#### **Arts and Commerce College, Mayani (Dist. Satara)**

#### **DVV** Documents

# Criteria 5 **Student Support and Progression**

#### 5.1.4

The Institution Adopts the Following for Redressal of Student Grievances Including Sexual Harassment and Ragging Cases

- 1. Implementation of Guidance of Statutory/Regulatory Bodies
- 2. Organization wide Awareness and Undertaking on Policies with Zero Tolerance
- 3. Mechanisms for Submission of Online/ Offline Students Grievances
- 4. Timely Redressal of the Grievances through Appropriate Committees

1. Proof of Constitution of Internal Committees/ Grievances Committee Formation/ Other Committees as per UGC Norms



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#### 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 (द्वात्रों की शिकायतों का निवारण) विनियम, 2019 के अधिक्रमण में, विश्वविद्यालय अनुदान आयोग एतदद्वारा निम्नलिखित नियम बनाता है, नामत:-

#### 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 सस्थानों 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।

#### उद्देश्य:

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

#### 3. परिभाषा:

- (1) जब तक कि इन विनियमों केसंदर्भ में अन्यथा अपेक्षित न हो
  - (क) "अधिनियम" का अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) से है;
  - (ख) "पीड़ित 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 (ख) 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 अघ्ययन कार्यक्रम में प्रवेश के लिए संस्थान की विवरिंगका 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 पीड़ितछात्र द्वारा की गई शिकायत (शिकायतें) शामिल हैं, नामत:
    - संस्थान की घोषित प्रवेश नीति के अनुरूप निर्धारित की गई योग्यता के विपरीत प्रवेश दिया जाना;
    - संस्थान की घोषित प्रवेश नीति के तहत प्रक्रिया में अनियमितताएं;
    - 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 होऔर 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 सकें 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 उल्लघंन किया जाना;

- Es. Camueros Co. ऐसे किसी संस्थान की घोषित प्रवेश नीति के तहतअथवा आयोग द्वारा विहित किन्हीं शर्तों, ix. 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;
- संस्थान के शैक्षणिक कैलेंडर मेंअथवा आयोग द्वारा विहित ऐसे किसी कैलेंडर में विनिर्दिष्ट अनुसूची X. से इतर परीक्षाओं के आयोजन मेंअथवा परीक्षा के परिणामों की घोषणा में विलम्ब करना;
- विवरणिका में यथा उल्लिखितअथवा संस्थान द्वारा लागू किसी कानून के किसी उपबंध के तहत xi. यथा अपेक्षित छात्रोंकी सुविधा प्रदान करने में संस्थान द्वारा विफल रहना;
- छात्रोंके मूल्यांकन के लिए संस्थान द्वारा अपनाई गई गैर-पारदर्शी अथवा अनुचित पद्धतियां; xii.
- ऐसे किसी छात्र को शुल्क के प्रतिदाय में विलंब करना, अथवा इंकार करना जो कि विव णिका में xiii. उल्लिखित समय के भीतर, बशर्ते यह समय-समय पर आयोग द्वारा जारी दिशा-निर्देशों के अधीन हो, नामांकन वापस लेता है;
- अनुसूचित जाति, अनुसूचित जनजाति, अन्य पिछड़ा वर्ग, महिला, अल्पसंख्यक अथवा दिव्यांग श्रेणियों के छात्रोंसे कथित भेदभाव की शिकायत;
- प्रवेश दिए जाने के समय जैसा भरोसा दिलाया गया था अथवा प्रदान किया जाना अपेक्षित था के अनुरुप गुणवत्तापूर्ण शिक्षा प्रदान नहीं किया जाना;
- 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
- 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 कीधारा 2 की उप-धारा (एफ)में परिभाषित है, एक संस्थान जिसे अधिनियम3 के तहत विश्वविद्यालय माना गया हैऔर विश्वविद्यालय अनुदान आयोग अधिनियम 1956 कीधारा12ए (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 ो अर्थात औपचारिक/मुक्त और दूरस्थ शिक्षा (ओडीएल)/ऑनलाइन से नामांकित किसी व्यक्ति अथवा नामांकित होने के लिए प्रवेश प्राप्ति के इच्छुक से हैं;

- (ट) "छात्र शिकायत निवारण समिति (एसजीआरसी)" का अभिप्राय एक संस्थान के स्तर पर इन विनियम तहत गठित एक समिति से है; तथा
- (ठ) "विश्वविद्यालय" से अभिप्राय अधिनियम की धारा 2 की खंड (च) में यथा परिभाषित किसी विश्वविद्यालय से हैअथवा जहां संदर्भ के अनुसार,तत्संबंध की धारा 3 के तहत इस प्रकार घोषित कोई सम विश्वविद्यालय संस्थान से है।
- (2) इन विनियमों में प्रयुक्त और परिभाषित नहीं किए गए लेकिन विश्वविद्यालय अनुदान आयोग अधिनियम, 1956में 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, िसमें इस तरह के संस्थान में प्रवेश लेने के इच्छुक व्यक्तियों और आम जनता की जानकारी के लिए निम्नवत् जानकारी अंतर्विष्ट 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 रूपरेखाः
  - (ख) जिस शिक्षा वर्ष हेतु प्रवेश दिए जाने का प्रस्ताव हो, उसके प्रत्येक पाठ्यक्रम अथवा अध्ययन के कार्यक्रम के संबंध मेंउपयुक्त 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 कार्ग्रक्रम 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 प्रभारों के प्रत्येक घटक और ऐसे भुगतानों की अन्य निबंधन और शर्तेः
- (च) शास्ति लगाए जाने और संग्रहण किए जाने हेतु नियम/विनियम, विनिर्दिष्ट शीर्ष अथवा श्रेणियां, लगाए जाने वाली शास्ति की न्यूननम 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 छात्रोंको प्रतिदाय किए जाने वाले शिक्षण शुल्क और अन्य प्रभारों का प्रतिशत तथा समय सीमा जिसके भीतर तथा पद्धति जिससे छात्रोंको 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 छात्रोंको 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 अंतर्विष्ट हो;

- (ञ) संस्थान के परिसर के भीतर अथवा बाहर छात्रोंद्वारा अनुशासन बनाए रखने के संबंध में सभी संगत निदेश करियार, प्र विशेषरूप से किसी छात्र अथवा छात्रों की रैगिंग निषिद्ध करने संबंधी ऐसेअनुशासन को बनाए रखने और उनका उल्लघंन किए जाने के परिणामों और संगत सांविधिक विनियामक प्राधिकरण द्वारा इस संबंध में तैयार किए गए किसी विनियम के उपवंधों का उल्लघंन किए जाने के परिणामों का ब्योरा अंतर्विष्ट होगा; तथा
- (ट) आयोग द्वारा यथा विनिर्दिष्ट कोई अन्य जानकारीः बशर्ते प्रत्येक संस्थान इस विनियम के खंड (क) से (ट) में उल्लिखित जानकारी को अपनी वेबसाइट पर प्रकाशित/अपलोड करेगाऔर 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 बिक्री 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 छात्रोंकी शिकायतों पर विचार करने के लिए निम्नलिखित संरचना के साथ उतनी संख्या में छात्रों की शिकायत निवारण समितियों (एसजीआरसों) का गठन करेगा, जितने किआवश्यकता हो सकती है, नमात;
- 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 छात्रोंमें 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 पिछ,डा 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।

#### 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। Est 1991

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(ii) एसजीआरसी के निर्णयों के विरुद्ध की गई अपीलों को सुनने और उन पर निर्णय लेने के लिए लोकपार रूप में नामित एक या अधिक अंशकालिक पदाधिकारी होंगे।

- (iii) लोकपाल सेवानिवृत्त कुलपित 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) लोकपालिनयुक्ति के समय, नियुक्ति से पहले एक वर्ष के दौरानया लोकपाल के रूप में अपने कार्यकाल के दौरान, संस्थान के साथ हितों के टकराव में नहीं होंगे जहाँ उनके व्यक्तिगत संबंध, पेशेवर संबद्धता 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 सेतीन वर्ष की अवधि के लिए अथवा 70 वर्ष की आयु प्राप्त करने तक, इनमें से जो भी पहले हो, के लिए नियुक्त किया जाएगाऔर एक और कार्यकाल के लिए पुनर्नियुक्ति के लिए पात्र होगा।
- (vi) सुनवाई का संचालन करने के लिएलोकपाल को संबंधित विश्वविद्यालय द्वारा निर्धारित नियमों के अनुसार प्रति दिनप्रति बैठक के अधार 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 अदेश 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 पीड़ितछात्र की अपील की सुनवाई करेंगे।
- (ii) यद्यपि, परीक्षा के संचालन में अथवा मूल्यांकन की प्रक्रिया में गड़बड़ी के मुददों को लोकपाल को संदर्भित किया जा सकता है, तथापि, लोकपाल द्वारा उत्तर पुस्तिकाओं के पुर्नमूल्यांकन 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 लिएन्याय मित्र के रूप में किसी भी व्यक्ति की सहायता प्राप्त कर सकता है।
- (iv) लोकपाल पीड़ितछात्र (छात्रों)से अपील प्राप्त होने के 30 दिनों के भीतर शिकायतों का समाधान करनेके 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 ऑनलाइनपोर्टल तैयार करेगा, जहां कोई भी पीडि़तछात्र अपनी शिकायत के निवारण के लिए आवेदन कर सकता है।

- (ii) ऑनलाइन शिकायत प्राप्त होने पर संस्थान, ऑनलाइन शिकायत की प्राप्ति के 15 दिनों के भीतर अपनी क्रिया होने पर संस्थान, ऑनलाइन शिकायत की प्राप्ति के भीतर अपनी क्रिया होने पर संस्थान, ऑनलाइन शिकायत की प्राप्ति के भीजेगा।
- (iii) छात्र शिकायत सिमति, जैसा भी मामला हो, शिकायत की सुनवाई के लिए एक तिथि निर्धारित करेगी जिसकी जानकारी संस्थान और पीड़ितछात्र को दी जाएगी।

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- (iv) पीड़ित छात्र या तो व्यक्तिगत रूप से पेश हो सकता है अथवा अपना पक्ष रखने के लिए अपने किसीप्रतिनिधि को अधिकृत कर सकता है।
- (v) छात्र शिकायत निवारण समिति द्वारा समाधान नहीं की गई शिकायतों को इन विनियमों में उपबंधित समयाविध के भीतर लोकपाल को भेजा जाएगा।
- (vi) संस्थान, शिकायतों के शीघ्र निपटान हेतुलोकपाल अथवा छात्र शिकायत निवारण समिति (समितियों), जैसा भी मामला हो, कासहयोग करेगें।
- (vii) लोकपाल, संबंधित पक्षों को सुनवाई 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 पीड़ित छात्र के लिए उपयुक्त हो सकती है।
- (viii) संस्थान के साथ ही साथ पीड़ितछात्र 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 विरूद्ध 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 विरूद्ध निम्नवत् एक या एक से अधिक कार्यवाहियां की जा सकती हैं,

- क) अधिनियम की धारा 12बी 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 करनाः
- मंस्थान को एक निर्दिष्ट अवधि के लिए ऑनलाइन/मुक्त ओर दूरस्थ शिक्षा माध्यम से पाठ्यक्रम की पेशकश करने के लिए अयोग्य घोषित करना;
- ङ) ऑनलाइन/ मुक्त ओर दूरस्थ शिक्षा माध्यम से पाठ्यक्रमों की पेशकश करने की स्वीकृति को वापस लेना/रोकना/निलंबित करना;

[PART III-

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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 करनातथा इस बाबत घोषणा करना कि संस्थान में शिकायतों के निवारण के लिए न्यूनतम मानक मौजूद नहीं हैं।;

- महाविद्यालय के मामले में, संबद्धता को वापस लेने के लिए संबद्ध विश्वविद्यालय को सिफारिश करना;
- सम विश्वविद्यालय संस्थान के मामले में ऐसी कार्रवाई करना, जो आवश्यक, उचित एवं उपयुक्त हो;
- 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;
- राज्य अधिनियम के अंतर्गत स्थापित अथवा निगमित विश्वविद्यालय के मामले में राज्य सरकार को आवश्यक एवं उचित कार्रवाई करने की सिफारिश करना;
- 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।

इन विनियमों में उल्लिखित कोई भी शर्त, विश्वविद्यालय अनुदान आयोग (छात्रोंकी शिकायत निवारण) विनियम, 2019 के प्रावधानोंके 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 (Redress of Grievances of Students) Regulations, 2019, the University Grants Commission hereby makes the following regulations, namely -

#### 1. SHORT TITLE, APPLICATION, AND COMMENCEMENT:

- (a) These regulations shall be called as the University Grants Commission (Redressal of Grievances of Students)
- (b) 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.
- (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.

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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;
    - 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;
    - 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 chedule 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 ir stitution 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:
  - (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;
  - (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 in specified heads or categories, minimum and maximum fines 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, 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, 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
- (k) 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 indifferent 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 reasonal prospectus.

#### 5. STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):

- 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 / ND CONDITIONS OF SERVICES OF OMBUDSPERSON:

- 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 retiredVice-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 aformer 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 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]



प्रो. रजनीश जैन सचिव

Prof. Rajnish Jain Secretary



विश्वविद्यालय अनुदान अयिष्ट 19 University Grants Confinission

(मानव संसाधन विकास मंत्रालय, (Ministry of Human Resource Development, Gov.

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

> Ph.: 011-23236288/23239337 Fax: 011-2323 8858 E-mail: secy.ugc@nic.in

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)

#### 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:

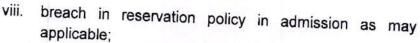
- a) These regulations shall be called as the University Grants Commission (Grievance Redressal of Students) Regulations, 2018.
- b) They shall apply to all HEIs, whether established or incorporated by or under a Central Act or a State Act, and every institution recognised by the University Grants Commission 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

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:
  - 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;
  - 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;
  - 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;





- 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;
- delay in conduct of examinations or declaration of results beyond the specified schedule in the academic calendar;
- 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;
- (I) "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;

(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;

(e) each component of the fee, deposits and other charges payable by the students admitted to such institution to the start Delay, 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:

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.



#### 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. <u>Institutional Grievance Redressal Committee (IGRC)</u>

(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: Pro-Vice Chancellor / Dean/ Senior academician of HEI - Chairperson.

Commerce

(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)

- (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
  - 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. <u>University Grievance Redressal Committee (UGRC)</u>

- (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.

(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 in 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:-



- (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.

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

#### 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).

#### 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.

- (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

Commerce Co Committee(s), as the case may be, may proceed to take one or more of the following actions, namely: withdrawal of declaration of fitness to receive grants (a) under section 12B of the Act; withholding any grant allocated to the Institution; (b) (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission; informing the general public, (d) 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; recommend to the concerned State Government for (g) necessary and appropriate action, in case of a university

established or incorporated under a State Act;

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.

(h)

The Commission may take necessary and appropriate

(Prof. Rajnish Jain) Secretary

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विश्वविद्यालय अनुदान आयोग University Grants Commission

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

28th April, 2023

प्रो. म. जगदीश कुमार

Prof. M. Jagadesh Kumar

Chairman

Dear colleague,

Greetings from the UGC.

I request your attention to a recent initiative of the UGC regarding the redressal of grievances of students.

You will agree that a robust and transparent system for the redressal of grievances of students in an educational institute is of utmost importance. An opportunity to redress grievances in a time-bound manner is fundamental to the relationship between students and Higher Education Institutions (HEIs). Therefore, as HEIs, we must strive to provide channels to redress students' grievances.

The grievance redressal procedure in HEIs must be reinforced and standardized with an independent appellate authority appointed by the HEIs but from outside the HEI concerned.

To frame 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.

The regulations provide details for the establishment of the Students Grievances Redressal Committee(s) (SGRC) by all the HEIs and the appointment of the Ombudsperson(s) at the Institute or University level.

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

You will agree that we must collectively intensify the operationalization of grievance redressal mechanisms in our institutes. I expect the UGC (Redressal of Grievances of Students) Regulations, 2023, will assist your institution in strengthening the student grievance redressal mechanisms.

With regards,

Yours sincerely,

(Prof. M. Jagadesh Kumar)

To

The Directors/Heads of Institutions of National Importance

Enclosure (s): As above

वसुधेव कुटुम्बकम् INE EARTH • ONE FAMILY • ONE FUTURE

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