

5.1.4	<p><i>The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases</i></p> <ol style="list-style-type: none"> 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 <p>HEI Input : A. All of the above</p>
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1. HEI is requested to provide Circular/web-link/committee report justifying the objective of the metric.

2. Please provide Proof of constitution of Internal committees / Grievances Committee formation / other committees as per UGC norms.

3. Please provide Minutes of the meetings of student grievance committee, as per metric.

4. Please provide Statutory regulations/norms of UGC/SRA.

Note: All the attached documents should be clearly scanned and in the English translated version and should be sealed and signed by Head of the Institute.



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Aurora's Degree & P.G. College
Chikkadpally, Hyderabad, Telangana-500 020.
(Accredited by NAAC with B++)

REPORT- STUDENT & STAFF GRIEVANCE RE-DRESSAL CELL-2019-20

The grievance of a student refers to those kinds of action and decisions taken by stake holders leading to the discontent and dissatisfaction on the part of student or group students. In this semester the work started with a new initiative of collecting the grievance directly from the students by means of both online and offline procedure. Previously the info was collected from the section in-charge. It was felt that the students are not able to express themselves very openly with the section in-charge/ faculty so the grievances were collected directly. The grievance redressal cell's core activity is to maintain dignity and self-respect of every individual. This cell does not address any discipline related issues.

Towards this a format consisting of various academic and non-academic fields was prepared by the committee members and after approval from principal a link was sent to the student mail ids so that they can register their grievance online directly anytime as it would be open 24X7. Apart from this the suggestion box one each for students and the faculty were fixed at the reception in both the blocks. The grievance boxes were opened every Saturday or Monday (if Saturday is a holiday) by one of the members of the grievance redressal cell.

The SGRC checked the google sheets and open the suggestion box periodically to look into the issues every week. Then the members of the committee met to discuss the course of action and discussed the same with the principal. The minutes of meeting of the discussion were maintained. Depending upon the course of action the matter was referred to the concerned authority. Later the cell followed up the redressal procedure till the issue is totally resolved. A report form is completed by one of the cell members describing the details of the issue and how the issue was resolved by concerned authority.

A copy of the google sheet consisting of grievance was given to the concerned authority along with proof. An inward and outward register was be maintained by the cell as an evidence for transfer of information regarding the grievance to the authority. The committee has prepared an end report on how the grievance is redressed. The same is being filed.

The total numbers of grievances received by cell are.


SI No	Type	Number of Grievances received	Number of Grievances redressed
1	Online	53	53
2	Suggestion box : Main Block	27	27
3	Suggestion box : Block-VI	31	31
	Total	111	111



Apart from this principal interacted with captains directly in meeting and some grievances were collected in this manner also and they were redressed after discussing in heads meeting and concerned authority.

Grievance & Redressal Cell Convener & Members:

1. Dr. Meera Joshi, Department of mathematics.
2. Mr. Om Prakash Yadav, Department of Computer Science.
3. Mr. Aslam Shareef, Department of Physics and Electronics.
4. Mr. K. Suresh , Department of Commerce and Management.


Principal
Aurora's Degree & PG College
Chikkadpally, Hyderabad-20.







REPORT- STUDENT & STAFF GRIEVANCE RE-DRESSAL CELL-2020-21

The grievance of a student refers to those kinds of action and decisions taken by stake holders leading to the discontent and dissatisfaction on the part of student or group students. In this semester the work started with a new initiative of collecting the grievance directly from the students by means of both online and offline procedure. Previously the info was collected from the section in-charge. It was felt that the students are not able to express themselves very openly with the section in-charge/ faculty so the grievances were collected directly. The grievance redressal cell's core activity is to maintain dignity and self-respect of every individual. This cell does not address any discipline related issues.

Towards this a format consisting of various academic and non-academic fields was prepared by the committee members and after approval from principal a link was sent to the student mail ids so that they can register their grievance online directly anytime as it would be open 24X7. Apart from this the suggestion box one each for students and the faculty were fixed at the reception in both the blocks. The grievance boxes were opened every Saturday or Monday (if Saturday is a holiday) by one of the members of the grievance redressal cell.

The SGRC checked the google sheets periodically to look into the issues every fortnight. Then the members of the committee met to discuss the course of action and discussed the same with the principal. The minutes of meeting of the discussion were maintained. Depending upon the course of action the matter was referred to the concerned authority. Later the cell followed up the redressal procedure till the issue is totally resolved. A report form is completed by one of the cell members describing the details of the issue and how the issue was resolved by concerned authority. The suggestion box was not opened as the students were not attending college physically due to COVID-19 pandemic. The committee is successful in addressing and resolving the student grievances even during the Pandemic.

A copy of the google sheet consisting of grievance was given to the concerned authority along with proof. The committee has prepared an end report on how the grievance is redressed. The same is being filed.

The total numbers of grievances received by cell upto April first week are.

SI No	Type	No of Grievances received	No of Grievances redressed
1	Online	112	112
	Total	112	112



Apart from this head of the departments interacted with captains directly and some grievances were collected in this manner also and they were redressed after discussing in heads meeting and concerned authority.

Student Grievance & Redressal Cell

Convener: Dr. Meera Joshi, Department of mathematics

Members :

1. Mr. Om Prakash Yadav, Department of Computer Science
2. Mr. K. Suresh , Department of Commerce and Management.
3. Mr. MLN Reddy, Assistant Registrar, Aurora's Degree & PG College



Aurora's Degree & P.G. College
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REPORT- STUDENT & STAFF GRIEVANCE RE-DRESSAL CELL-2021-22

The grievance of a student refers to those kinds of action and decisions taken by stake holders leading to the discontent and dissatisfaction on the part of student or group students. In this semester the work started with a new initiative of collecting the grievance directly from the students by means of both online and offline procedure. Previously the info was collected from the section in-charge. It was felt that the students are not able to express themselves very openly with the section in-charge/ faculty so the grievances were collected directly. The grievance redressal cell's core activity is to maintain dignity and self-respect of every individual. This cell does not address any discipline related issues.

Towards this a format consisting of various academic and non-academic fields was prepared by the committee members and after approval from principal a link was sent to the student mail ids so that they can register their grievance online directly anytime as it would be open 24X7. Apart from this the suggestion box one each for students and the faculty were fixed at the reception in both the blocks. The grievance boxes were opened every Saturday or Monday (if Saturday is a holiday) by one of the members of the grievance redressal cell.

The SGRC checked the google sheets periodically to look into the issues every fortnight. Then the members of the committee met to discuss the course of action and discussed the same with the principal. The minutes of meeting of the discussion were maintained. Depending upon the course of action the matter was referred to the concerned authority. Later the cell followed up the redressal procedure till the issue is totally resolved. A report form is completed by one of the cell members describing the details of the issue and how the issue was resolved by concerned authority. The suggestion box were opened as usual by members of committee this year from October as the students were attending college physically after COVID-19 pandemic. The committee is successful in addressing and resolving the student grievances.

A copy of the google sheet consisting of grievance was given to the concerned authority along with proof. The committee has prepared an end report on how the grievance is redressed. The same is being filed.

Apart from this head of the departments and principal interacted with captains directly and some grievances were collected in this manner also and they were redressed after discussing in heads meeting and concerned authority.



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REPORT- STUDENT & STAFF GRIEVANCE RE-DRESSAL CELL-2022-23

The grievance of a student refers to those kinds of action and decisions taken by stake holders leading to the discontent and dissatisfaction on the part of student or group students. In this semester the work started with a new initiative of collecting the grievance directly from the students by means of both online and offline procedure. Previously the info was collected from the section in-charge. It was felt that the students are not able to express themselves very openly with the section in-charge/ faculty so the grievances were collected directly. The grievance redressal cell's core activity is to maintain dignity and self-respect of every individual. This cell does not address any discipline related issues.

Towards this a format consisting of various academic and non-academic fields was prepared by the committee members and after approval from principal a link was sent to the student mail ids so that they can register their grievance online directly anytime as it would be open 24X7. Apart from this the suggestion box one each for students and the faculty were fixed at the reception in both the blocks. The grievance boxes were opened every Saturday or Monday (if Saturday is a holiday) by one of the members of the grievance redressal cell.

The SGRC checked the google sheets periodically to look into the issues every fortnight. Then the members of the committee met to discuss the course of action and discussed the same with the principal. The minutes of meeting of the discussion were maintained. Depending upon the course of action the matter was referred to the concerned authority. Later the cell followed up the redressal procedure till the issue is totally resolved. A report form is completed by one of the cell members describing the details of the issue and how the issue was resolved by concerned authority. The suggestion box were opened as usual by members of committee this year from October as the students were attending college physically after COVID-19 pandemic. The committee is successful in addressing and resolving the student grievances.

A copy of the google sheet consisting of grievance was given to the concerned authority along with proof. The committee has prepared an end report on how the grievance is redressed. The same is being filed.

Apart from this head of the departments and principal interacted with captains directly and some grievances were collected in this manner also and they were redressed after discussing in heads meeting and concerned authority.



The total number of grievances that were resolved are

Sl No	Type	No of Grievances received	No of Grievances redressed
1	Online	93	93
2	Offline	10	10
Total		91	103

Student Grievance & Redressal Cell

Convener: Dr. Meera Joshi, Department of mathematics

Members :

1. Ms. M. Rajyalakshmi, Department of Statistics
2. Mr. K. Suresh, Department of Commerce and Management.
3. Mr. MLN Reddy, Assistant Registrar, Aurora's Degree & PG College



Date: 18-06-2018

SGRC COMMITTEE

As per the guidelines by UGC & Osmania University the college has constituted a Student Grievance Redressal Cell to maintain robust and transparent system for the redressal of grievances of students in the college.

The following members are appointed and will operate as Student Grievance Redressal Cell members for resolving the grievances of students for the academic year 2018-2019.

1. Dr. Meera Joshi - Convenor (Department of Mathematics)
2. Mr. Nagesh - Member (Department of Computer Science)
3. Mrs. Chamundeshwari - Member (Department of Commerce)
4. Mrs. Hafeeza - Member (Department of Chemistry)



Principal

Principal
Aurora's Degree & PG College
Chikkadpally, Hyderabad-20.



Date: 24-06-2019

SGRC COMMITTEE

As per the guidelines by UGC & Osmania University the college has constituted a Student Grievance Redressal Cell to maintain robust and transparent system for the redressal of grievances of students in the college.

The following members are appointed and will operate as Student Grievance Redressal Cell members for resolving the grievances of students for the academic year 2019-2020.

1. Dr. Meera Joshi - Convenor (Department of Mathematics)
2. Mr.Om Prakash Yadav-Member (Department of Computer Science).
3. Mr.Asam Shareef - Member (Department of Physics and Electronics).
4. Mr.K.Suresh - Member (Department of Commerce and Management.)



Principal

Principal
Aurora's Degree & PG College
Chikkadpally, Hyderabad-20.



Date: 13-07-2020

SGRC COMMITTEE

As per the guidelines by UGC & Osmania University the college has constituted a Student Grievance Redressal Cell to maintain robust and transparent system for the redressal of grievances of students in the college.

The following members are appointed and will operate as Student Grievance Redressal Cell members for resolving the grievances of students for the academic year 2020-2021.

1. Dr. Meera Joshi - Convenor (Department of Mathematics)
2. Mr.Om Prakash Yadav-Member (Department of Computer Science).
3. Mr.K.Suresh - Member (Department of Commerce and Management).
4. Mr.MLN Reddy-Member (Assistant Registrar).



Principal

Principal

Aurora's Degree & PG College
Chikkadpally, Hyderabad-20.



Date: 19-07-2021

SGRC COMMITTEE

As per the guidelines by UGC & Osmania University the college has constituted a Student Grievance Redressal Cell to maintain robust and transparent system for the redressal of grievances of students in the college.

The following members are appointed and will operate as Student Grievance Redressal Cell members for resolving the grievances of students for the academic year 2021-2022.

1. Dr. Meera Joshi - Convenor (Department of Mathematics).
2. Mr.K.Suresh - Member (Department of Commerce and Management).
3. Mrs. D Rajya Lakshmi -Member(Department of Statistics).
4. Mr.MLN Reddy-Member (Assistant Registrar).



Principal

Principal
Aurora's Degree & PG College
Chikkadpally, Hyderabad-20.



Date: 27-06-2022

SGRC COMMITTEE

As per the guidelines by UGC & Osmania University the college has constituted a Student Grievance Redressal Cell to maintain robust and transparent system for the redressal of grievances of students in the college.

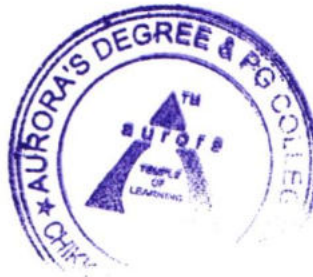
The following members are appointed and will operate as Student Grievance Redressal Cell members for resolving the grievances of students for the academic year 2022-2023.

1. Dr. Meera Joshi - Convenor (Department of Mathematics).
2. Mr.K.Suresh - Member (Department of Commerce and Management).
3. Mrs. D Rajya Lakshmi -Member(Department of Statistics).
4. Mr.MLN Reddy-Member (Assistant Registrar).



Principal

Principal
Aurora's Degree & PG College
Chikkadpally, Hyderabad-20.

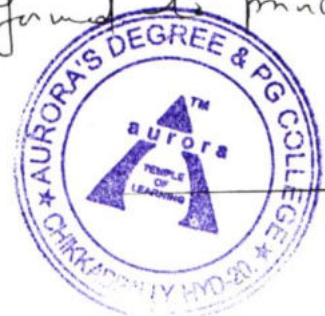


14/6/18

The members met and decided to follow the following procedure for SGRC —

- ① In the beginning of the academic year an orientation is planned for the faculty.
- ② The SGRC document will be sent to the faculty mails on 25th of every month.
- ③ Four days time (irrespective of the number of working days during this period) will be given to section incharges for sending the information in the monthly report.
- ④ The Committee shall take two days to prepare a consolidated monthly report.
- ⑤ If there are any defaulters in the monthly report then their names will be displayed on the faculty notice board & same will be informed to principal.

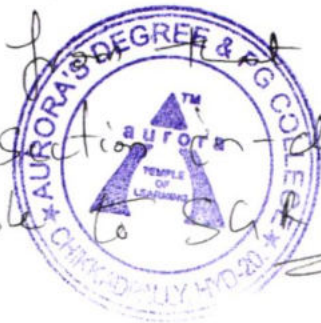
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⑥ Any grievance has to be reported to SACRC before it is referred to the Principal/VP/Head of the department. The same information must reflect in the monthly document.

⑦ The section incharge must enter in the document the status whether the issue is resolved or not. If it is pending they must enter it as pending. Once the issue is resolved the section in-charge must write a small note on the action taken in next month's SACRC report.

⑧ In the monthly report if the section in-charge has reported as no issue, but if the SACRC team notices/identifies some grievance from that particular section the section in-charge is answerable to SACRC.



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- Members —
- ① Dr. Meera Joshi M/L
 - ② Nagesh Babu. R. ~~A~~
 - ③ Hafiza Shamoona. ~~X~~
 - ④ Chamundeshwari. Ch ~~ll~~
 - ~~⑤~~ ~~⑥~~ ~~⑦~~ ~~⑧~~ ~~⑨~~ ~~⑩~~



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7/8/18,

① out of 46 sections, SARc report is received from 35 sections.

The sections from which report has not been received are

- ① MEG 2B Sandhya. G.
- ② MPA 2A Archana. P.
- ③ MiAc 2B Vidya C.V.
- ④ MiAc 3A Padma. M.
- ⑤ Bt Bic 3B Kishore Kumar. G.
- ⑥ B. Com 3H B Vidyasagar. T.
- ⑦ B. Com 2B Prasad. T.
- ⑧ B. Com 2CC Mousmi Nath.
- ⑨ B. Com 2 cap Appl. Kavya. V.
- ⑩ B. Com 2H A D. Usha.
- ⑪ B. Com 2H B ~~Rajani~~ Sheeba. T.

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② There was a grievance from BBA ③ & it was resolved.

③ HPA 3A. — has an issue with glaring board. The matter was informed to administrative



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officer but it was not resolved.

④ ~~There is~~ There is problem with advanced accountancy. The section in charge inform the head of Commerce Mr. Sai Krishna. The head addressed the students and discuss with them the issue in details.

- ① Ms. Hafeeza Shamona *RF*
- ② Mr. Nagah Babu R. *RF*
- ③ Dr. Meera Joshi *RF*
- ④ Ms. Chamundeshwari G. *RF*

Note → The grievance box was opened on 7/8 and one grievance from B.Com IB gen was related to Toilets & the issue was resolved in consultation with Mr. Ravinder reddy. Another issue was related to indiscipline in HiBic 2 & informed to Ms. Vanamala & it was resolved. One more issue was Ms. Srividya wanted to resign as captain as on 20/7/18 but when HoD Microbiology spoke to her she expressed in writing that she has changed her decision.



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administration
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08/08/18

Meeting with Vice-Principals.

Mr

Sub: Regarding grievance from NSS coordinators.

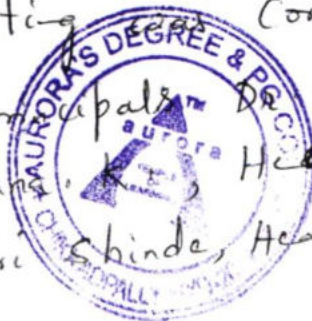
A grievance was addressed to Heads by the final year NSS coordinators, describing the problems faced by them.

It was expressed in the letter that the co-ordinators are facing problems with one of the programme officers (Mr. C.D. Mallikarjun).

They expressed that major problems were -

- Informal meetings
- threatening the students
- Lack of understanding between to programme officers
- Calls and texts in personal times.
- Conducting meeting without official information only with certain group of students,
- delay in issue of certificate.
- attendance issues.

To-wards this a meeting was conducted in the presence of Vice principals Dr. Kameshwara Rao, D. and Mr. Satyanarayan, Head Dept of English - Dr. Maithri Chinde, Head - Dept of CS



Mr. Hari Prasad Rao, J. (as the pos held from these departments) and the student grievance Committee members to resolve this matter.

Both the programme officers were called for the meeting. The explanations were sought from both of them. It was understood from the explanations that there was lack of co-ordination between them. Also it was observed that the selection procedure of NSS coordinators and the procedure for sending the students for the camp was haphazard.

The committee instructed both the programme officers to have proper understanding. They were told to follow proper schedule to avoid miss communication. They were given the task of preparing a document for describing all the procedures in NSS in a professional manner to streamline whole process. The programme officers were counselled and ~~was~~ informed in a subtle way that the students are the foremost priority.



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- ① Dr. Kameshwara Rao. D. *low M.*
- ② Mr. Satya Narayana. K. *sp*
- ③ Dr. Mai thay shinde *Sil*
- ④ Mr. Hariprasade Rao. J. *Haris*
- ⑤ Dr. Meera Joshi *✓*
- ⑥ Ms. Chamundeshwari. G. *-G*
- ⑦ Mr. Naguh babu. R. *(A)*
- ⑧ Ms. Hafeeza Shamma. *sp*

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12/11/18

- ① The Committee met to review the monthly report for September. Due to NAAC work the meeting was delayed.
- ② There was no SARc sheet procured for October as there were only 5 working days.
- ③ Some section incharges did not send the report and an explanation letter is taken from them. However there was no grievance from those sections.
- ④ One issue was reported from B.Com. 2A but that is an issue related to discipline & not to student grievance.
- ⑤ Dr. Meera Joshi &
Ms. Chamundeswari &
Ms. Hafeeza shanona, ~~Head~~
Mr. - Nagash Baku R. ~~Head~~

Note → Madhavi & Mr. Prasad stated that they sent the grievance report but the report has not been received by SARc committee. Rheeba & Kavitha resigned



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Minutes of Meeting with Principal
and Audit Committee

Dis

Date: 3/12/18

Members -	Mr Viswanadham. B	Principal	
	Dr Kameshwar Rao	Vice Principal	
	Dr Satyanarayana	Vice Principal	2
	Dr. Meera Joshi	Convener - 2/31/18	
	Mrs. G. Chamundeshwari	Member - 2/31/18	3
	Mr. Nagesh Babu	Member	3
	Mrs Hafeza Shamama	Member	
	Mrs Veena Kapoor	Audit Committee	4
	Mrs Sindura .P	"	
	Mr. Shravan	"	

5

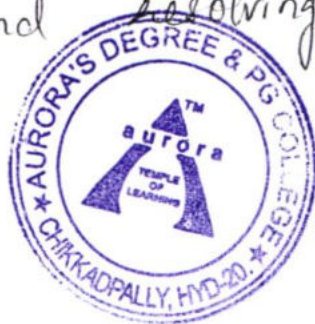
Agenda.

1. To discuss about the observations made by internal audit committee and to take up measures for improving the effectiveness towards collecting and resolving students grievances.

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Discussions

1. The Committee was advised to prepare a consolidated report of grievance received from students and action taken.
2. Minutes of the meeting shd be signed by the persons present for the meeting.
3. Only interested members should continue in the committee.
4. All committee members should know about the grievances and make a note as to how the grievance was resolved.
5. Complaint copy should be given to the concerned Dept head / ^{concerned person} and it should be addressed within one week.

Suggestions

1. Minutes should be signed by the principal after meeting.
2. Maintain separate registers to maintain complaints (Inward & Outwards)

DEGREE & P

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~~10/11/20~~



3. Vice Principals can be called for the meeting if they are free
4. Grievance should be taken from the students directly
5. Create google sheet for students for entry of grievance
6. Proposal needs to be prepared according to the suggestions given to the committee
7. The committee should meet principal on 10/11/20 with the proposal.

the

meeting with members

Date: 4/12/18

Dr. Meera Joshi - Convenor 2/11/18
Chandreshwari G - Member - 2/11/18
Nagesh Babu R - Member ~~2/11/18~~
Hafesa Shamma - member (Absent)

Agenda:

- To discuss and finalise the format for students grievance performa.
- To finalise the modalities for collecting and resolving the grievance

Discussions:

- The committee members finalised the performa for student grievance report which is as follows

- Roll No
- Name
- Class
- Nature of grievance
 - Academic's
 - Non Academic's



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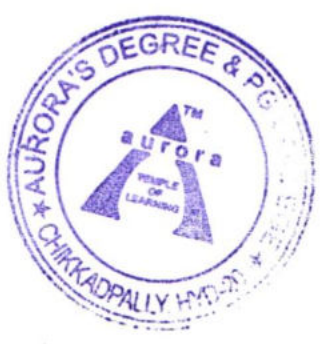
The committee decided to discuss about the constraints of the performance with web-coordinator about the time duration and access privileges to send report to the committee.

4/1/1

~~Note~~

Note → The committee was revamped for this semester i.e. Jan - May 19.

A






~~Signature~~

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4/1/19 Meeting no 1.

Members! —

1. Dr. Meera Joshi (Convener) &
2. Mr. Omprakash Yadav
3. Mr. ^{Shaik} Abdul Khader - 
4. Mr. Suresh K. 
5. Ms. Hafeeza Shamona - 
6. Ms. Nirwala - Long leave.

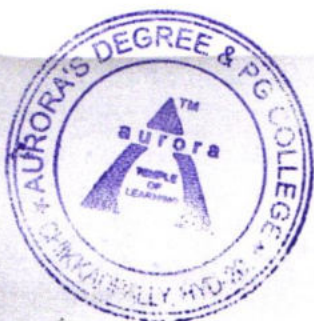
Agenda →

- ① Distribution of work related to Student Grievance & R Cell.
- ② Proforma for Student & Staff grievance registration.
- ③ Faculty grievance work Distribution
- ④ Suggestion box - Monitoring.

Discussion —

Agenda 1 — The work of monitoring the grievances ~~is~~ distributed as follows -
Sorting by Mr. Shaik Abdul Khader

- ① Commerce — Mr. Omprakash Yadav
- ② Management — Mr. Suresh K.
- ③ Physical Sc — Mr. S. Abdul Khader.





- ④ Life science & BA - Ms. Hafeeza Shamoon
- ⑤ Faculty & Adminstaff - Dr. Meera Joshi

Agenda ②

- ① It is decided that the field of "STREAM" needs to be added during collecting the Grievance.
- ② Library is to be shifted from Non-Academic to academic.
- ③ Faculty - Teaching and non-Teaching grievance registration performa is discussed in the meeting.

Agenda ③ - Faculty & admin-staff grievance will be monitored by Dr. Meera Joshi.

Agenda ④ -

The main block suggestion box will be opened every Saturday by Mr. Abdul Khader Meera Joshi.

The block suggestion box will be opened every Saturday by Mr. Suresh-k.



28/1/19

Membus →

Dr. Meera Joshi Convenor. B

Ms. Hafeeza Shamona

Mr. Suresh K. B

Mr. Shaik Abdul Khader

Mr. Om Prakash Yadav

Ms. Nirwala - long leave

Agenda → ① opening online proforma for students by sending the link to mails.

② Educating the students about SGRC procedure by captains in presence of section incharge.

Agenda ① Discussion :-

It was decided to send the link to the students official mail id for filling grievances related to academic & non academic issues.

The membus decided to monitor the online responses once in a week.

Agenda ② - A PPT on SGRC objectives, procedures & fields will be



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sent to Captains mail ids for presenting
the same in their respective classes.

13/2/19

Members →

Dr. Meera Joshi - &

Ms. Hafiza Shamona - ~~10x~~

Mr. Shresh K. - 6x

Ms. Shark Abdul Khader - ~~5x~~

Mr. Omprakash Yadav -

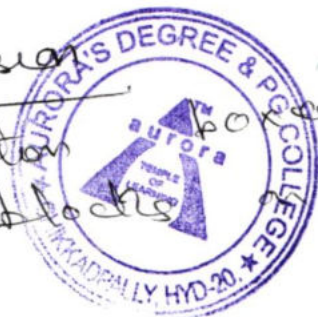
Ms. Nirmala Tongla -

Agenda ① The suggestion boxes of both
the blocks opening.

② On line response monitoring.

③ Action depending on Grievances

Agenda ① Discussion
The suggestion boxes
in both the blocks



~~11th~~ 11th - 02 - 2019

ting
Block VI details :-

- Total of 11 Grievances were collected out of 11, 09 were related to char of section (from B.com IB → T.A) (Gen)

- One was related to Abhyaan carded
- One was related to systems (comput functioning properly during placement drive conducted by GEN-pack the same complaint was received by placement facilitator

Ms. Krishna Mohan letters are filed in the

- All these letters are filed in the
- All these matters are discussed with principal's
- All these matters are grievance related
Main block details

- There was one grievance related to drinking water scarcity and the SA was informed to AO (Mr. M. N. Reddy) the information was issued

As per the information the issue was discussed with principal's
- All these matters are discussed with principal's



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Agenda ② Discussion :-

- Online responses were recorded in proper manner & divided into academics & non-academics
- Committee members decided to send the soft copy to all Heads of Dept's and hard copy to the HOD's where grievances are recorded (computer science, commerce, statistics, library and vice principal sen)
- same will be informed to principal sen
- The committee informed the HOD's to resolve the issues in 03 working days

28

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Agenda ③ Discussion :-

If the HOD of concern dept. is unable to resolve the same in the given time then the principal sen will be informed



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28/4/2019.

Members →

Dr. Meera Joshi

Ms. Nirmala -

Mr. Abdul Khader

Mr. Om Prakash Yadav

Mr. Suresh

Agenda: - ① To prepare a consolidated report of the complete academic year.

② To get the attestation from all hods about the action taken.

③ The report to be submitted to principal.

Agenda 1 →

It was decided to prepare a consolidated report of online as well as offline reports.



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some days

unable given framed

Agenda 2 → Mr. Omprakash Sir will
take signature of main block Heads
and Mr. Suresh would take ~~from~~
~~for~~ signature of HODs ~~from~~
all ~~heads~~ Block VI.

Agenda 3 —

After checking everything a final
report will be submitted to principal
for his approval.

Myoor



Suresh

19/7/2019

Members:—

- ① Dr. Meera Joshi
- ② Mr. Aslam Shareef.
- ③ Mr. Omprakash
- ④ Mr. Suresh.

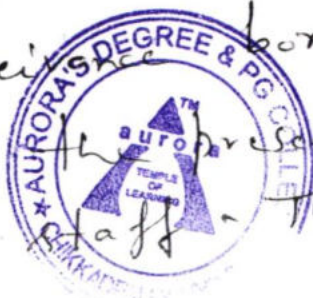
Agenda 1 → ① Review of procedure.

② Division of work.

③ Any proforma changes.

Agenda 1 → The team met and reviewed the procedure to be followed. It was observed that the procedure is good.

Agenda 2 → It was decided to open the greets boxes every Monday in the presence of the office staff. The bellus



would be given to principal & heads.
Mr. Suresh & Mr. Aslam would
open boxes in Block IV & Block I
respectively.

Agenda 3 → A new proforma for writing
the redressal report was prepared and
got approval of principal.

The proforma will be filled after each
offline grievance.

Myork

30/8/2019

Members:-

- ① Mr. Meera Joshi
- ② Mr. Dhanraj Yadav
- ③ Mr. Aslam Shareef
- ④ Mr. Suresh

Agenda 1 → ① Review of online/offline grievances
received.
② Perusal of the grievances



Agenda ① There was a grievance from BBA
Regarding English faculty

→ ② Ecofriendly Ganesh idol to be used,

→ ③ NSS & NCC Committee

NSS - No interviews were held.

Tour - students filed complaint that
Ruralog students should also be given
~~Grant~~ chance.

[Signature]

20/9/2019

Members :-

- ① Mr. Meera Jishi ✓
- ② Mr. Akbar Shaheed ✓
- ③ Mr. Omprakash Yadav ✓
- ④ Mr. Suresh ✓

Agenda ① → Review of online/off line grievance
→ Passing of grievance



[Signature]

Age

13/10/20

Age

Agenda 1 - online grievance recorded online on
Account faculty, change of faculty for accounts
Subject - Shiva prasad, faculty Name.

2d,
② Pan Capacitor to be changed in Room no 11

Offline

③ MScs 1-D change of statistics faculty

④ Students are requesting to allow for
few failed grievance from students

⑤ MScs 1-D - Computer Science faculty should
be changed. faculty Hanvesha.

Ref

13/10/2019

Members :-

① Dr. Meera Joshi &

② Mr. Dm pradeesh R

③ Mr. Ashim sharma ASD

④ Mr. Suresh G &

Agenda 1 → Review of online/off line grievance

→ Period of grievance.



Shiva Prasad

grievance

Agenda 1: MECU-3C requested to start placement classes.

(2) MPCS-student requested to start placement classes.

(3) students filed grievances stating they were not invited.

NOTE:- In November University suspended classes due to RSC strikes. & in December university exams were conducted.

Md

30/1/2020

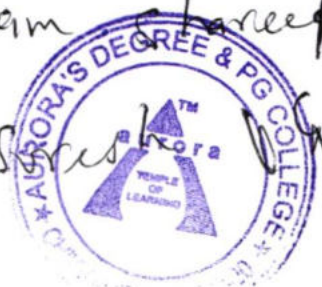
Member

(1) Dr. Meera Joshi ✓

(2) Mr. Om Prakash Yadav ✓

(3) Mr. Aslam Sharif ✓

(4) Mr. K. Suresh ✓



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Aurora's Degree & PG College
Chikadapally, Hyderabad-20.
Principal





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Hdd

- ① Review of online left-time
services.
- ② Point of grievances.
- ③ Agenda 1 - MPC8-3C. Have a classroom
is not enough for them.
- ④ MSC8-2C - Notable the access library
book.
- ⑤ Ductbin in each classroom.
- ⑥ Fan is not working in MPC8 3A.
- ⑦ We inform to respected member to
resolve the grievances.

Planned
it
I have
lacked.

28/9/2020

Members →

- ① Dr. Meera Joshi 
- ② Dr. Om Prakash Yadav 
- ③ ~~Mr. Anam K. Swish~~ 
- ④ MLN Reddy 

Agenda 1. →

- ① Plan for 2020-21.
- ② Procedure review.

Agenda ① → Discussion

The plan for 2020-21 was discussed by the members. It was decided to collect the grievances online and the suggestion boxes will be operative after the offline classes start.

Agenda ② — The format for collecting

the grievances was reviewed and it was decided to change a field





in grievance registration form as
 "online teaching" in place of "classroom".
 The Excel format will continue to be
 the same.

The same was approved by the
 Principal Dr. Viswanadham. B.

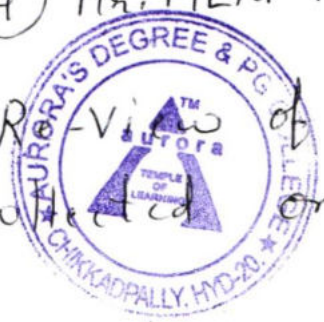
M. Joshi

29/10/2020

Members: —

- ① Dr. Meera Joshi, Mathematics *M. Joshi*
- ② Dr. Omprakash Yadav, Computer Sc. *Dr.*
- ③ Mr. K. Suresh, Commerce *Dr.*
- ④ Mr. MLN Reddy, Administration *M. Reddy*

Agenda: — ① Review of online Grievances
 collected online.



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Discussion:- The total number of entries received in the online form are 37 related to academics & 10 out of them had issues remaining had no issues.

- One issue is related to attendance in meet
- one more issue is related to conducting programmes & classes parallelly.
- a issue is about faculty not guiding with regard to text books.
- Students requesting the faculty to upload classwork in google classroom.
- about faculty teaching from PPT & not giving real world examples.
- Problem with French class.

All the above issues ~~are~~ informed to the respective heads & the Principals & action taken reports are filed.





Myoshi



Myoshi

27/11/2020 →

29

- Members:-
- ① Dr. Meera Joshi 
 - ② Dr. Omprakash Yadav 
 - ③ Mr. K. Suresh 
 - ④ Mr. HLN Reddy 

Agenda → Review of Grievances collected online.

Discussion —

In this month there was only one grievance expressed by a student from B.Com & B Comp. Application on accounts teaching. The matter is referred to HoD & it is resolved. Same is brought to the notice of the Principal.



29/12/2020 →

~~There~~
The online sheet was opened & no grievance is found so the same is informed to the Principal.

The team feels that as the same form is being shared with students they are not filling the Grievances hence it is decided to send a new form every month.

Members →

- ① Dr. Meera Joshi
- ② Dr. Omprakash Yadav
- ③ Mr. K. Suresh
- ④ Mr. MLN Reddy

29/1/2021 →

The ~~new~~ new form was not shared as the 2nd & 3rd years had exams & first had just started.

MYS



~~MS~~

February - Grievance. ~~XXXXXX~~

3/3/2021

- Members
- ① Dr. Meera Joshi &
 - ② Dr. Om Prakash — Leave.
 - ③ Mr. K. Suresh kg
 - ④ Mr. MLN Reddy

Agenda → Review of the Grievances collected online - February

Discussion — A new google form is shared with students of all years in this month.

Nearly 72 Entries are there in the sheet. The grievance are discussed with Principal & the heads of the departments. consolidated

A complete list is prepared along with action taken.

The Committee feels that filling the Redressal report form is not of great



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use so if the principal permits then we would like to do away with this practice also there is redundancy.

M. J. Joshi

6/4/2021

- Members
- ① Dr. Meera Joshi
 - ② Dr. Om Prakash - Leave
 - ③ Mr. K. Suresh
 - ④ Mr. MLN Reddy.

Agenda → Review of the grievances collected online March 2021.

Discussion → A new google form is shared with students of all years in this month.

Only two entries were there & only one was relevant. Discussed with the HOD & it is resolved.

The consolidated list is prepared along with action taken.

M. J. Joshi



M. J. Joshi

Minutes of meeting - Audit -

Student activity ~~4~~ Student Grievance Redressal Cell.

- Members:-
- ① G. Saikrishna Vice Principal
 - ② R. Sravan Kumar IAAC Convener
 - ③ Dr. Meena Joshi
 - ④ Mr. ~~Sh~~ Suresh b
 - ⑤ Mr. MLN Reddy

Agenda → To analyse & audit the Committee works for the academic year 20-21

Discussion → The following points were suggested by the IAAC team

- In SOP add Rk matt training & Pegasus training procedure.

- Rules & Regulations for ~~selection~~ of Captains to be discussed with principal Sir.





No

A

• update the data prior to 2017-18 in drive with the help of students.

• - Require a faculty from Block I for completing SARC work.


(R. Sravan Kumar)
IAAC


G. Sankar Kumar
(vice principal)

Note → Work from home was declared from April 17 2021 - June 2021.

The online grievances were collected from 15th April (as degree classes started then) up to May 15th.




OU declared vacation from May 2nd to May 31st 2021

Classes started on 1 June 2021 (online)





5/7/2021.

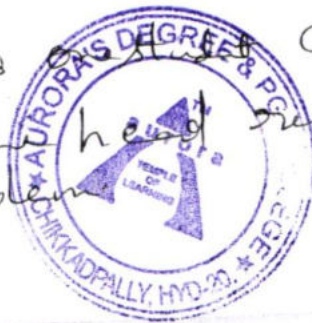
Members → Dr. Meera Joshi 
Dr. Om Prakash (Left)
Mr. K. Suresh 
Mr. MLN Reddy 

Agenda → To analyse the Grievances
Collected online in June

Discussion → There are 3 grievances
from BBAIC, MSG IA, MiAC, B. Com hons.

The issues were related to library, sharing of
links for classes. From MiAC the student
expressed that faculty is asking them to
write notes in online classes which they discussed
with head & it is solved.

From B. Com hons  could not join
classes & the head resolved the
problem





Academic Year 21-22.

~~15/9/2021~~

15/9/2021 →

- Members →
- ① Dr. Meera Joshi
 - ② Dr. Om Prakash (Resigned)
 - ③ Mr. K. Suresh
 - ④ Mr. MLN Reddy

Agenda → To review the policy document
& decide about implementation.

Discussion → The policy document was reviewed by the members. It was decided to continue with the same procedure as ~~the~~ previous academic year.

The students are expected to start attending classes as per the academic OU almanac which is ~~to be~~ being away.

For PA students online classes were held only for a week due to declaration of previous semester exams.

M. J. Joshi



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20/10/21 →

Members → Dr. Meera Joshi ✓
Mr. Suresh K. ✓
Mr. Reddy MLN ✓
Ms. Rajyalakshmi D. ✓

Agenda → Implementation of work.

Discussion → The first sheet for online grievances will be shared in the last week of November (ie. after one month of starting classes).

Also the Grievance boxes will be opened every fortnightly.

One of the members will be taking the + file it.



Mys ✓

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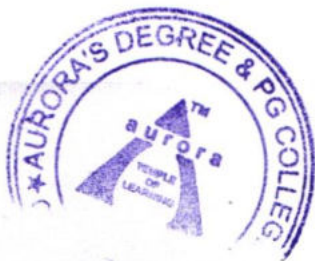
30/11/21

Members:— Dr. Meera Joshi &
Mr. Suresh K. &
Mr. Reddy MLN &
Ms. Rajyalakshmi, D. &

Agenda:— To discuss about the
grievances received in last one
month.

Discussion → The issues were related
to classroom problems, about friend faculty,
Computerscience faculty, English faculty,
statistics faculty, Business statistics, Advanced
accounting with regard to academics.
Some complaints were received with
regard to no proper cleaning of washrooms
& requesting sports facility. No grievances
found in grievance box.
All the issues were resolved by concerned
heads & administrative staff.
The data is maintained.

M. Joshi



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17/1/2022

Members → Dr. Meera Joshi
Mr. Suresh K. V
Ms. Rajyalakshmi D
Mr. MLN Reddy

Agenda → Review of Grievances
received online & offline.

Discussion → The grievances are
on explanation of faculty from B.Com 3A,
Also the grievance on Sanskrit,
Advanced accounts, ~~computer systems~~ not
faculty. Another grievance is
on systems in computer lab not working
properly. There were grievances on some
wrong information conveyed by faculty in grievance
All the issues are resolved with
the help of the concerned head of
the department.



Mr. S. S. S. S.

14/2/2022

Members → Dr. Meera Joshi &
Mr. Suresh K. G.
Ms. Rajalakshmi D. -
Mr. MLN Reddy.

Agenda → Review of Grievances received
online & offline.

Discussion → The grievances are on
Sanskrit faculty & about the
systems in Computer lab.

The issues are resolved by the
concerned head of the departments.

There are no grievances found in
grievance box of all the blocks.

M/2.



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April 22 15th

Members - Dr. Meera Joshi
Mr. Sunish K.
Ms. Rajyalakshmi: D. Leave
Mr. M.L.N. Reddy.

Agenda → Review of Online & offline Grievances.

Discussion →

There was only one grievance from MSG 2A with regard to no fixed classroom. The issue was resolved by discussing with Section Incharge after discussing with ~~xxxx~~ the student. Some issues were related to classrooms being suffocating.
M/abc.

Note →



for UPr students
in March

11th May 22. Members - Dr. Meera Joshi &
Mr. Suresh K. G &
Ms. Rajyalakshmi D, Leave
H.S. MLN Reddy - ~~MLN~~

Agenda - Review of online & offline grievances

Discussion →

In most of the classes the grievances were related to suffocation in class room due to summer weather. BBA 2C Express that are not following ~~the~~ the subject

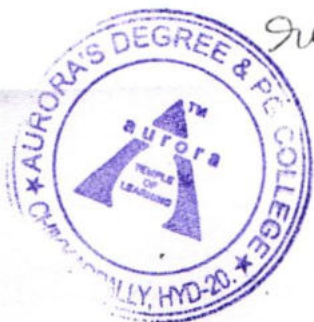
Business law & ethics. It is mentioned that faculty is not audible. B.Com H Lalith expressed not understanding BFG.

There was also a request from students to allow them to wear non-formal but decent dress. All the issues were resolved by the concerned

authorities. There were no offline grievances.

MLN

Note → For the month of June no responses were received.



~~Signature~~

25/8/2022

Members: Dr. Meera Joshi ^{Mysh}
Mr. Suresh K. ^{VP}
Ms. Rajyalakshmi D. - ^{VP}
Mr. MLN Reddy.

Agenda → Discussion about the
Procedure for collection
Grievances.

Discussion → It was decided to
follow the procedure of collecting
the Grievances from both online
& offline mode.

The online google form will be
sent to the students. Every month
& the grievance boxes ~~are~~ ^{must be}
opened every fortnight.




The academic grievances will be
shown to the heads & others
to the administrative officer.

Mysh



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10/9/22

Members: Dr. Meera Joshi 
Ms. Rajyalakshmi.D. 
Mr. Suresh.K. 
Mr. MLN Reddy.

22

Agenda - Review about the
grievances received for the
month of August

Discussion →

No grievance was received off line.
The grievances were about
Computer lab & not understanding
Maths from MSG 3B. Also
Students expressed that ^{some} mail ids are
not working.

The issue was informed to HOD Computer
Science & HOD Mathematics.
HOD mathematics called the student
& it was understood that the student
was not regular to classes initially
so, it could be followed. The
Computer Science head also addressed
the matter.




H.O.S.

22/10/22

Members: Dr. Meera Joshi ^{Mysh}
Mr. Suresh K. ^V
Mr. Rajyalakshmi D. ^D
Mr. MLN Reddy.

Agenda - Review about grievances
received for the month of
September. (partial October)

Discussion →

Two offline grievances were received -

1. Copy handing students by HOD
chemistry
2. About BBA 3A English
facults.

The issues were informed to the
respective heads & Principal & They
were resolved.

There was a grievance about ADP
4PKS company placement Drive.
It was informed to the placement
Coordinator and issues were
resolved.

Mysh



Mysh

28/11/22

Members: -

Dr. Meera Joshi

Mr. Suresh.K.

Ms. Rajyalakshmi.D

Mr. MLN Reddy.

Agenda - Review of grievances
received in the month of
October (Partial November)

Discussion -

The students of MSG 3A expressed
that there were issues in marking of
attendance in some subjects. The
misunderstanding of the students with
regard to calculation of attendance
were cleared by ~~the~~ faculty after
discussion with them.

The issue about systems not working
in computer lab was expressed &
informed to head & it is resolved.



[Signature]

A non-academic grievance was expressed that the benches are not cleaned properly. The administrative officer informed sweepers to clean them properly & no issue came up after that.
H.Y. Joshi

22/12/22

Members: -

Dr. Meera Joshi H.Y. Joshi

Mrs. Suresh.K. G.S.

Ms. Rajyalakshmi.D. - D

Mrs. MLN Reddy

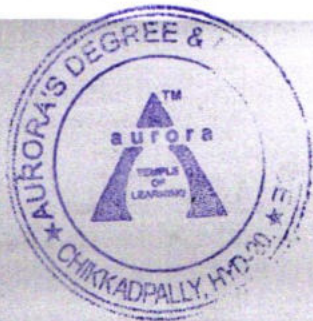
Agenda - Review of grievances received in the month of ~~oct~~ November.

Discussion →

The students requested for conducting placement training. The issue was informed to heads & principal.

The complain systems in computer lab is raised.

The students expressed, dissatisfaction with regard to dresscode for boys.



H.Y. Joshi

The students requested for a method for tracking their attendance. Also there was a request to maintain the washrooms cleanly.

These issues are being resolved with the help of concerned heads.

M.Y. S.W.

10/1/2023

Members :-

Dr. Meera Joshi - H/O

Mr. Suresh - C.S.

Ms. Rajya Lalshmi - ~~to~~

Mr MLN Reddy -

Agenda : Review of grievances received in the month of December.

Discussion :

Since the examinations were going on, no grievances were shared by the students. There



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were no offline grievances in the box as the students were not reported to the college.

17/2/23

Members ;

Dr Meera Joshi : 4/4 ✓

Mr Suresh - 6/8 ✓

Ms Rajya Lakshmi - 10/10 ✓

Mr MLN Reddy -

Agenda : Review of grievances received in the month of January

Discussion :

Grievance sheet is shared to the students as semester started. Mohit Kumar MSA3B shared the grievance about the security staff that, they didn't allow him to the classes, as he was 2 min late to the college. The

Action was taken by counselling the student to being in time to the clg. security staff were also counselled and instructed.

There



17/2/23

to follow uniform rule for the students.

BBA 3B students expressed his grievance that Sanskrit classes were going slow.

The matter was resolved by the HOD of Sanskrit department by instructing the faculty to follow proper pace.

Non Academic :-

~~No~~ The students w. of BBA 3B shared the grievance that the classroom is suffocative.

Fans were ~~not~~ checked and repaired.

The grievance of the Feb month ~~was~~ should be shared to the students.

M. G. Li



Di. G. S.

75

Men

Dr.

Ms

Ms.

Mr. ML

Ager

15th March 23

Members :

Dr. Meera Joshi: HJK

Ms Suresh : Q-S

Ms. Rajya lakshmi : Q

Mr. MLN Reddy :

Agenda: No issues.

29th April 23.

1. Dr. Meera Joshi: HJK

2. Mr. Suresh Q-S

3. Ms. Rajyalakshmi Q

4. Mr. MLN Reddy.

Agenda: Review of Grievances received in the month of April.

Discussion - ① Most of the issues were related to non-academic matters.

It was expressed by majority of the students that washrooms in 2nd floor need servicing.

Action taken - Doors were replaced & servicing was done.



Dr. Meera Joshi

② The water cooler on 4th floor is not working.

Action taken— All floor water coolers are working & cooling water now.

③ No offline issues were reported Myself.

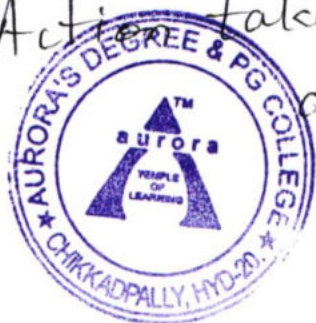
24th May 23

1. Dr. Meera Joshi MP
2. Mr. Suresh. A. CP
3. Ms. Rajya Laxshmi CP
4. Mr. MLN Reddy.

Agenda:— Review of grievances received in the month of May, 23.

Discussion — MPCs student mentioned that issue is about practicals. No clarity given

Action taken— The HOD of physics department & CS department discussed with student & the problem is resolved. Myself



5.1.4

Aurora's Degree & P.G. College
Chikkadpally, Hyderabad, Telangana-500 020.
(Accredited by NAAC with B++)



REPORT- STUDENT & STAFF GRIEVANCE RE-DRESSAL CELL-2018-19

The grievance of a student refers to those kinds of action and decisions taken by stake holders leading to the discontent and dissatisfaction on the part of student or group students. In this semester the work started with a new initiative of collecting the grievance directly from the students by means of both online and offline procedure. Previously the info was collected from the section in-charge. It was felt that the students are not able to express themselves very openly with the section in-charge/ faculty so the grievances were collected directly. The grievance redressal cell's core activity is to maintain dignity and self-respect of every individual. This cell does not address any discipline related issues.

Towards this a format consisting of various academic and non-academic fields was prepared by the committee members and after approval from principal a link was sent to the student mail ids so that they can register their grievance online directly anytime as it would be open 24X7. Apart from this the suggestion box one each for students and the faculty were fixed at the reception in both the blocks. The grievance boxes were opened every Saturday or Monday (if Saturday is a holiday) by one of the members of the grievance redressal cell.

The SGRC checked the google sheets and open the suggestion box periodically to look into the issues every week. Then the members of the committee met to discuss the course of action and discussed the same with the principal. The minutes of meeting of the discussion were maintained. Depending upon the course of action the matter was referred to the concerned authority. Later the cell followed up the redressal procedure till the issue is totally resolved.

A copy of the google sheet consisting of grievance was given to the concerned authority along with proof. An inward and outward register was be maintained by the cell as an evidence for transfer of information regarding the grievance to the authority. The committee has prepared an end report on how the grievance is redressed. The same is being filed.

The total numbers of grievances received by cell are.

Sl No	Type	No of Grievances received	No of Grievances redressed
1	Online	49	49
2	Suggestion box : Main Block	24	24
3	Suggestion box : Block-VI	25	25
Total		98	98



Apart from this principal interacted with captains directly in meeting and some grievances were collected in this manner also and they were redressed after discussing in heads meeting and concerned authority.

Grievance & Redressal Cell Convener: Dr. Meera Joshi

Member :

1. Mr. Om Prakash Yadav
2. Mr. Sheikh Abdul Khader
3. Mr. K. Suresh



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ज्ञान-विज्ञान विमुक्तये

प्रा. मनिष र. जोशी
सचिव

Prof. Manish R. Joshi
Secretary



सत्यमेव जयते



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 (Redressal 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,

Yours sincerely,

(Manish Joshi)

To

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



वसुधैव कुटुम्बकम्
ONE EARTH • ONE FAMILY • ONE FUTURE

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Ph. 011.23236288/23239337 | Fax. 011.2323 8858 | E-mail. ccrv.ugc@nic.in



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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 (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:

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) "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 (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 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 पीडितछात्र 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 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 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 अनुसूची 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 पद्धतियां;
- xiii. ऐसे किसी छात्र को शुल्क के प्रतिदाय में विलंब करना, अथवा इंकार करना जो कि विवरणिका में उल्लिखित समय के भीतर, बशर्ते 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 इच्छुकों से है;



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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 सम 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 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 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 इस्तहान 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 शर्तें:

(च) शास्ति लगाए जाने और संग्रहण किए जाने हेतु नियम/विनियम, विनिर्दिष्ट शीर्ष अथवा श्रेणियां, लगाए जाने वाली शास्ति 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 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 शिक्षण 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;



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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 ब्योरा अंतर्विष्ट होगा; तथा
- (ट) आयोग द्वारा यथा विनिर्दिष्ट कोई अन्य जानकारी:
- बशर्ते 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, नमातः
- 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 अपने विनियमों के तहत विश्वविद्यालय के छात्रों और महाविद्यालय/विश्वविद्यालय से जुड़े संस्थानों के छात्रों की शिकायतों के समझाने के लिए लोकपाल की नियुक्ति करेगा।



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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 सुनवाई के लिए एक तिथि निर्धारित करेगी जिसकी जानकारी संस्थान और पीडितछात्र को दी जाएगी।
- (iv) पीडित 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 समयावधि के भीतर लोकपाल को भेजा जाएगा।
- (vi) संस्थान, शिकायतों के शीघ्र निपटान हेतुलोकपाल अथवा छात्र शिकायत निवारण समिति (समितियों), जैसा भी मामला हो, कासहयोग करेंगे।
- (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 पीडित छात्र के लिए उपयुक्त हो सकती है।
- (viii) संस्थान के साथ ही साथ पीडितछात्र 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 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 करना;
- घ) संस्थान 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;



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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 (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) Regulations, 2023.
- (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;
- 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.



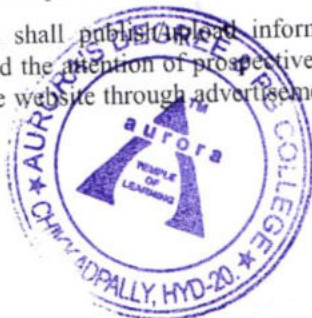
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- (g) "Institution" means a university as defined in sub-section (f) of Section 2 of the UGC Act, an institution declared as institution deemed to be university under Section 3 of the Act, and a college as defined under section 12A (1) (b) of the University 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):

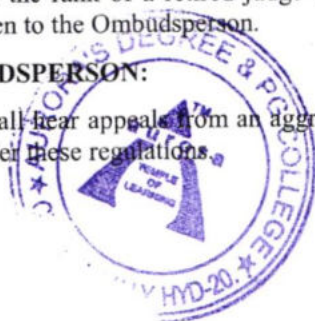
- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- (ii) Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
- A Professor - Chairperson
 - Four Professors/Senior Faculty Members of the Institution as Members.
 - 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.

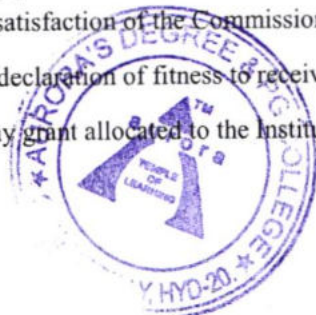
9. INFORMATION REGARDING OMBUDSPERSONS AND STUDENT GRIEVANCE REDRESSAL COMMITTEES:

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;



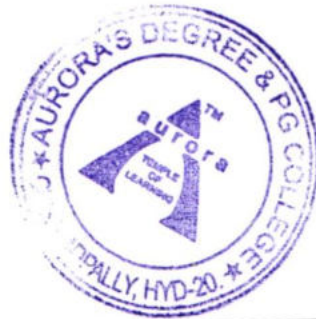
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- (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) declaring the institution ineligible to offer courses through Online/ODL mode for a specified 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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