेश नीति के तहत प्रक्रिया में अनियमितताएं;
- iii. संस्थान की घोषित प्रवेश नीति के अनुरूप प्रवेश देने से इंकार किया जाना;
- iv. इन विनियमों के उपबंधों के अनुरूप, संस्थान द्वारा विवरणिका का प्रकाशन न किया जाना;
- v. संस्थान द्वारा विवरणिका में ऐसी कोई जानकारी देना जोकि झूठी या भ्रामक हो और तथ्यों पर आधारित न हो;
- vi. किसी छात्र द्वारा ऐसे संस्थान में प्रवेश लेने के प्रयोजन से जमा किए गए किसी दस्तावेज जोकि उपाधि, डिप्लोमा या किसी अन्य पुरस्कार के रूप में हो, उसको अपने पास रख लेना या वापस करने से इंकार करना ताकि ऐसे किसी पाठ्यक्रम या अध्ययन कार्यक्रम के संबंध में छात्र को किसी शुल्क अथवा शुल्कों का भुगतान करने हेतु तैयार किया जा सके अथवा मजबूर किया जा सके जिसमें छात्र अध्ययन नहीं करना चाहता हो;
- vii. संस्थान की घोषित प्रवेश नीति में निर्धारित राशि से अधिक धनराशि की मांग करना।
- viii. छात्रों की विभिन्न श्रेणियों के लिए प्रवेश में सीटों के आरक्षण के संबंध में वर्तमान में लागू किसी कानून का संस्थान द्वारा उल्लंघन किया जाना;



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- ix. ऐसे किसी संस्थान की घोषित प्रवेश नीति के तहत अथवा आयोग द्वारा विहित किन्हीं शर्तों, यदि कोई हो तो, के तहत किसी भी छात्र हेतु ग्राह्य छात्रवृत्ति या वित्तीय सहायता का भुगतान नहीं किया जाना अथवा विलम्ब से भुगतान किया जाना;
 - x. संस्थान के शैक्षणिक कैलेंडर में अथवा आयोग द्वारा विहित ऐसे किसी कैलेंडर में विनिर्दिष्ट अनुगृही से इतर परीक्षाओं के आयोजन में अथवा परीक्षा के परिणामों की घोषणा में विलम्ब करना;
 - xi. विवरणिका में यथा उल्लिखित अथवा संस्थान द्वारा लागू किसी कानून के किसी उपबंध के तहत यथा अपेक्षित छात्रों की सुविधा प्रदान करने में संस्थान द्वारा विफल रहना;
 - xii. छात्रों के मूल्यांकन के लिए संस्थान द्वारा अपनाई गई गैर-पारदर्शी अथवा अनुचित पद्धतियाँ;
 - xiii. ऐसे किसी छात्र को शुल्क के प्रतिदाय में विलंब करना, अथवा इंकार करना जो कि विवरणिका में उल्लिखित समय के भीतर, यद्यपि यह समय-समय पर आयोग द्वारा जारी दिशा-निर्देशों के अधीन हो, नामांकन वापस लेता है;
 - xiv. अनुसूचित जाति, अनुसूचित जनजाति, अन्य पिछड़ा वर्ग, महिला, अल्पसंख्यक अथवा दिव्यांग श्रेणियों के छात्रों से कथित भेदभाव की शिकायत;
 - xv. प्रवेश दिए जाने के समय जैसा भरोसा दिलाया गया था अथवा प्रदान किया जाना अपेक्षित था के अनुरूप गुणवत्तापूर्ण शिक्षा प्रदान नहीं किया जाना;
 - xvi. छात्र के उत्पीड़न के अन्य मामलों के अलावा जिन पर वर्तमान में लागू किसी कानून के दंडात्मक उपबंधों के तहत कार्रवाई की जानी हो, छात्र का उत्पीड़न किया जाना अथवा उसे निशाना बनाया जाना।
 - xvii. संस्थान के कानूनों, अध्यादेशों, नियमों, विनियमों, या दिशा-निर्देशों के विपरीत कोई कार्रवाई किया जाना अथवा शुरू किया जाना; तथा
 - xviii. आयोग और/अथवा संबंधित नियामक निकाय द्वारा बनाए गए/जारी किए गए नियमों और/या दिशा-निर्देशों के विपरीत कोई भी कार्रवाई किया जाना अथवा शुरू किया जाना।
- (छ) "संस्थान" से तात्पर्य विश्वविद्यालय से है जो विश्वविद्यालय अनुदान आयोग अधिनियम की धारा 2 की उप-धारा (एफ) में परिभाषित है, एक संस्थान जिसे अधिनियम 3 के तहत विश्वविद्यालय माना गया है और विश्वविद्यालय अनुदान आयोग अधिनियम 1956 की धारा 12ए (1) (बी) में परिभाषित एक महाविद्यालय से है।
- (ज) "लोकपाल" का अभिप्राय इन विनियमों के तहत नियुक्त लोकपाल से है।
- (झ) "विवरणिका" का अभिप्राय और इसमें ऐसा कोई प्रकाशन शामिल है, चाहे वह मुद्रित स्वरूप में अथवा अन्यथा हो, जिसे जनसाधारण (जिसमें ऐसे संस्थान में प्रवेश पाने के इच्छुकों सहित) को एक संस्था से संबंधित निष्पक्ष और पारदर्शी जानकारी प्रदान करने के लिए ऐसे संस्थान अथवा किसी प्राधिकरण अथवा ऐसे संस्थान द्वारा ऐसा करने के लिए प्राधिकृत किए गए किसी व्यक्ति द्वारा जारी किया गया हो;
- (ञ) "छात्र" से अभिप्राय किसी ऐसे संस्थान जिसमें यह विनियम लागू होते हैं, में किसी भी माध्यम से अर्थात् औपचारिक/मुक्त और दूरस्थ शिक्षा (ओडीएल)/ऑनलाइन से नामांकित किसी व्यक्ति अथवा नामांकित होने के लिए प्रवेश प्राप्ति के इच्छुक से हैं;



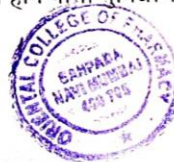
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- (ट) "छात्र शिकायत निवारण समिति (एसजीआरसी)" का अभिप्राय एक संस्थान के स्तर पर इन विनियमों के तहत गठित एक समिति से है; तथा
- (ठ) "विश्वविद्यालय" से अभिप्राय अधिनियम की धारा 2 की खंड (च) में यथा परिभाषित किसी विश्वविद्यालय से है अथवा जहां संदर्भ के अनुसार, तत्संबंध की धारा 3 के तहत इस प्रकार घोषित कोई गम विश्वविद्यालय संस्थान से है।

(2) इन विनियमों में प्रयुक्त और परिभाषित नहीं किए गए लेकिन विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 में परिभाषित शब्दों और अभिव्यक्तियों के वही अर्थ होंगे जो क्रमशः अधिनियम में उनके लिए निर्धारित किए गए हैं।

4. विवरणिका का अनिवार्य प्रकाशन, इसकी विषयवस्तु तथा मूल्य निर्धारण

- (1) प्रत्येक संस्थान, अपने पाठ्यक्रम या अध्ययन के किसी भी कार्यक्रम में प्रवेश आरंभ करने की तिथि से कम से कम साठ दिन की समाप्ति से पूर्व अपनी वेबसाइट पर एक विवरणिका प्रकाशित और/अथवा अपलोड करेगा, जिसमें इस तरह के संस्थान में प्रवेश लेने के इच्छुक व्यक्तियों और आम जनता की जानकारी के लिए निम्नवत् जानकारी अंतर्भूत होगी, यथा;
- (क) प्रत्येक पाठ्यक्रम अथवा अध्ययन के कार्यक्रम के लिए, शिक्षण के घंटों, व्यावहारिक सत्रों और अन्य कार्य के साथ-साथ अध्ययन के कार्यक्रमों और पाठ्यक्रमों की सूची सहित उपयुक्त सांविधिक प्राधिकरण अथवा संस्थान, जैसा भी मामला हो, द्वारा विनिर्दिष्ट पाठ्यक्रम की व्यापक रूपरेखा;
- (ख) जिस शिक्षा वर्ष हेतु प्रवेश दिए जाने का प्रस्ताव हो, उसके प्रत्येक पाठ्यक्रम अथवा अध्ययन के कार्यक्रम के संबंध में उपयुक्त सांविधिक प्राधिकरण द्वारा अनुमोदित सीटों की संख्या;
- (ग) संस्थान द्वारा विनिर्दिष्ट किसी विशेष पाठ्यक्रम अथवा अध्ययन कार्यक्रम में छात्र के रूप में प्रवेश के लिए व्यक्तियों की न्यूनतम और अधिकतम आयु सीमा सहित शैक्षिक योग्यता और पात्रता की शर्तें;
- (घ) इस प्रकार के प्रवेश के लिए आवेदन करने वाले योग्य उम्मीदवारों के चयन की प्रक्रिया, जिसमें प्रत्येक पाठ्यक्रम अथवा अध्ययन कार्यक्रम में प्रवेश के लिए ऐसे अभ्यर्थियों के चयन के लिए परीक्षा या इम्तहान के विवरण के संबंध में सभी संगत जानकारी और प्रवेश परीक्षा के लिए निर्धारित शुल्क की राशि शामिल है;
- (ङ) किसी पाठ्यक्रम या अध्ययन कार्यक्रम में अध्ययन करने के लिए ऐसे संस्थान में भर्ती किए गए छात्रों द्वारा देय शुल्क, जमा राशियों और अन्य प्रभागों के प्रत्येक घटक और ऐसे भुगतानों की अन्य निबंधन और शर्तें;
- (च) शांति लगाए जाने और संग्रहण किए जाने हेतु नियम/विनियम, विनिर्दिष्ट शीर्ष अथवा श्रेणियां, लगाए जाने वाली शांति की न्यूनतम और अधिकतम राशि;
- (छ) ऐसे संस्थानों में दाखिला लेने वाले छात्रों द्वारा यदि पाठ्यक्रम या अध्ययन कार्यक्रम के पूरा होने से पहले अथवा के बाद दाखिला छोड़ दिया जाता है तो छात्रों को प्रतिदाय किए जाने वाले शिक्षण शुल्क और अन्य प्रभागों का प्रतिशत तथा समय सीमा जिसके भीतर तथा पद्धति जिसमें छात्रों को ऐसा प्रतिदाय किया जाएगा;
- (ज) उनकी शैक्षिक योग्यता शिक्षण संकाय का विवरण, उनकी नियुक्ति का स्वरूप (नियमित/अभ्यागत/अतिथि) और उसके प्रत्येक सदस्य के शिक्षण अनुभव के साथ;
- (झ) भौतिक और शैक्षणिक बुनियादी ढांचे और छात्रावास तथा इसके शुल्क, पुस्तकालय, चिकित्सालय अथवा उद्योग, जहां छात्रों को व्यावहारिक प्रशिक्षण दिया जाना हो, सहित अन्य सुविधाओं के संबंध में जानकारी और विशेषरूप से छात्रों द्वारा संस्थान में प्रवेश प्राप्त करने पर प्राप्त होने वाली सुविधाओं का ब्यौरा अंतर्भूत हो;



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- (ज) संस्थान के परिसर के भीतर अथवा बाहर छात्रों द्वारा अनुशासन बनाए रखने के संबंध में सभी संगत निदेश और विशेषरूप से किसी छात्र अथवा छात्रों की रैगिंग निषिद्ध करने संबंधी ऐसे अनुशासन को बनाए रखने और उनका उल्लंघन किए जाने के परिणामों और संगत सांविधिक विनियामक प्राधिकरण द्वारा इस संबंध में तैयार किए गए किसी विनियम के उपबंधों का उल्लंघन किए जाने के परिणामों का व्योरा अंतर्विष्ट होगा; तथा
- (ट) • आयोग द्वारा यथा विनिर्दिष्ट कोई अन्य जानकारी:
- वर्षांत प्रत्येक संस्थान इस विनियम के खंड (क) से (ट) में उल्लिखित जानकारी को अपनी वेबसाइट पर प्रकाशित/अपलोड करेगा और विभिन्न समाचार-पत्रों और अन्य मीडिया के माध्यम से प्रमुखता से प्रदर्शित करते हुए विज्ञापनों के माध्यम से इच्छुक छात्रों और आम जनता का ध्यान वेबसाइट पर इस तरह के प्रकाशन की ओर दिलाया जाएगा।
2. प्रत्येक संस्थान अपनी विवरणिका की प्रत्येक मुद्रित प्रति का मूल्य निर्धारित करेगा, जोकि विवरणिका के प्रकाशन और वितरण की उचित लागत से अधिक नहीं होगी और विवरणिका के प्रकाशन, वितरण या विक्री से कोई लाभ अर्जित नहीं किया जायेगा।
5. छात्र शिकायत निवारण समितियां (एसजीआरसी)
- (i) संस्थान से संबंधित किसी पीड़ित छात्र की किसी भी शिकायत छात्र शिकायत निवारण समिति (एसजीआरसी) के अध्यक्ष को संबोधित की जाएगी।
- (ii) प्रत्येक संस्थान छात्रों की शिकायतों पर विचार करने के लिए निम्नलिखित संरचना के साथ उतनी संख्या में छात्रों की शिकायत निवारण समितियों (एसजीआरसी) का गठन करेगा, जितने कि आवश्यकता हो सकती है, नमामतः
- क) एक प्रोफेसर - अध्यक्ष
- ख) संस्थान के चार प्रोफेसर/वरिष्ठ संकाय सदस्य- सदस्य के रूप में।
- ग) शैक्षिक योग्यता/खेल-कूद में उत्कृष्टता/सह-पाठ्यचर्या गतिविधियों में प्रदर्शन के आधार पर नामित किए जाने वाले छात्रों में से एक प्रतिनिधि- विशेष आमंत्रित।
- घ) अध्यक्ष अथवा कम से कम एक सदस्य का महिला होना चाहिए तथा कम से कम एक सदस्य अथवा अध्यक्ष अनुसूचित जाति/अनुसूचित जनजाति/अन्य पिछड़ा वर्ग से होना चाहिए।
- ङ) अध्यक्ष और सदस्यों का कार्यकाल दो वर्ष की अवधि के लिए होगा।
- च) विशेष आमंत्रित सदस्य का कार्यकाल एक वर्ष का होगा।
- छ) बैठक के लिए गणपूर्ति अध्यक्ष सहित लेकिन विशेष आमंत्रित व्यक्ति को छोड़ कर तीन का होगा।
- ज) एसजीआरसी अपने समक्ष आने वाली शिकायतों पर विचार करते हुए नैसर्गिक न्याय के सिद्धांतों का पालन करेगा।
- झ) एसजीआरसी अपनी रिपोर्ट सिफारिशों के साथ, यदि कोई हो, संबंधित संस्था के सक्षम प्राधिकारी को भेजेगा और उसकी एक प्रति पीड़ित छात्र को, अधिमानतः शिकायत प्राप्त होने की तारीख से 15 कार्य दिवसों की अवधि के अंदर भेजेगा।
- ञ) छात्रों की शिकायत निवारण समिति के निर्णय से पीड़ित कोई भी छात्र इस प्रकार के निर्णय की प्राप्ति की तारीख से पंद्रह दिनों की अवधि के भीतर लोकपाल के समक्ष अपील कर सकता है।
6. लोकपाल की नियुक्ति, सेवाकाल, पद से हटाया जाना और सेवा की शर्तें:
- (i) प्रत्येक विश्वविद्यालय इन विनियमों के तहत विश्वविद्यालय के छात्रों और महाविद्यालय/विश्वविद्यालय से जुड़े संस्थानों के छात्रों की शिकायतों के समाधान के लिए लोकपाल की नियुक्ति करेगा।



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- (ii) एसजीआरसी के निर्णयों के विरुद्ध की गई अपीलों को सुनने और उन पर निर्णय लेने के लिए लोकपाल के रूप में नामित एक या अधिक अंशकालिक पदाधिकारी होंगे।
- (iii) लोकपाल सेवानिवृत्त कुलपति या सेवानिवृत्त प्रोफेसर (जिन्होंने अधिष्ठाता (डीन)/विभाग प्रमुख के रूप में काम किया हो) होंगे और उनके पास राज्य/केंद्रीय विश्वविद्यालयों/राष्ट्रीय महत्व के संस्थानों/सम विश्वविद्यालयों या पूर्व जिले में न्यायाधीश के रूप में 10 वर्ष का अनुभव रहा हो।
- (iv) लोकपालनियुक्ति के समय, नियुक्ति से पहले एक वर्ष के दौरान या लोकपाल के रूप में अपने कार्यकाल के दौरान, संस्थान के साथ हितों के टकराव में नहीं होंगे जहाँ उनके व्यक्तिगत संबंध, पेशेवर संबंधता या वित्तीय हित समझौता कर सकते हैं या उचित रूप से संस्थान के प्रति निर्णय की स्वतंत्रता से समझौता करने के लिए प्रतीत हो सकते हैं।
- (v) लोकपाल को पद ग्रहण करने की तिथि से तीन वर्ष की अवधि के लिए अथवा 70 वर्ष की आयु प्राप्त करने तक, इनमें से जो भी पहले हो, के लिए नियुक्त किया जाएगा और एक और कार्यकाल के लिए पुनर्नियुक्ति के लिए पात्र होगा।
- (vi) सुनवाई का संचालन करने के लिए लोकपाल को संबंधित विश्वविद्यालय द्वारा निर्धारित नियमों के अनुसार प्रति दिन प्रति बैठक के आधार पर शुल्क का भुगतान किया जाएगा और इसके अतिरिक्त, वे यात्रा पर किए गए व्यय की प्रतिपूर्ति के लिए पात्र होंगे।
- (vii) कदाचार या दुर्व्यवहार के सिद्ध आरोपों पर विश्वविद्यालय लोकपाल को पद से हटा सकता है।
- (viii) लोकपाल को हटाने का कोई भी आदेश तब तक नहीं दिया जाएगा जब तक कि इस संबंध में किसी ऐसे व्यक्ति द्वारा जांच नहीं कर ली जाती है, जो उच्च न्यायालय के सेवानिवृत्त न्यायाधीश के पद से नीचे के पद का व्यक्ति ना हो, और जिसमें लोकपाल को सुनवाई का उचित अवसर दिया गया हो।

7. लोकपाल के कार्यकरण:

- (i) लोकपाल, छात्र द्वारा इन विनियमों के तहत उपबंधित सभी विकल्पों को अपनाने के पश्चात् ही पीडित छात्र की अपील की सुनवाई करेंगे।
- (ii) यद्यपि, परीक्षा के संचालन में अथवा मूल्यांकन की प्रक्रिया में गड़बड़ी के मुद्दों को लोकपाल को मंदर्भित किया जा सकता है, तथापि, लोकपाल द्वारा उत्तर पुस्तिकाओं के पुनर्मूल्यांकन अथवा अंको को पुनः योग करने हेतु कोई अपील अथवा आवेदन पर लोकपाल द्वारा सुनवाई नहीं की जाएगी, जब तक कि भेदभाव की किसी विशिष्ट घटना के परिणामों को प्रभावित करने वाली किसी विशिष्ट अनियमितता को इंगित नहीं किया जाता है।
- (iii) लोकपाल, कथित रूप से किए गए भेदभाव की शिकायतों की सुनवाई करने के लिए न्याय मित्र के रूप में किसी भी व्यक्ति की सहायता प्राप्त कर सकता है।
- (iv) लोकपाल पीडित छात्र (छात्रों) से अपील प्राप्त होने के 30 दिनों के भीतर शिकायतों का समाधान करने के लिए सभी प्रयास करेंगे।

8. लोकपाल तथा छात्र शिकायत निवारण समितियों द्वारा शिकायतों के निवारण हेतु प्रक्रिया

- (i) प्रत्येक संस्थान, इस अधिसूचना के जारी होने की तिथि से तीन माह की अवधि के भीतर एक ऑनलाइन पोर्टल तैयार करेगा, जहां कोई भी पीडित छात्र अपनी शिकायत के निवारण के लिए आवेदन कर सकता है।



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- (ii) ऑनलाइन शिकायत प्राप्त होने पर संस्थान, ऑनलाइन शिकायत की प्राप्ति के 15 दिनों के भीतर अपनी टिप्पणियों सहित शिकायत को उपर्युक्त छात्र शिकायत निवारण समिति को भेजेगा।
- (iii) छात्र शिकायत समिति, जैसा भी मामला हो, शिकायत की गुनवाई के लिए एक तिथि निर्धारित करेगी जिसकी जानकारी संस्थान और पीडित छात्र को दी जाएगी।
- (iv) पीडित छात्र या तो व्यक्तिगत रूप से पेश हो सकता है अथवा अपना पक्ष रखने के लिए अपने किसी प्रतिनिधि को अधिकृत कर सकता है।
- (v) छात्र शिकायत निवारण समिति द्वारा समाधान नहीं की गई शिकायतों को इन विनियमों में उपबंधित समयावधि के भीतर लोकपाल को भेजा जाएगा।
- (vi) संस्थान, शिकायतों के शीघ्र निपटान हेतु लोकपाल अथवा छात्र शिकायत निवारण समिति (समितियों), जैसा भी मामला हो, का सहयोग करेगा।
- (vii) लोकपाल, संबंधित पक्षों को गुनवाई का उचित अवसर देने के बाद, कार्यवाही के समापन पर, तत्संबंधी कारणों के साथ, इस प्रकार का आदेश पारित करेगा, जैसा कि शिकायत के निवारण के लिए उपयुक्त समझा जा सकता है और ऐसी राहत प्रदान कर सकता है जो पीडित छात्र के लिए उपयुक्त हो सकती है।
- (viii) संस्थान के साथ ही साथ पीडित छात्र को लोकपाल के हस्ताक्षर के तहत जारी की गई आदेश की प्रतियां उपलब्ध कराई जाएंगी।
- (ix) संस्थान, लोकपाल की सिफारिशों का अनुपालन करेगा।
- (x) जहां शिकायत झूठी या तुच्छ पाई जाती है उस स्थिति में लोकपाल शिकायतकर्ता के विरुद्ध उपर्युक्त कार्रवाई किए जाने की सिफारिश कर सकता है।

9. लोकपाल और छात्र शिकायत निवारण समितियों के संबंध में जानकारी:

संस्थान अपनी वेबसाइट और अपनी विवरणिका में स्पष्ट रूप से इसके क्षेत्राधिकार में आने वाली छात्र शिकायत निवारण समिति(समितियों) तथा अपील किए जाने के प्रयोजनार्थ लोकपाल के संबंध में सभी संगत जानकारियां उपलब्ध कराएगा।

10. अनुपालन नहीं किए जाने के परिणाम

आयोग, किसी भी संस्थान के संबंध में, जो जानबूझकर इन विनियमों का उल्लंघन करते हैं अथवा बार-बार लोकपाल या छात्र शिकायत निवारण समितियों की सिफारिश का पालन करने में विफल रहते हैं, जैसा भी मामला हो, जब तक संस्थान आयोग की संतुष्टि तक इन विनियमों का अनुपालन नहीं करता है, तब तक संस्थान के विरुद्ध निम्नवत् एक या एक से अधिक कार्यवाहियों की जा सकती हैं,

- क) अधिनियम की धारा 12वी के तहत अनुदान प्राप्त करने के लिए उपयुक्तता की घोषणा को वापस लेना;
- ख) संस्थान को आवंटित किसी अनुदान को रोका जा सकता है;
- ग) आयोग के किसी भी सामान्य अथवा विशेष सहायता कार्यक्रम के तहत किसी भी सहायता को प्राप्त करने हेतु विचार किए जाने के लिए संस्थान को अयोग्य घोषित करना;
- घ) संस्थान को एक निर्दिष्ट अवधि के लिए ऑनलाइन/मुक्त और दूरस्थ शिक्षा माध्यम से पाठ्यक्रम की पेशकश करने के लिए अयोग्य घोषित करना;
- ङ) ऑनलाइन/ मुक्त और दूरस्थ शिक्षा माध्यम से पाठ्यक्रमों की पेशकश करने की स्वीकृति को वापस लेना/रोकना/निलंबित करना;



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- च) उपयुक्त मीडिया में प्रमुखता से प्रदर्शित कर और आयोग की वेबसाइट पर पोस्ट कर प्रवेश हेतु संभावित अभ्यर्थियों सहित जनसाधारण को सूचित करना तथा इस बाबत घोषणा करना कि संस्थान में शिकायतों के निवारण के लिए न्यूनतम मानक मौजूद नहीं हैं।
- छ) महाविद्यालय के मामले में, संबद्धता को वापस लेने के लिए संबद्ध विश्वविद्यालय को सिफारिश करना;
- ज) सम विश्वविद्यालय संस्थान के मामले में ऐसी कार्रवाई करना, जो आवश्यक, उचित एवं उपयुक्त हो;
- झ) सम विश्वविद्यालय संस्थान के मामले में सम विश्वविद्यालय संस्थान के रूप में घोषणा को वापस लिए जाने के लिए, यदि आवश्यक हो तो, केंद्र सरकार को सिफारिश करना;
- ञ) राज्य अधिनियम के अंतर्गत स्थापित अथवा निगमित विश्वविद्यालय के मामले में राज्य सरकार को आवश्यक एवं उचित कार्रवाई करने की सिफारिश करना;
- ट) गैर अनुपालना के लिए संस्थान के प्रति ऐसी कार्रवाई करना जो आवश्यक एवं उपयुक्त समझी जाए।

बशर्ते इन विनियमों के अंतर्गत आयोग की ओर से कोई कार्रवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति को स्पष्ट करने एवं उसके पक्ष को सुने जाने का अवसर नहीं दिया गया हो।

11. इन विनियमों में उल्लिखित कोई भी शर्त, विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायत निवारण) विनियम, 2019 के प्रावधानों के अंतर्गत नियुक्त किसी पदधारी लोकपाल के कार्यकाल की अवधि के दौरान उसके पद पर बने रहने को प्रतिकूल रूप से प्रभावित नहीं करेगी; कार्यकाल समाप्त होने के पश्चात् लोकपाल की नियुक्ति विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) के विनियम, 2023 के अनुरूप की जाएगी।

प्रा. मनिष र. जोशी, सचिव
[विज्ञापन-III/4/असा./13/2023-24]

UNIVERSITY GRANTS COMMISSION NOTIFICATION

New Delhi, the 11th April, 2023

University Grants Commission (Redressal of Grievances of Students) Regulations, 2023

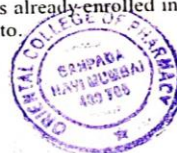
F.1-13/2022 (CPP-II).— In exercise of the powers conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (Redressal of Grievances of Students) Regulations, 2019, the University Grants Commission hereby makes the following regulations, namely -

1. SHORT TITLE, APPLICATION, AND COMMENCEMENT:

- These regulations shall be called as the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.
- They shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein and to all higher education institutions affiliated to a University.
- They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE

To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.



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3. DEFINITION:

(1) In these regulations, unless the context otherwise requires-

- (a) "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- (b) "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (c) "college" means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- (d) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (e) "declared admission policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution.
- (f) "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:
 - i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
 - ii. irregularity in the process under the declared admission policy of the institution;
 - iii. refusal to admit in accordance with the declared admission policy of the institution;
 - iv. non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
 - v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
 - vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
 - vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
 - viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
 - ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Commission;
 - x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Commission;
 - xi. failure by the institution to provide student amenities as set out in the prospectus, or is required to, be extended by the institution under any provisions of law for the time being in force;
 - xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
 - xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
 - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
 - xv. denial of quality education as promised at the time of admission or required to be provided;
 - xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force;
 - xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
 - xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.



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- (g) "Institution" means a university as defined in sub-section (f) of Section 2 of the UGC Act, an institution declared as institution deemed to be university under Section 3 of the Act, and a college as defined under section 12A (1) (b) of the University Grants Commission Act, 1956.
- (h) "Ombudsperson" means the Ombudsperson appointed under these regulations;
- (i) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;
- (j) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;
- (k) "Students' Grievance Redressal Committee (SGRC)" means a committee constituted under these regulations, at the level of an institution; and
- (l) "University" means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.
- (2) Words and expressions used and not defined in these regulations but defined in the University Grants Commission Act, 1956 shall have the same meanings as respectively assigned to them in the Act.

4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS, AND PRICING:

- (1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
- the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;
 - the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
 - the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
 - the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
 - each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
 - rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fines may be imposed;
 - the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
 - details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof;
 - information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital, or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;
 - all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
 - Any other information as may be specified by the Commission.

Provided that an institution shall publish/upload information referred to in clauses (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication being on the website through advertisements displayed prominently in different newspapers and through other media.



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- (2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution, or sale of prospectus.

5. STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- (ii) Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
 - a) A Professor - Chairperson
 - b) Four Professors/Senior Faculty Members of the Institution as Members
 - c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.
- (iii) Atleast one member or the Chairperson shall be a woman and atleast one member or the Chairperson shall be from SC/ST/OBC category.
- (iv) The term of the chairperson and members shall be for a period of two years.
- (v) The term of the special invitee shall be one year.
- (vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (viii) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (ix) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

- (i) Each University shall appoint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations.
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he/she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term.
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (vii) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- (viii) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person, not below the rank of a retired judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

7. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.



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- (ii) While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Students' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- (iv) An aggrieved student may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson.
- (ix) The institution shall comply with the recommendations of the Ombudsperson.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students' Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

10. CONSEQUENCES OF NON-COMPLIANCE:

The Commission shall in respect of any institution, which wilfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Students' Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions till the institution complies with these Regulations to the satisfaction of the Commission, namely:

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;



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- (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) declaring the institution ineligible to offer courses through Online/ODL mode for a specified period;
- (e) withdrawing / withholding / suspending the approval for offering courses through Online/ODL mode;
- (f) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- (g) recommend to the affiliating University for withdrawal of affiliation, in case of a college;
- (h) take such action as it may deem necessary, appropriate and fit, in case of an institution deemed to be University;
- (i) recommend to the Central Government, if required, for withdrawal of declaration as institution deemed to be a University, in case of an institution deemed to be University;
- (j) recommend to the State Government to take necessary and appropriate action, in case of a University established or incorporated under a State Act;
- (k) such other action as may be deemed necessary and appropriate against an institution for non-compliance.

Provided that no action shall be taken by the Commission under this regulation, unless the institution has been provided an opportunity of being heard to explain its position.

11. Nothing mentioned herein above in these regulations shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC (Redress of Grievances of Students) Regulations, 2019; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

Prof. MANISH R. JOSHI. Secy.
[ADVT.-III/4/Exty./13/2023-24]

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ज्ञान-विज्ञान विमुक्तये

प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग
University Grants Commission

(शिक्षा मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

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10 JUN 2022

7th June, 2022

DO. No. F.91-3/2020(GS)

Respected Madam/Sir,

This is in continuation of earlier letter of even number dated 10-06-2021 (available on UGC website www.ugc.ac.in under Notices) requesting the Universities / Colleges to Constitute an Internal Complaint Committee (ICC) and a special cell in their respective institutions to deal with the issue of gender based violence and to conduct gender sensitization programme.

You are requested to ensure that ICC constituted in your Esteemed University is working as per UGC (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Education Institutions) Regulations, 2015.

You are, also requested to fill an online compliance of Gender Audit on SAKSHAM Portal (i.e.saksham.ugc.ac.in) and also inform the same to your affiliated colleges.

An early action in this matter would be highly appreciated.

With kind regards,

ORIENTAL EDUCATION SOCIETY'S	
Oriental College of Pharmacy	
Sanpada (W), Navi Mumbai-400 705.	
Inward No. : 607	Date: 18/06/22
Signature: <i>PB Kulkarni</i>	
Principal Signature: <i>SB</i>	

Yours sincerely,

(Rajnish Jain)

To

- The Vice-Chancellors of all Universities.
- The Principals of all Colleges.

Dr. (Mrs.) Sudhakar Kulkarni
Principal
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प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



विश्वविद्यालय अनुदान आयोग
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10 JUN 2022

7th June, 2022

DO. No. F.91-2/2020(GS)

Respected Madam/Sir,

This is in continuation of earlier letter of even number dated 10-06-2021 (available on UGC website www.ugc.ac.in under Notices) requesting the Universities / Colleges to constitute an Internal Complaint Committee (ICC) and a special cell in their respective institutions to deal with the issue of gender based violence and to conduct gender sensitization programme.

You are requested to ensure that ICC constituted in your Esteemed University is working as per UGC (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Education Institutions) Regulations, 2015.

You are, also requested to fill an online compliance of Gender Audit on SAKSHAM Portal (i.e.saksham.ugc.ac.in) and also inform the same to your affiliated colleges.

An early action in this matter would be highly appreciated.

With kind regards,

Yours sincerely,

(Rajnish Jain)

To

- The Vice-Chancellors of all Universities.
- The Principals of all Colleges.



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ज्ञान-विज्ञान विमुक्तये

प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग
University Grants Commission

(शिक्षा मंत्रालय, भारत सरकार)
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D.O. No. 21-116/2021 (CPP-II)

14th December, 2021

Subject: Maternity leave to women students.

Respected Madam/Sir,

The UGC has made a provision in the UGC (Minimum Standards and Procedure for Award of M.Phil./Ph.D. Degrees) Regulations, 2016 that:

"the women candidate may be provided Maternity Leave/Child Care Leave once in the entire duration of M.Phil./Ph.D. for up to 240 days."

In addition to above, all Higher Education Institutions (HEIs) are requested to frame appropriate rules/norms with regard to granting Maternity Leave to the women students enrolled in their respective institution/affiliated Colleges and also provide all relaxations/exemptions relating to attendance, extension in date for submitting examination forms or any other facility deemed necessary for women students pursuing Under Graduate and Post Graduate programmes.

With kind regards.

Your sincerely,

(Rajnish Jain)

The Vice Chancellors of all Universities



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(Ministry of Human Resource Development, Govt. of India)

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August, 2020

10 SEP 2020

D.O.No.91-3/2020 (GS)

Dear Sir/Madam

This is in continuation of earlier letter dated 14.05.2019 (available on UGC website i.e www.ugc.ac.in under Notices) requesting the Universities/Colleges to constitute an Internal Complaint Committee (ICC) and a Special cell in their respective institutions to deal with the issue of gender based violence and to conduct gender sensitization programme.

You are requested to ensure that ICC constituted in your esteemed university is working as per UGC (Prevention, Prohibition and Redressal of Sexual Harassment of Women Employees and Students in Higher Educational Institution) Regulation, 2015.

You are, therefore, requested to fill an online compliance of Gender Audit on SAKSHAM Portal (i.e. saksham.ugc.ac.in) upto 15.09.2020 and also inform the same to your affiliated colleges.

An early action in this matter would be highly appreciated.


With kind regards,

Yours sincerely,


(Prof. Rajnish Jain)

The Vice-Chancellors of all Universities




Dr. (Mrs.) Sudha Rathod
Principal
Oriental College of Pharmacy
Plot No. 3, 4 & 5, Sector-2,
Sanpada, Navi Mumbai.

STUDENT GRIEVANCE COMMITTEE POLICY



अखिल भारतीय तकनीकी शिक्षा परिषद्
(भारत सरकार का एक सांविधिक निकाय)
(मानव संसाधन विकास मंत्रालय, भारत सरकार)
नेल्सन मंडेला मार्ग, वसन्त कुंज, नई दिल्ली-110070
दूरभाष: 011-26131497
ई मेल: ms@aicte-india.org

प्रो. आलोक प्रकाश मिश्र
सदस्य सचिव
Prof. Alok Prakash Mittal
Member Secretary

ALL INDIA COUNCIL FOR TECHNICAL EDUCATION
(A Statutory Body of the Govt. of India)
(Ministry of Human Resource Development, Govt. of India)
Nelson Mandela Marg, Vasant Kunj, New Delhi-110070
Phone: 011- 26131497
E-mail: ms@aicte-india.org

F.No. : 1-101/PGRC/AICTE/Regulation/2019

Dated: 22/07/2019

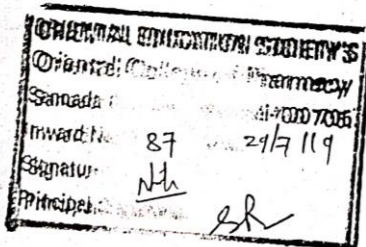
Public Notice
on DRAFT

**All India Council for Technical Education (Redressal of Grievance of Students)
Regulations, 2019**

AICTE has notified All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulations, 2012 in official Gazette of India on 25th May, 2012. In supersession of these Regulations, AICTE has prepared a draft "All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019". These Regulations are aimed at addressing and effectively resolving grievances of students related to the AICTE approved Technical Institutions.

The draft All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 is available on AICTE website for inviting suggestions. The feedback and comments on the above draft All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019, may be sent to AICTE via e-mail pubgrv@aicte-india.org on or before 20th August, 2019.

Member Secretary, AICTE



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Draft

ALL INDIA COUNCIL FOR TECHNICAL EDUCATION
New Delhi, the July, 2019

NOTIFICATION

F.No. 1-101/PGRC/AICTE/Regulation/2019- In exercise of the power conferred under clause (1) of Section 23 of the All India Council for Technical Education, Act, 1987 (52 of 1987), and in supersession of the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation 2012, the All India Council for Technical Education makes the following Regulations, namely:

1. SHORT TITLE, APPLICATION AND COMMENCEMENT:

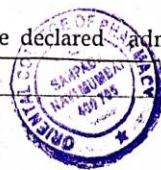
- a. These regulations shall be called as the All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019.
- b. They shall apply to all Technical Institutions recognized or approved by the All India Council for Technical Education as per Section 10(k) of the All India Council for Technical Education Act, 1987.
- c. They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE:

To provide opportunities for redressal of certain grievances of students already enrolled in any institution, as well as those seeking admission to such institutions, and a mechanism thereto.

3. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:

- (a) "Act" means the All India Council for Technical Education Act, 1987;
- (b) "Council " means the All India Council for Technical Education
- (c) "UGC" means University Grants Commission
- (d) "Technical Education" means programs of education as defined under section 2(g) of the All India Council for Technical Education, Act, 1987
- (e) "Technical Institution" means an Institution as defined under section 2(h) of the All India Council for Technical Education, Act, 1987;
- (f) "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (g) "declared admission policy" means such policy, including the process there under, for admission to a course or program of study as may be offered by the institution by publication in the prospectus of the institution;
- (h) "Grievance" means and includes, complaint(s) made by an aggrieved student in respect of the following namely:
 - i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
 - ii. irregularity in the process under the declared admission policy of the institution;



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- iii. refusal to admit in accordance with the declared admission policy of the institution;
- iv. non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
- v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
- viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
- ix. non-payment or delay in payment of scholarships or financial aid admissible to any student under the declared admission policy of such institution, or under the conditions, if any, prescribed by the Council;
- x. delay by the institution in the conduct of examinations, or declaration of results, beyond the schedule specified in the academic calendar of the institution, or in such calendar prescribed by the Council;
- xi. failure by the institution to provide student amenities as set out in the prospects, or is required to be extended by the institution under any provisions of law for the time being in force;
- xii. non-transparent or unfair practices adopted by the institution for the evaluation of students;
- xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospects, or as may be notified by the Council;
- xiv. complaints of alleged discrimination of students from Scheduled Castes, Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
- xv. denial of quality education as promised at the time of admission or required to be provided; and
- xvi. harassment or victimization of a students, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force; and

(i) "Student Grievance Redressal Committee" means a Committee constituted under these Regulations;

(j) "Ombudsperson" means the Ombudsperson appointed under these regulations;

(k) "Prospectus" means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;




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- (l) "Region" means a geographical territory, comprising of States, so determined, for the purpose of facilitating enforcement of these regulations; namely, Central Region comprising Madhya Pradesh, Gujarat and Chhattisgarh; Eastern Region comprising Andaman and Nicobar, Sikkim, Orissa, Jharkhand, Assam, Manipur, Nagaland, Mizoram, Tripura, Meghalaya, Arunachal Pradesh, West Bengal; Northern Region comprising Bihar, Uttar Pradesh, Uttarakhand; North West Region comprising Chandigarh, Haryana, Jammu and Kashmir, Delhi, Punjab, Rajasthan, Himachal Pradesh; Southern Region comprising Tamil Nadu, Puducherry; South Central Region comprising Andhra Pradesh, Telangana; South Western Region comprising Karnataka, Lakshadweep, Kerala; and Western Region comprising Goa, Maharashtra, Daman and Diu, Dadra and Nagar Haveli.
- (m) "State" means a State specified in the First Schedule to the Constitution and includes a Union territory;
- (n) "Students" means a person enrolled, or seeking admission to be enrolled, in any institution to which these regulations apply;

4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:

- (1) Every institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:
- the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;
 - the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;
 - the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;
 - the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;
 - each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
 - rules/regulations for imposition and collection of any fines specified heads or categories, minimum and maximum fine;
 - the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;


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- h. details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof.
- i. information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training is to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;
- j. all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, an in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- k. any other information as may be specified by the Council:

Provided that an institution shall publish / upload information referred to in items (a) to (k) of this regulations, on its website, and the attention of prospective students and the general public shall be drawn to such publication on the website through advertisements displayed prominently in different newspapers and through other media.

- (2) Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

5. STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC):

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC).
- (ii) Every AICTE approved institution shall constitute Student Grievance Redressal Committee (SGRC) with the following composition, namely:
 - a. Principal of the college - Chairperson;
 - b. Three senior members of the teaching faculty to be nominated by the Principal - Members and out of three one member shall be female and other from SC/ST/OBC category;
 - c. A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities- Special Invitee.
- (iii) The term of the members and the special invitee shall be of two years.
- (iv) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (v) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (vi) The SGRC shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.



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- (vii) Any student aggrieved by the decision of the Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

- (i) Each affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redress of Grievances of Students) Regulations, 2019.
- (ii) There shall be one or more part-time functionaries designated as Ombudsperson to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) For institution who are offering diploma level course(s) and are affiliated to Board of Technical Education (BTE), the concerned Directorate of Technical Education (DTE) shall appoint an Ombudsperson for redressal of grievances of student.
- (iv) For Institution who are not affiliated to any University and offering Diploma, Post Diploma, Post Graduate Certificate, Post Graduate Diploma Course (s) in Management, Computer Applications & Travel and Tourism, the Council shall appoint an Ombudsperson for redressal of grievances of student.
- (iii) The Ombudsperson shall be a Retired District Judge or a retired Vice Chancellor or Professor (who has worked as Dean/HOD and 10 years' experience as professor at State/Central Universities/Institution of eminence).
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his tenure as ombudsperson, be in a conflict of interest with the Institution where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he or she attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term for the same State or region, as the case may be.
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the Council, and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (vii) The State Government, in the case of an Ombudsperson of a State, and the Council (for Council appointed Ombudsperson), may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour as defined under these regulations.
- (viii) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person not below the rank of judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.



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7. FUNCTIONS OF OMBUDSPERSON:

- i. The Ombudsperson shall hear appeals from an aggrieved student who has availed all other remedies provided under these regulations.
- ii. While issues of malpractices in the conduct of examination or evaluation may be referred to the Ombudsperson, no appeal, revaluation or re-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.
- iii. The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- iv. The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

8. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Student Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved student.
- (iv) An aggrieved person may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these regulations.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Council, which shall take action in accordance with the provisions of these regulations.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons therefor as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- (viii) The institution, as well as the aggrieved student, shall be provided with copies of the order under the signature of the Ombudsperson, and the institution shall place it for general information on its website.
- (ix) The institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the Council any failure on the part of the institution to comply with the recommendations.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.



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9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students Grievance Redressal Committee(s) coming in its purview, and the Ombudsperson for the purpose of appeals.

10. CONSEQUENCES OF NON-COMPLIANCE:


The Council shall in respect of any Technical institution, which wilfully contravenes or repeatedly fails to comply with the recommendation of the Ombudsperson or the Student Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions, namely:

- (a) withdrawal of approval granted to the Technical Institution;
- (b) withdrawal of declaration of fitness or entitlement to receive grants or financial assistance from the Council;
- (c) withholding any grant allocated to the Technical Institution;
- (d) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Council;
- (e) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of Council, declaring that the institution does not possess the minimum standards for redressal of grievances;
- (f) recommend to the affiliating university for withdrawal of affiliation, in case of a university affiliated institution or DTE affiliated institution;
- (g) such other action as may be deemed necessary and appropriate against an institution for non-compliance.

Provided that no action shall be taken by the Council under this regulation, unless the institution has been given an opportunity to explain its position and an opportunity of being heard has been provided to it.

(Prof. Alok Prakash Mittal)
Member Secretary




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प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



विश्वविद्यालय अनुदान आयोग
University Grants Commission

(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

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F.No. 14-4/2012(CPP-II)

7th December, 2018

PUBLIC NOTICE
ON
UGC (GRIEVANCE REDRESSAL) REGULATIONS, 2018

UGC had notified UGC (Grievance Redressal) Regulations, 2012 in official Gazette of India on **23rd March, 2013**. These regulations were aimed at addressing and effectively resolving grievances of students related to Higher Educational Institutions.

The UGC had received a number of responses on these regulations and hence constituted an Expert Committee to revisit UGC (Grievance Redressal) Regulations, 2012. The draft University Grants Commission (Grievance Redressal of Students) Regulations, 2018 prepared by the Committee is attached herewith for observations and suggestions of stakeholders. The feedback and comments on the above draft may be sent to UGC via email grmhei.2018@gmail.com on or before **31st December, 2018**.

(Prof. Rajnish Jain)



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UNIVERSITY GRANTS COMMISSION
BAHADUR SHAH ZAFAR MARG
NEW DELHI – 110 002

NOTIFICATION

F.No.14-4/2012 (CPP-II)

New Delhi, the __ October, 2018

In exercise of the power conferred under clause (g) of sub-section (1) of Section 26 of the University Grants Commission Act, 1956 (3 of 1956), and in supersession of the University Grants Commission (Grievance Redressal) Regulations, 2012, the University Grants Commission hereby makes the following regulations:

1. SHORT TITLE, APPLICATION AND COMMENCEMENT:

- a) These regulations shall be called as the University Grants Commission (Grievance Redressal of Students) Regulations, 2018.
- b) They shall apply to all HEIs, whether established or incorporated by or under a Central Act or a State Act, and every institution recognised by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a university declared as such under Section 3 of the said Act.
- c) They shall come into force from the date of their publication in the Official Gazette.

2. DEFINITION: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:

- (a) "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- (b) "aggrieved student" means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education;
- (c) "college" means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any



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qualification from a university and which, in accordance with the rules and regulations of such university, is recognised as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;

(d) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.

(e) "declared admission policy" means such policy for admission to a course or program of study as may be offered by the institution and published in the prospectus referred to in sub-regulation (1) of regulation 3;

(f) "grievances" include the following complaints of the aggrieved students, namely:

- i. making admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. irregularity in the admission process adopted by the institution;
- iii. refusing admission in accordance with the declared admission policy of the institution;
- iv. non publication of prospectus, (either hard copy / online) as specified in these regulations;
- v. publishing any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a students for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
- vii. demand of money in excess of that specified in the declared admission policy to be charged by such institution;



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- viii. breach in reservation policy in admission as may be applicable;
 - ix. nonpayment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
 - x. delay in conduct of examinations or declaration of results beyond the specified schedule in the academic calendar;
 - xi. on provision of student amenities as may have been promised or required to be provided by the institution;
 - xii. non transparent or unfair evaluation practices;
 - xiii. Refund of fees, in case a student withdraws the admission within the stipulated time as mentioned in the prospectus, as notified by the Commission from time to time.
- (g) "Department Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a Department.
- (h) "Institutional Grievance Redressal Committee" means a committee constituted under these regulations, at the level of an Institution.
- (i) "College Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a college.
- (j) "University Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a University.
- (k) "Higher Educational Institution" means a University within the meaning of clause (f) of Section 2, a college within the meaning of clause (b) of sub-section (1) of Section 12A, and an institution deemed to be a University declared under Section 3, of the University Grants Commission Act, 1956;
- (l) "Institution" for the purposes of these regulations, means any university, college or such other institutions, as the case may be;
- (m) "Office of profit" means an office which is capable of yielding a profit or pecuniary gain, and to which some pay, salary, emolument, remuneration or non-compensatory allowance is attached;



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3 | Page
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(n) "Ombudsperson" means the Ombudsperson appointed under these regulations;

(o) "University" means a university established or incorporated by or under a Central Act or a State Act and includes an institution deemed to be university declared as such under Section 3 of the Act.

3. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:

i. Every higher educational institution, shall publish and/or upload on its website, before expiry of at least sixty days prior to the date of the commencement of the admission to any of its courses or programs of study, a prospectus containing the following for the information of persons intending to seek admission to such institution and the general public, namely:

(a) the list of programs of study and courses offered along with the broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or program of study, including teaching hours, practical sessions and other assignments;

(b) the number of seats approved by the appropriate statutory authority in respect of each course or program of study for the academic year for which admission is proposed to be made;

(c) the conditions of educational qualifications and eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or program of study, specified by the institution;

(d) the process of selection of eligible candidates applying for such admission, including all relevant information in regard to the details of test or examination for selecting such candidates for admission to each course or program of study and the amount of fee prescribed for the admission test;



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- (e) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or program of study, and the other terms and conditions of such payment;
- (f) rules / regulations for imposition and collection of any fines specified heads or categories, minimum and maximum fine may be imposed.
- (g) the percentage of tuition fee and other charges refundable to a student admitted in such institution in case such student withdraws from such institution before or after completion of course or program of study and the time within and the manner in which such refund shall be made to that student;
- (h) details of the teaching faculty, including their educational qualifications, alongwith the category they belong to Regular / visiting ---- and teaching experience of every member of its teaching faculty.
- (i) information with regard to physical and academic infrastructure and other facilities including hostel accommodation and its fee, library, hospital or industry wherein the practical training to be imparted to the students and in particular the facilities accessible by students on being admitted to the institution;
- (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution.
- (k) any other information as may be specified by the Commission:

Provided that an institution shall publish / upload information referred to in items (a) to (k) of this regulation, on its website, and the attention of prospective students and the general public shall be drawn to such publication on the website through advertisements displayed prominently in different newspapers and through other media:

- ii. Every institution shall fix the price of each printed copy of the prospectus, being not more than the reasonable cost of its



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publication and distribution and no profit be made out of the publication, distribution or sale of prospectus.

4. GRIEVANCE REDRESSAL COMMITTEES (GRC):

A. Department Grievance Redressal Committee (DGRC)

- (i) In case of universities, all complaints relating to a department shall first be addressed to Department Grievance Redressal Committee (DGRC) to be constituted at the level of departments/school/center whose composition shall be as follows:
 - a) Head of the Department / School / Center – Chairperson
 - b) a Professor from outside the department / school / center to be nominated by the Head of HEI – Member
 - c) A faculty member well-versed with grievance redressal mechanism to be nominated by the Head of the Department – Member.
- (ii) The Chairperson and members of the committee shall have a term of two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.
- (iv) The DGRC shall follow the principles of natural justice while deciding the grievances of the students.
- (v) The DGRC shall make efforts to resolve the grievance within the stipulated period and shall submit its report to the Head of the Institution within a period of 15 days from the date of receipt of complaint to the DGRC.
- (vi) The DGRC shall provide a copy of the report to the aggrieved person(s).

B. Institutional Grievance Redressal Committee (IGRC)



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- (i) The complaints not related to departments/schools / center and the grievances not resolved at the DGRC shall be referred to the Institutional Grievance Redressal Committee (IGRC) to be constituted by Head of the HEI, whose composition shall be as follows:
- (a) Pro-Vice Chancellor / Dean/ Senior academician of HEI – Chairperson.
 - (b) Dean of students/Dean, Students Welfare
 - (c) Two senior academicians other than Chairperson.
 - (d) Proctor / Senior academician
- (ii) The above Committee shall be approved by the statutory body of institution (Executive Council or its equivalent).
- (iii) The Chairperson of IGRC and DGRC shall not be the same. The tenure of the Committee members shall be two years.
- (iv) The quorum for the meetings shall be three, including Chairperson.
- (v) The IGRC shall consider the recommendation of DGRC while giving its recommendations. However, the IGRC shall have the power to review recommendations of the DGRC.
- (vi) The IGRC shall follow the principles of natural justice while deciding the grievances.
- (vii) The IGRC shall send the report and the recommendations to the Head of the HEI within in a period of 15 workings days from the date of receipt of grievance, or appeal or recommendations of the DGRC.
- (viii) The IGRC shall provide a copy of the report to the aggrieved person(s).

C. College Grievance Redressal Committee (CGRC)



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- (i) In case of colleges, all complaints shall first be addressed to College Grievance Redressal Committee (CGRC) whose composition shall be as follows:
 - a) Principal of the college -Chairperson
 - b) Two senior faculty members nominated by the principal of the College.
- (ii) The tenure of the members shall be two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.
- (iv) The CGRC shall follow the principles of natural justice while considering the grievances of the students.
- (v) The CGRC shall send the report and recommendations to the Vice-Chancellor of the affiliating university within a period of 15 days of receiving the complaint.

D. University Grievance Redressal Committee (UGRC)

- (i) In case of grievances not resolved by CGRC, it shall be referred to University Grievance Redressal Committee (UGRC) for which the Vice-chancellor of the affiliating university shall constitute a University Grievance Redressal Committee (UGRC) consisting of five members for a individual colleges or a group of colleges keeping in view the location of the college(s). The UGRC shall be constituted by the Vice-chancellor of the affiliating university consisting of :
 - a) A senior Professor of the university – Chairperson
 - b) Dean, Student Welfare or its equivalent - Member
 - c) Three Principals drawn from the affiliating colleges, on rotation basis to be nominated by the Vice-Chancellor – Members
- (ii) The Chairperson and members of the committee shall have a term of two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.



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- (iv) The CGRC shall follow the principle of normal justice while deciding the grievance of the students.
 - (v) The CGRC shall send the report and the recommendations to the principal of the college within a period of 15 days of receiving the complaint.
- E. Any person aggrieved by the decision of the Institutional Grievance Redressal Committee or University Grievance Redressal Committee may within a period of six days prefer an appeal to the Ombudsperson.

5. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:

- (i) Each HEI shall appoint an Ombudsperson for redressal of grievances of students under these regulations.
- (ii) The Ombudsperson shall be a person not related to the university and who is a retired Vice-Chancellor, Registrar or a faculty member who has at least ten years of experience as a Professor.
- (iii) The Ombudsperson shall not be in any conflict of interest with the university, either before or after his appointment.
- (iv) The Ombudsperson, or any member of his immediate family shall not -
 - (a) hold or have held at any point in the past, any post or, employment in any office of profit in the university;
 - (b) have any significant relationship, including personal, family, professional or financial, with the university;
 - (c) hold any position in university by whatever name called, in the administration or governance structure of the university.
- (v) The Ombudsperson in a State University shall be appointed by the Executive council of the university on part-time basis from a panel of three names recommended by the search committee consisting of the following members, namely:-



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- (a) Nominee of the Governor of the State or his nominee - Chairperson
- (b) Vice-Chancellor of a University of State to be nominated by the State Government – Member
- (c) Vice-Chancellor of the concerned State University – Member
- (d) Registrar of the concerned State University – Secretary (non-voting)
- (vi) The Ombudsperson in a Central University and institution deemed to be university shall be appointed by the Executive Council of the Central University or the equivalent statutory body of the Deemed to be University, as the case may be, on part - time basis from a panel of three member recommended by the search committee consisting of the following members, namely:-

- (a) Nominee of University Grants Commission – Chairperson
- (b) One Vice Chancellor from Central University to be nominated by UGC (for Central Universities) – Member

OR

One Vice Chancellor from institution deemed to be university to be nominated by the UGC (for Deemed to be Universities) - Member

- (c) The Vice Chancellor of the university – Member
- (d) The Registrar of the university – Secretary (Non-Voting)
- (vii) The Ombudsperson shall be a part time officer appointed for a period of three years from the date he/she assumes the office and may be reappointed for another one term in the same university.
- (viii) The Ombudsperson shall be paid the sitting fee per day as per the norms of the university for hearing the cases, in addition to the reimbursement of the conveyance.



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- (ix) The Ombudsperson may be removed on charges of proven misconduct or misbehavior or as defined under these regulations, by the concerned appointing authority i.e. the Executive Council of the University.

6. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear any appeal of an applicant for admission as student or student of the university against the university or institution affiliated to it as the case may be, after the student has availed all remedies available in such institution for redressal of grievance such as IGRC / UGRC;
- (ii) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsperson. However, the issues of malpractices in the examination and evaluation processes may be referred to the Ombudsperson.
- (iii) Ombudsperson may seek the assistance of any person as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the student(s).

7. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSON AND GRIEVANCE REDRESSAL COMMITTEE:

- (i) Each institution shall, within a period of three months from the date of issue of this notification, have an online portal where any aggrieved student of that institution may submit an application seeking grievance redressal.
- (ii) On receipt of any online complaint, the institution shall refer the complaint to the appropriate Grievance Redressal Committee, as the case may be, along with its comments within 15 days of receipt of complaint on online portal.
- (iii) The Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved person.



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- (iv) An aggrieved person may appear either in person or be represented by such person as may be authorized to present his/her case.
- (v) The Grievances not resolved at the appropriate Grievance Redressal Committee(s) shall be referred to the Ombudsperson.
- (vi) The institution shall co-operate with the Ombudsperson or the Grievance Redressal Committee(s), as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsperson to the Vice Chancellor.
- (vii) On the conclusion of proceedings, the Ombudsperson shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue, after giving due hearing to both the parties.
- (viii) Every order under the signature of the Ombudsperson shall be provided to the aggrieved person and the institution and shall be placed on the website of the institution.
- (ix) The institution shall comply with the recommendations of the Ombudsperson. Any recommendations of the Ombudsperson not complied with by the institution shall be reported by the Ombudsperson to the Commission.
- (x) In case of any false or frivolous complaint, the Ombudsperson may recommend appropriate action against the complainant.

8. INFORMATION REGARDING OMBUDSPERSON GRIEVANCE REDRESSAL COMMITTEE:

The institution shall provide detailed information regarding provisions of Grievance Redressal Committee(s) and Ombudsperson on their website and in their prospectus prominently.

9. CONSEQUENCES OF NON-COMPLIANCE:

The Commission shall in respect of any institution which willfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal



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Committee(s), as the case may be, may proceed to take one or more of the following actions, namely:

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;
- (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- (e) recommend to the affiliating university for withdrawal of affiliation, in case of a college;
- (f) The Commission may take necessary and appropriate action as it may deemed fit, in case of an institution deemed to be university;
- (g) recommend to the concerned State Government for necessary and appropriate action, in case of a university established or incorporated under a State Act;
- (h) The Commission may take necessary and appropriate actions against any institution for non-compliance.

Provided that no action shall be taken by the Commission under this regulation unless the institution has been given an opportunity to explain its position and an opportunity of being heard has been provided to it.



(Prof. Rajnish Jain)
Secretary

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Administrator of Oriental College of Pharmacy <admin.ocp@oes.ac.in>

AICTE Circular (Attn Director/ Principal)

1 message

Grievance Redressal <grs.director.mechanism@gmail.com>
Bcc: admin.ocp@oes.ac.in

Fri, Oct 12, 2018 at 9:40 AM

विषय : ऑनलाइन परिवेदना निवारण कि स्थापना।

(एक माध्यम की संस्थापना जिसके द्वारा छात्रों / शिक्षकों / हितधारकों आदि की परिवेदनाओं का ऑनलाइन पंजीकरण तथा निपटान किया जा सके।)

F. No.: 1-101/DPG/AICTE/Regulation/2017

ये ईमेल AICTE के नये नियम को लेकर है, जिसने एक ऑनलाइन व्यवस्था को अनिवार्य बना दिया है, जो आपके संस्था के शिकायतों/ परिवेदनाओं की पंजीकरण और निपटान करेगा।

अगर आप इस नियम से अवगत न हो, तो हम आपको सूचित करना चाहते हैं कि, AICTE ने ये अनिवार्य बना दिया है कि उनसे सम्बद्ध सारे संस्थाओं में एक ऑनलाइन परिवेदना निवारण व्यवस्था हो जो

समय से शिकायतों / परिवेदनाओं का निपटान करेगा।

AICTE के निर्देश के अनुसार, एक मासिक स्थिति रिपोर्ट AICTE को सूचित करना है, जिसमें ये बताना है की कितनी शिकायतें मिली हैं,

कितनी शिकायतों का निपटान किया गया है, और कितनों का हल अपूर्ण रह गया है, और ये ही नहीं, AICTE द्वारा संस्थाओं को वार्षिक अनुनोदन देने के अवसर में भी ऑनलाइन मासिक स्थिति रिपोर्ट कि प्रभावितता एक अनिवार्य घटक है।

ऑनलाइन परिवेदना निवारण प्रणाली में सबसे अच्छा प्रस्ताव प्राप्त करने के लिये नीचे सूचीबद्ध किये गये कंपनियों से संपर्क करें -

1. Oréll Software Solutions Pvt Ltd -- +91 9387414000 OR +91 9388892000

Website : www.edugrievance.com

E-Mail : edugrievance@orell.com

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ORIENTAL EDUCATION SOCIETY'S
Oriental College of Pharmacy
Sanpada (W), Navi Mumbai-400 705.
Inward No. : 184 Date: 13/10/18
Signature:
Principal Signature:

12-10-2018, 13:57

University of Mumbai
No. DSD/05/of 2019

Dr. Sunil Patil
I/c Director



Department of Students' Development
Vidyapeeth Vidyarthi Bhavan,
'D' Road, Churchgate
Mumbai - 400 020
Tel. No. 2204 28 59

CIRCULAR

To,
The Principals/Directors
of the Affiliated Colleges/Recognized Institutions
of the University of Mumbai

**Subject: Constitution of College Grievance Redressal Cell (CGRC)
as per maharaYT/ Saasana rajap~ AsaaQaarNa Baaga caar baE
AsaaQaarNa k'maaMk 67**

Sir/Madam,

As per directives received from the University Authorities, I am directed to inform your goodself that as per maharaYT/ Saasana rajap~ AsaaQaarNa Baaga caar baE AsaaQaarNa k'maaMk 67, dated February 27, 2019, each Affiliated College and Recognized Institution of the University of Mumbai has to constitute a **College Grievance Redressal Cell (CGRC)**. All grievances of students relating to College/Institution shall first be addressed to College Grievance Redressal Cell (CGRC) to be constituted at the level of College/Institution by following below given steps:

1. Affiliated College/Recognized Institution shall constitute College Grievance Redressal Cell (CGRC). The composition of CGRC shall be as follows:
 - a. Principal of the College or Head/Director of the Recognized Institution - **Chairperson**
 - b. One Senior Faculty Member Nominated by the Principal of the College or Head/Director of the Recognized Institution - **Member**
 - c. One Senior Faculty Member Nominated by the Principal of the College or Head/Director of the Recognized Institution - **Member Secretary**

The tenure of all the members of CGRC shall be of two years.

2. Affiliated College/Recognized Institution shall create a Portal on their website where student shall register their grievances online with necessary documents.
3. Affiliated College/Recognized Institution shall upload the information of functioning of CGRC on the portal.
4. Affiliated College/Recognized Institution shall give wide publicity to College Grievance Redressal Cell (CGRC) among all students, teachers, administrative staff and non-teaching staff of their College/Institution through various means like, Website, Prospectus, Notices, Electronic Gadgets, etc.
5. The concerned student of the Affiliated College/Recognized Institution shall register his/her complaint on the portal or the website of his/her College/Institution.

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6. The Member Secretary of CGRC shall maintain the documentation of the grievances of students who have registered their grievances on the portal of the College/Institution.
7. The Member Secretary shall prepare the Agenda for the meeting of the College Grievance Redressal Cell (CGRC) in consultation with the Chairperson and shall communicate to all members prior to the meeting.
8. The committee shall resolve the grievance of the complainant student by giving an opportunity of hearing to all the concerned parties and following principles of natural justice.
9. The Member Secretary shall convene meeting of College Grievance Redressal Cell (CGRC) in consultation with the Chairperson in order to redress the grievances registered on portal within 15 days of its receiving.
10. The Member Secretary shall prepare Minutes and Action Taken Report for College Grievance Redressal Cell (CGRC).
11. The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.
12. The Member Secretary shall communicate the Minutes and Action Taken Report of each meetings of CGRC for the information to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in
13. The Member Secretary will prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in
14. If the concerned student is not satisfied with the decision of the College Grievance Redressal Cell (CGRC) then he/she can appeal to University Grievance Redressal Cell (UGRC) which comes under Department of Students' Development within 30 days. The Member Secretary shall communicate this to all students who have registered their grievances on the portal. The student desire to appeal on the decision given by CGRC shall register his/her grievance/s on the portal available on the website of University of Mumbai, www.mu.ac.in with all supporting documents within 30 days.
15. The procedure and directives for functioning of College Grievance Redressal Cell (CGRC) are enclosed here for information and necessary action at your end.

Mumbai
May 14, 2019

Dr. Sunil Patil
I/c Director, DSD



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University of Mumbai
DEPARTMENT OF STUDENTS' DEVELOPMENT

**PROCEDURE AND DIRECTIVES FOR FUNCTIONING OF
COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)**

A. Role and Functions of CGRC

The CGRC shall exercise the following role and perform the following functions, namely-

- 1) To receive the applications of the students from the portal available on the website of College / Institute and process them further.
- 2) To attend all applications relating to the grievances of the students.
- 3) To entertain and consider the grievances of the students. It may hear the students in person by giving opportunities of hearing.
- 4) To hear all the concerned parties and settle grievances as early as possible.
- 5) To counsel the students whenever necessary to resolve their grievances.
- 6) To give advice to the students through correspondence.
- 7) The CGRC shall not discuss with any sub-judice grievances.
- 8) It shall make efforts to settle the disputes amicably.
- 9) To prepare and submit the recommendations relating to the redressal of grievances to the concerned.
- 10) To consider and submit recommendations and suggestion in respect of reforms in the working of various sections/units/departments/cells of the College/Institution relating to the redressal of grievances of students.
- 11) To prepare Minutes and Action Taken Report of the meeting of CGRC and submit it to the Director, Students' Development, University of Mumbai.
- 12) To prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai.

B. Role of the Chairperson of CGRC

- 1) The Principal of Affiliated College or Head / Director of Recognized Institution shall be the Chairperson of CGRC. In absence of Principal / Head / Director, the Incharge of the College / Institution shall be the Chairperson of CGRC with prior permission of his/her Management/Higher Authorities.
- 2) The Chairperson shall finalize the date of meeting of CGRC in discussion with Member Secretary.
- 3) The Chairperson shall preside over the meeting of CGRC.

C. Role of the Member Secretary of CGRC

- 1) The Member Secretary shall be the Primary Officer of the CGRC. He shall be the custodian of all accounts and records, if any, placed at the disposal of the Cell.
- 2) The Member Secretary shall prepare the Agenda for a meeting of the CGRC in consultation with the Chairperson and shall communicate the Agenda with all necessary documents of students to all members prior to the meeting through an email.
- 3) The Member Secretary shall convene meetings of CGRC in consultation with the Chairperson in order to redress the grievances registered on portal within 15 days of its receiving.
- 4) He shall also attend the meetings and shall be responsible for maintaining a record of the minutes of the proceedings of the meetings.
- 5) He shall prepare Action Taken Report on the previous meeting of CGRC.
- 6) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.



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- 7) The Member Secretary shall communicate the Minutes and Action Taken Report of each meetings of CGRC for the information to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in
- 8) The Member Secretary shall prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in
- 9) The Member Secretary shall discharge such other duties and functions related to grievances of the students as the Chairperson and the Director, Students' Development assign to him from time to time.

D. Meetings of CGRC

- 1) The CGRC shall meet regularly as per the exigency in order to redress the grievances registered on portal within 15 days of its receiving. If there are no grievances, the CGRC shall meet once in every semester.
- 2) The Member Secretary may directed by the Chairperson to convene a meeting of the CGRC at the place, date and time to be fixed in consultation with him/her.
- 3) Every meeting of the CGRC shall be numbered serially.
- 4) The Notice of the meeting shall be issued by the Member Secretary well in advance, in consultation with the Chairperson and shall communicate to all members with its Agenda and necessary documents prior to the meeting through an email.
- 5) However, any non-receipt of notice by the members shall not invalidate the proceedings of the meeting.
- 6) In case of a meeting being called urgently the Notice and Agenda with necessary documents may be distributed to the members during the meeting. The procedure of any such meeting shall be such as the CGRC may determine.
- 7) In case the grievance is against any of the members of the CGRC, the concerned member shall abstain himself from the proceeding on such issue. However, the concerned student shall have choice to approach the (University Grievance Redressal Cell (UGRC) for the Redressal of his/her grievance.

E. Venue of the Meeting of CGRC

- 1) The Meeting of the CGRC shall be held in the premises of the College/Institution during the working days and working time of the College/Institution.
- 2) The Member Secretary shall communicate venue, date and time of meeting of CGRC to all members of CGRC and students who have registered their grievances prior to the meeting.

F. Quorum of the Meeting of CGRC

The Quorum for the meeting of CGRC shall be two, including Chairperson.

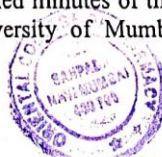
G. Decisions by Majority of the Meeting of CGRC

All matters of any meeting of the CGRC shall be decided by majority of the members present and voting and, in case of a tie, the person presiding shall have a second or casting vote.

H. Minutes

- 1) The draft Minutes of the meetings shall be prepared by the Member Secretary in consultation with the Chairperson and confirm it from all members within 7 days after the meeting.
- 2) The Minutes shall contain a record of the decisions taken and resolutions passed by the CGRC in the meeting and the discussions of the meeting shall not ordinarily form part of the Minutes.
- 3) The Member Secretary shall submit the confirmed minutes of the meeting of CGRC to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in

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Handwritten signature

I. Action Taken Report

- 1) After the confirmation of the minutes, the Member Secretary shall report to the CGRC the Action Taken Report on the resolutions or decisions or directions given in the previous meetings of the CGRC.
- 2) The Member Secretary shall submit Action Taken Report on the meeting of CGRC to Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in

J. Attendance of Members

- 1) Member Secretary shall maintain the record of Attendance of each meeting of CGRC.
- 2) Every member shall sign the Attendance Sheet during every meeting.

K. Appearance before CGRC

The complainant student may appear in person. If he/she is incapable to attend / represent his/her grievances, then his/her representative (preferably parents) other than legal practitioner may be authorized to present his/her case in any proceedings before the CGRC.

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Preferably Marathi language may be used in the proceedings of meetings of CGRC. The complainant student can request for any other language to the CGRC.

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(Mrs.) Sudha Rathod
Principal
Oriental College of Pharmacy
Plot No. 3, 4 & 5, Sector-2
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Page 5 of 8



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- 2) The Chairman and Member Secretary shall see the implementation of resolutions/decisions made during the meeting of CGRC on top priority basis.

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The Principal/Head/Director shall assign one Administrative Staff (Junior Clerk) and Peon for working of CGRC.

b) Publicity

The Chairperson and Member Secretary of CGRC shall give due publicity to the functioning of the CGRC through various modes of publicity like, Website, Prospectus, Notices, Electronic Gadgets, etc. for the information of the Students, Teaching Staff, Administrative Staff and Non-Teaching Staff.

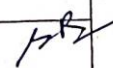
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The Director, Students' Development, University of Mumbai may from time to time, issue directions to the CGRC to carry out its purposes effectively and the CGRC shall be bound to carry out such directions.

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The Member Secretary shall prepare Annual Report as per the format given below regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in

1	Full Name of the Affiliated College / Recognized Institution	
2	Abbreviated Name of the Affiliated College / Recognized Institution	
3	Address of the College / Institution	
4	District	
5	Landline No. of the College / Institution	
6	Email of the College / Institution	


Dr. (Mrs.) Sucha Rathod
Principal
Oriental College of Pharmacy
Plot No. 3, 4 & 5, Sector-2,
Sanpada, Navi Mumbai



7	Name of the Principal / Head / Director	
8	Mobile No. of the Principal / Head / Director	
9	Landline No. of the Principal / Head / Director	
10	Email of the Principal / Head / Director	
11	Name of the Member Secretary	
12	Designation of the Member Secretary	
13	Mobile No. of the Member Secretary	
14	Landline No. of the Member Secretary (If any)	
15	Email of the Member Secretary	
16	No. of Applications Received on Portal	
17	No. of Scrutinized Applications	
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26	No. of the Meetings Adjourned for Want of Quorum	
27	Average No. of Members of CGRC Present for the Meetings	
28	Total Annual Expenses of the Meetings, If Any, Incurred by the CGRC	
29	Any other Information	

Date: _____ Place: _____

Name and Signature of the
Member Secretary

Seal of the College /
Institution

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Name and Signature of the
Chairperson with Seal
Dr. (Mrs.) Sudha Rathod
Principal
Oriental College of Pharmacy
Plot No. 3, 4 & 5, Sector-2,
Sanpada, Navi Mumbai.



प्रा. मनिर र. जोशी
सचिव

Prof. Manish R. Joshi
Secretary



विश्वविद्यालय अनुदान आयोग
University Grants Commission
(शिक्षा मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

D.O. No. F.1-13/2022 (CPP-II)

12th April, 2023 / चैत्र २२, १९४५

Dear Madam/Sir,

It is brought to your kind attention that in its endeavor to formulate a simplified yet effective mechanism for students' grievances Redressal the UGC has brought out the **University Grants Commission (Redressal of Grievances of Students) Regulations, 2023**. These regulations are notified in supersession of the University Grants Commission (Redress of Grievances of Students) Regulations, 2019.

The new Regulations provide for the establishment of **Students Grievances Redressal Committee(s) (SGRC)** by all the Higher Education Institutions (HEIs) and for the appointment of Ombudsperson (s) at the University level.

The detailed mechanism for the constitution of SGRCs, its composition, the appointment of Ombudsperson, and other related details and the mechanism for the redressal of students' grievances have been provided in the Regulations. A copy of the same is attached herewith for kind reference.

Higher Education Institutions are requested to comply with the provisions of the Regulations and constitute the SGRC, preferably within 30 days of the notification of the Regulations.

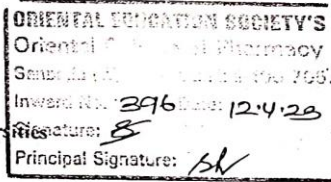
The Universities are requested to appoint the Ombudsperson(s), as provided in the Regulations, at the earliest, preferably within 30 days of the notification of the Regulations.

The Vice-Chancellors/Principals are requested to take necessary measures to give wide publicity to the Regulations amongst the stakeholders and in particular the students' community.

Looking forward to receiving your kind cooperation, in this regard.

With regards,

- To
1. The Vice-Chancellors of Universities
 2. The Principals of Colleges



Yours sincerely,
(Signature)
(Manish Joshi)



बहादुरशाह जफर मार्ग, नई दिल्ली-110002 | Bahadur Shah Zafar Mara, New Delhi-110002

University of Mumbai
DEPARTMENT OF STUDENTS' DEVELOPMENT
PROCEDURE AND DIRECTIVES FOR FUNCTIONING OF
COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)

A. Role and Functions of CGRC

The CGRC shall exercise the following role and perform the following functions, namely-

- 1) To receive the applications of the students from the portal available on the website of College / Institute and process them further.
- 2) To attend all applications relating to the grievances of the students.
- 3) To entertain and consider the grievances of the students. It may hear the students in person by giving opportunities of hearing.
- 4) To hear all the concerned parties and settle grievances as early as possible.
- 5) To counsel the students whenever necessary to resolve their grievances.
- 6) To give advice to the students through correspondence.
- 7) The CGRC shall not discuss with any sub-judice grievances.
- 8) It shall make efforts to settle the disputes amicably.
- 9) To prepare and submit the recommendations relating to the redressal of grievances to the concerned.
- 10) To consider and submit recommendations and suggestion in respect of reforms in the working of various sections/units/departments/cells of the College/Institution relating to the redressal of grievances of students.
- 11) To prepare Minutes and Action Taken Report of the meeting of CGRC and submit it to the Director, Students' Development, University of Mumbai.
- 12) To prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai.

B. Role of the Chairperson of CGRC

- 1) The Principal of Affiliated College or Head / Director of Recognized Institution shall be the Chairperson of CGRC. In absence of Principal / Head / Director, the Incharge of the College / Institution shall be the Chairperson of CGRC with prior permission of his/her Management/Higher Authorities.
- 2) The Chairperson shall finalize the date of meeting of CGRC in discussion with Member Secretary.
- 3) The Chairperson shall preside over the meeting of CGRC.

C. Role of the Member Secretary of CGRC

- 1) The Member Secretary shall be the Primary Officer of the CGRC. He shall be the custodian of all accounts and records, if any, placed at the disposal of the Cell.
- 2) The Member Secretary shall prepare the Agenda for a meeting of the CGRC in consultation with the Chairperson and shall communicate the Agenda with all necessary documents of students to all members prior to the meeting through an email.
- 3) The Member Secretary shall convene meetings of CGRC in consultation with the Chairperson in order to redress the grievances registered on portal within 15 days of its receiving.
- 4) He shall also attend the meetings and shall be responsible for maintaining a record of the minutes of the proceedings of the meetings.
- 5) He shall prepare Action Taken Report on the previous meeting of CGRC.
- 6) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.

- 7) The Member Secretary shall communicate the Minutes and Action Taken Report of each meetings of CGRC for the information to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in
- 8) The Member Secretary shall prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in
- 9) The Member Secretary shall discharge such other duties and functions related to grievances of the students as the Chairperson and the Director, Students' Development assign to him from time to time.

D. Meetings of CGRC

- 1) The CGRC shall meet regularly as per the exigency in order to redress the grievances registered on portal within 15 days of its receiving. If there are no grievances, the CGRC shall meet once in every semester.
- 2) The Member Secretary may directed by the Chairperson to convene a meeting of the CGRC at the place, date and time to be fixed in consultation with him/her.
- 3) Every meeting of the CGRC shall be numbered serially.
- 4) The Notice of the meeting shall be issued by the Member Secretary well in advance, in consultation with the Chairperson and shall communicate to all members with its Agenda and necessary documents prior to the meeting through an email.
- 5) However, any non-receipt of notice by the members shall not invalidate the proceedings of the meeting.
- 6) In case of a meeting being called urgently the Notice and Agenda with necessary documents may be distributed to the members during the meeting. The procedure of any such meeting shall be such as the CGRC may determine.
- 7) In case the grievance is against any of the members of the CGRC, the concerned member shall abstain himself from the proceeding on such issue. However, the concerned student shall have choice to approach the (University Grievance Redressal Cell (UGRC) for the Redressal of his/her grievance.

E. Venue of the Meeting of CGRC

- 1) The Meeting of the CGRC shall be held in the premises of the College/Institution during the working days and working time of the College/Institution.
- 2) The Member Secretary shall communicate venue, date and time of meeting of CGRC to all members of CGRC and students who have registered their grievances prior to the meeting.

F. Quorum of the Meeting of CGRC

The Quorum for the meeting of CGRC shall be two, including Chairperson.

G. Decisions by Majority of the Meeting of CGRC

All matters of any meeting of the CGRC shall be decided by majority of the members present and voting and, in case of a tie, the person presiding shall have a second or casting vote.

H. Minutes

- 1) The draft Minutes of the meetings shall be prepared by the Member Secretary in consultation with the Chairperson and confirm it from all members within 7 days after the meeting.
- 2) The Minutes shall contain a record of the decisions taken and resolutions passed by the CGRC in the meeting and the discussions of the meeting shall not ordinarily form part of the Minutes.
- 3) The Member Secretary shall submit the confirmed minutes of the meeting of CGRC to the Director, Students' Development, University of Mumbai by an email on cgrc@mu.ac.in

Action Taken Report

- 1) After the confirmation of the minutes, the Member Secretary shall report to the CGRC the Action Taken Report on the resolutions or decisions or directions given in the previous meetings of the CGRC.
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J. Attendance of Members

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Name and Signature of the
Member Secretary

Seal of the College /
Institution

Name and Signature of the
Chairperson with Seal