

Dr. D. Y. PATIL VIDYAPEETH, PUNE

(Deemed to be University)

(Re-accredited by NAAC with a CGPA of 3.62 on a four point scale at 'A' Grade)

20th rank in **Medical Category** and 46th rank in **University Category** in India (NIRF-2019)

(Declared as **Category - I University** by UGC Under Graded Autonomy Regulations, 2018)

(An ISO 9001 : 2015 and 14001 : 2015 Certified University)



GUIDELINES FOR THE GRIEVANCE REDRESSAL CELL-2012

(REVISED UP TO 2019)



DPU



NOTIFICATION

Ref. No. : DPU/875(a)/2019
Date : 11.09.2019

In pursuance of the resolution passed by the Board of Management at its meeting held on **30th July 2019**, in its resolution no. **BM-33 (vii) – 19** and the decision taken by the Vidyapeeth Authorities.

It is hereby notified for information of all concerned that the Dr. D. Y. Patil Vidyapeeth, Pune has published Guidelines for **Grievance Redressal Cell**, for Staff and Students, for your information and record.

The revised guidelines comprise as follows;

1. Composition Grievance Redressal Cell
2. Enquiry Procedure
3. Appointment, Tenure, Removal and Conditions of Service of Ombudsman.
4. Powers and Functions of Ombudsman.

The Guidelines for **Grievance Redressal Cell**, for Staff and Students will serve as detailed guideline for the **Grievance Redressal Cell**, for Staff and Students and will be useful to all the concerned. This will come into force with immediate effect.



Suryakar
(Dr. A. N. Suryakar)

Registrar
DR. D. Y. PATIL VIDYAPEETH, PUNE.

Copy to;

1. P.S. to Chancellor for the Kind information of Hon'ble Chancellor, Dr. D. Y. Patil Vidyapeeth Pune.
2. P. S to Vice Chancellor for the Kind information of Hon'ble Vice Chancellor, Dr. D. Y. Patil Vidyapeeth Pune.
3. Director (IQAC)
4. All the Heads of the Institutes
5. Web master for uploading on website

Encl: as above

OBJECTIVES:

In order to meet the increasing legitimate expectations of students and staff for better, faster and more effective service, the DPU shall constantly endeavour to improve its service rules, standards and capabilities. The DPU expects all its Officers and employees to maintain highest standards of integrity and transparency in their working conditions with students and staff.

A Grievance is a documented manifestation of dissatisfaction of a student/staff. Such dissatisfaction, if left unaddressed and unresolved, could endanger the lifeline of the DPU and erode its image. It is therefore expected that all employees shall devote attention, time and effort at resolving the Grievances of the students and staff within the framework of the DPU's guidelines and the terms of the policy.

The objectives of the Grievance Redressal Policy are:

- a) To develop an organisational framework to resolve Grievances of Students and staff
- b) To provide the Students and staff access to immediate, hassle free recourse to have their Grievances redressed
- c) To enlighten the Students and staff on their duties and responsibilities
- d) To establish structured interactions with Students and staff to elicit information, academic and administrative process on their expectations
- e) To identify systemic flaws in the design and administration of various general insurance products and to seek solutions thereon, and
- f) To institute a monitoring Cell to oversee the functioning of the Grievance Redressal Policy

g) STUDENT-STAFF FOCUS:

- a. Grievance Redressal Cell should not only seek to redress Grievances but also to avoid them.
- b. The DPU shall endeavour to improve service through constant interactions with the students and staff to elicit their views on academic and administrative standards, and to seek their suggestions for improvement.
- c. At least one meeting per year shall be held to offer opinions and suggestions on Student/staff academic and administrative standards and services.
- d. The DPU shall take all efforts to abide by and enforce UGC regulations in all its operations.
- e. The DPU shall also abide by the Code of conduct approved by the DPU.
- f. All efforts shall be made to leverage Information Technology for providing an easy platform to the students and staff to lodge grievances, to track the status of grievances, to enlighten them on claims procedures, to provide access to information on whom to contact and to enhance academic and administrative standards and services.

Grievances' may include the following complaints of the aggrieved students namely:

- (i) Making admission contrary to merit determined in accordance with the declared admission policy of the institute.
- (ii) Irregularity in the admission process adopted by the institute.

- (iii) Refusing admission in accordance with the declared admission policy of the institute.
- (iv) withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such Person to pay any fee or fees in respect of any course or programme of study which such person does not intend to pursue.
- (v) Demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution.
- (vi) Breach of the policy for reservation in admission as may be applicable.
- (vii) Delay in conduct of examinations or declaration of results beyond that specified in the academic calendar.
- (viii) On provision of student amenities as may have been promised or required to be provided by the institution.
- (ix) Denial of quality education as promised at the time of admission or required to be provided.
- (x) Non transparent or unfair evaluation practices.
- (xi) Harassment and victimization of students including sexual harassment; and Refund of fees on withdrawal of admissions as per DPU instructions from time to time.

RESPONSIBILITY FOR REDRESSAL:

The final responsibility for Grievance Redressal rests with Grievance Committee specially constituted under UGC regulations, for resolution of Grievances. The DPU expects that Grievance Redressal be time bound and result oriented.

DOCUMENTING GRIEVANCES:

The Grievance Redressal Committee starts with a proper decimation protocol.

A Grievance is defined as any communication that expresses dissatisfaction about an action or lack of action or about the standard of service / deficiency of service of academic or administrative nature of the DPU.

Thus any communication, as defined above - written, verbal or digital- shall be recorded in the Grievance system.

Immediately on receipt of a Grievance, the concerned Office shall send a written communication to the complainant (the person who lodges the Grievance with the DPU), stating the following:

- a) Acknowledging his communication
- b) The name, address, email id and Phone number of the authority to whom the Grievance has been forwarded (in case the Grievance relates to another office)
- c) The name, address, email id and Phone number of the authority to whom the Complainant could escalate the matter if his Grievance is not redressed within the specified timeframe or if he is not satisfied with the action taken.

STRUCTURE OF GRIEVANCE REDRESSAL CELL:

The Grievance Redressal Committee for aggrieved students would be constituted and working exactly as per the UGC guidelines vide **UGC (Grievance Redressal) Regulations 2012.**

Grievance Redressal Cell

There shall be a Grievance Redressal Cell at the DPU level and constituent college / institute level. It shall consist of Grievances Committees.

Grievance Committee at the DPU Level

- **Constitution:**

- i) A senior Professor of the University- Chairman.
- ii) Three senior teachers drawn from the constituent colleges on rotation basis, to be nominated by the Vice Chancellor - Members.
- iii) A student representing the college where the grievance has occurred to be nominated, based on academic merit, by the concerned college – Special Invitee.

- **Powers and Duties of the Committee :**

- i) If the college level committee is unable to settle a grievance, lodged by teachers, other employees or students, the committee shall direct the aggrieved person to lodge his / her grievance with the Registrar of the DPU and the Registrar of the DPU shall keep the matter before the grievances committee at the DPU level.
- ii) The aggrieved person (teacher, other employee or student) of the DPU may lodge his grievance with the Registrar of the DPU. The *Ex-officio Secretary* shall place the grievance before the DPU level grievance committee at the earliest.
- iii) The committee at the DPU level shall hear and settle the grievance, as far as may be practical, within six months after the grievance is lodged with the DPU. The decision of the DPU Level Committee shall be final. The Appeal against such decision shall be preferred to BoM.
- iv) The Appeal against the finding of the College Level Committee shall be made before DPU Level Grievance Committee. The grievances committee at the DPU level shall report to the Board of Management and recommend such action as it may deem fit and the decision of the Board of Management on such matter shall be final.

- **Procedure for conduct of business at the meetings:**

- i) In the absence of the Chairman, a senior member nominated by Vice Chancellor shall work as the Chairperson of the Committee.
- ii) Registrar who is *ex-officio Secretary*, shall not have a right to vote.
- iii) The term of membership for members other than *ex-officio* members and students shall be two years.
- iv) A member, who does not attend three consecutive meetings of the Committee without leave of absence, shall cease to be a member of the Committee.
- v) If a vacancy occurs due to resignation, illness or death of any member or for any other reason, the Vice Chancellor shall fill it within one month.
- vi) The decisions in the committee shall be taken by a simple majority of votes. In the case of a tie, the Chairperson shall have a casting vote.

Grievances Committee at the constituent college / institute level:

- **Constitution:**

- i) Dean / Director/Principal of the college / institute designated as Chairperson.
- ii) Three senior teachers drawn from the affiliating colleges on rotation basis, to be nominated by the Vice Chancellor – Members.
- iii) A student representing the college where the grievance has occurred to be nominated based on academic merit, by the concerned college – Special Invitee as and when required provided grievance is of student.

- **Powers and Duties of the Committee :**

- i) The grievances committee shall deal with the grievances of teachers, other employees and the students.
- ii) The aggrieved person (teacher, other employee or student) of any constituent college may lodge his grievance with the Registrar / Office Superintendent of the college, who shall put it before the college / institution level grievance committee at the earliest.
- iii) The grievance committee shall hear and settle grievances, as far as may be practical, within six months after the grievance is lodged with the committee.
- iv) If the grievance is settled at the college level committee, the college shall take action as per the terms of settlement and report the case to the DPU for information.
- v) If the college level committee is unable to settle a grievance, lodged by teachers /other employees / students, the committee shall direct the aggrieved person to lodge his / her grievance with the Registrar of the DPU.

डॉ० अखिलेश गुप्ता
सचिव

Dr. Akhilesh Gupta
Secretary



विश्वविद्यालय अनुदान आयोग
बहादुरशाह जफर मार्ग,
नई दिल्ली – 110 002
UNIVERSITY GRANTS COMMISSION
BAHADUR SHAH ZAFAR MARG
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By Speed Post

D. O. No.14-4/2012(CPP-II)

June, 2013

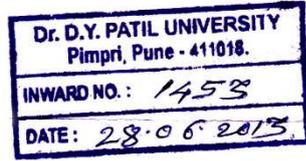
Subject:- Circulation of UGC (Grievance Redressal) Regulations, 2012

18 JUN 2013

Dear Madam/Sir,

The Commission had approved the UGC (Grievance Redressal) Regulations, 2012 which have been notified in the Gazette of India and are also available on the UGC website www.ugc.ac.in. You are requested to kindly ensure the compliance of these Regulations by all the departments of your university as well as the colleges affiliated to your university. This may please be given high priority.

Kindly acknowledge the receipt of this letter.



Yours sincerely,

(Akhilesh Gupta)

The Vice-Chancellor
Dr.D.Y. Patil Vidyapeeth
Pimpri
Pune - 411 018
(Maharashtra)

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

NOTIFICATION

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

New Delhi, the __ December, 2012

In exercise of the power conferred under sub section (1) of section 26 of the University Grants Commission Act, 1956 (3 of 1956), the University Grants Commission hereby makes the following regulations, namely:

- 1 Short title, application and commencement:
 - 1) These regulations shall be called the University Grants Commission (Grievance Redressal) Regulations, 2012.
 - 2) They shall apply to every university, whether established or incorporated by or under a Central Act or a State Act, and every institution recognised by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a university declared as such under Section 3 of the said Act.
 - 3) They shall come into force from the date of their publication in the Official Gazette.
- 2 Definition: In these regulations, unless the context otherwise requires
 - a) “Act” means the University Grants Commission Act, 1956 (3 of 1956);
 - b) “aggrieved student” means a student who has any complaint in the matters concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education;
 - c) “college” means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any qualification from a university and which, in accordance with the rules and regulations of such university, is recognised as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;
 - d) “Commission” means the University Grants Commission established under section 4 of the UGC Act, 1956.
 - (e) “declared admission policy” means such policy for admission to a course or program of study as may be offered by the institution and published in the prospectus referred to in sub regulation (1) of regulation 3;
 - (f) “grievances” include the following complaints of the aggrieved students, namely:

- (i) making admission contrary to merit determined in accordance with the declared admission policy of the institute;
 - (ii) irregularity in the admission process adopted by the institute;
 - (iii) refusing admission in accordance with the declared admission policy of the institute;
 - (iv) non publication of prospectus, as specified;
 - (v) publishing any information in the prospectus, which is false or misleading, and not based on facts;
 - (vi) withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue;
 - (vii) demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
 - (viii) breach of the policy for reservation in admission as may be applicable;
 - (ix) complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
 - (x) non payment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
 - (xi) delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
 - (xii) on provision of student amenities as may have been promised or required to be provided by the institution;
 - (xiii) denial of quality education as promised at the time of admission or required to be provided;
 - (xiv) non transparent or unfair evaluation practices;
 - (xv) harassment and victimisation of students, including sexual harassment;
- (g) “Grievance Redressal Committee” means a committee constituted under these regulations;

- (h) “Higher Educational Institution” means a University within the meaning of clause (f) of Section 2, a college within the meaning of clause (b) of sub section (1) of Section 12A, and an institution deemed to be a University declared under Section 3, of the University Grants Commission Act, 1956;
- (i) “institution” for the purposes of these regulations, means university, college or institution, as the case may be;
- (j) “Office of profit” means an office which is capable of yielding a profit or pecuniary gain, and to which some pay, salary, emolument, remuneration or non compensatory allowance is attached;
- (k) “Ombudsman” means the Ombudsman appointed under regulation 4 of these regulations;
- (l) “university” means a university established or incorporated by or under a Central Act or a State Act and includes an institution deemed to be university declared as such under Section 3 of the Act.

3 Mandatory publication of prospectus, its contents and pricing:

- (1) Every higher education institution, shall publish, before expiry of sixty days prior the date of the commencement of the admission to any of its courses or programmes of study, a prospectus containing the following for the purposes of informing those persons intending to seek admission to such institution and the general public, namely:-
 - (a) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or programme of study, and the other terms and conditions of such payment;
 - (b) 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 programme of study and the time within, and the manner in, which such refund shall be made to that student;
 - (c) the number of seats approved by the appropriate statutory authority in respect of each course or programme of study for the academic year for which admission is proposed to be made;
 - (d) the conditions of eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or programme of study, where so specified by the institution;
 - (e) the educational qualifications specified by the relevant appropriate statutory authority, or by the institution, where no such qualifying standards have been specified by any statutory authority;

- (f) the process of admission and 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 programme of study and the amount of fee to be paid for the admission test;
- (g) details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such members are on regular basis or as visiting member;
- (h) information in regard to physical and academic infrastructure and other facilities including hostel accommodation, library and hospital or industry wherein the practical training to be imparted to the students and in particular the facilities accessible by students on being admitted to the institution;
- (i) broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or programme of study, including the teaching hours, practical sessions and other assignments;
- (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- (k) any such other information as may be specified by the Commission:

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

Provided further that an institution may publish prospectus in accordance with this sub regulation at any time before the period of sixty days.

- (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.

4 Appointment, tenure, removal and conditions of services under grievance redressal Cell

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- 1 Each University shall appoint an Ombudsman for redressal of grievances of students under these regulations.

- 2 The Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a retired professor who has at least ten years' experience as a professor.
- 3 The Ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman, be in a conflict of interest with the university where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the university.
- 4 The Ombudsman, or any member of his immediate family shall not
 - (a) hold or have held at any point in the past, any post or, employment in the office of profit in the University;
 - (b) have any significant relationship, including personal, family, professional or financial, with the university;
 - (c) hold any position in university by whatever name called, in the administration or governance structure of the university.
- 5 The Ombudsman in a State University shall be appointed by the university on part time basis from a panel of three names recommended by the search committee consisting of the following members, namely:
 - (a) nominee of the Governor of the State Chairman;
 - (b) two Vice Chancellors, by rotation from public universities of the State to be nominated by the State Government Members;
 - (c) one Vice Chancellor, by rotation from a private university of the State to be nominated by the State Government Member;
 - (d) Secretary (Higher Education) of the State – Member Convener.
- 6 The Ombudsman in a Central University and institution deemed to be university shall be appointed by the Central University or institution as the case may be on part time basis from a panel of three names recommended by the search committee consisting of the following members, namely:
 - (a) Chairman of the University Grants Commission or his nominee Chairman;
 - (b) one Vice Chancellor from central university, by rotation, to be nominated by the Central Government Member;
 - (c) one Vice Chancellor from institution deemed to be university, by rotation, to be nominated by the Central Government – Member;
 - (d) Joint Secretary to the Government of India in the Ministry of Human Resource Development dealing or incharge of the higher education Member;

- (e) Joint Secretary in the office of the University Grants Commission Member Convener
- 7 The Ombudsman shall be a part time officer appointed for a period of three years or until he attains the age of seventy year, whichever is earlier, from the date he resumes the office and may be reappointed for another one term in the same university.
- 8 The Ombudsman shall be paid a fees of Rs. 3000 per day for hearing the cases, in addition to reimbursement of the conveyance.
- 9 The Ombudsman may be removed on charges of proven misconduct or misbehavior or as defined under sub regulation (3) and (4) of this regulation, by the concerned appointing authority.
- 10 No order of removal of Ombudsman shall be made except after an inquiry made in this regard by a person not below the rank of Judge of the High Court in which such Ombudsman has been informed of the charges against him and given a reasonable opportunity of being heard in respect of those charges.

5. Grievance Redressal Committee –

- (1) In case of a college, the Vice Chancellor of the affiliating university shall constitute a Grievance Redressal Committee consisting of five members for an individual college or a group of colleges keeping in view the location of the college(s).
- (2) The Grievance Redressal Committee shall be constituted by the Vice Chancellor of the affiliating university consisting of
 - a) a senior Professor of the University Chairman;
 - b) three senior teachers drawn from the affiliating colleges, on rotation basis, to be nominated by the Vice Chancellor – Members;
 - c) a student representing the college where the grievance has occurred to be nominated, based on academic merit, by the concerned college special invitee.
- (3) The Grievance Redressal Committee shall have a term of two years.
- (4) The provisions of sub regulations (8), (9) and (10) of regulation 4 and regulation 6 in respect of the matters of the reimbursement and procedure and functions shall, mutatis mutandis, apply to the Grievance Redressal Committee except that the Grievance Redressal Committee shall communicate its decision within ten days of receipt of the complaint.
- (5) Any person aggrieved by the decision of the Grievance Redressal Committee may within a period of six days prefer an appeal to the Ombudsman.

6. **Powers and functions of ombudsman –**

- 1 The Ombudsman shall exercise his powers to hear any grievance
 - (a) of any student against the university or institution affiliated to it or an institute, as the case may be, after the student has availed of remedies available in such institution for redressal of grievance; and
 - (b) of any applicant for admission as student to such institution.
- 2 No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
- 3 The Ombudsman shall have power to seek the assistance of any person belonging to the Scheduled Castes, the Scheduled Tribes, Socially and Economically Backward Classes, minority or disabled category, as amicus curiae, for hearing complaints of alleged discrimination.

7. **Procedure in redressal of grievances by Ombudsman and Grievance Redressal Committee**

- (1) Each institution shall establish a registry, headed by an employee of the institute of appropriate rank as the Ombudsman may decide, where any aggrieved student or person may make an application seeking redressal of grievance.
- (2) The address of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the institution.
- (3) On receipt of an application by the registry, the employee in charge shall inform the Ombudsman or the Grievance Redressal Committee, as the case may be, shall immediately provide a copy to the institution for furnishing its reply within seven days.
- (4) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institute and the aggrieved person either in writing or electronically, as may be feasible.
- (5) An aggrieved person may appear either in person or represented by such person as may be authorised to present his case.
- (6) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall be guided by the principles of natural justice while hearing the grievance.
- (7) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance.

- (8) The institution shall co operate with the Ombudsman or the Grievance Redressal Committee, as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsman to the Commission.
 - (9) On the conclusion of proceedings, the Ombudsman or the Grievance Redressal Committee, as the case may be, shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.
 - (10) Every order under sub regulation (9), under the signature of the Ombudsman or the Grievance Redressal Committee, as the case may be, shall be provided to the aggrieved person and the institution and shall be placed on the website of the institution.
 - (11) The institution shall comply with the order of the Ombudsman or the Grievance Redressal Committee, as the case may be,
 - (12) Any order of the Ombudsman or the Grievance Redressal Committee, as the case may be, not complied with by the institution shall be reported to the Commission.
 - (13) A complaint shall be filed by the aggrieved student or his parent or with a special permission from the Ombudsman or the Grievance Redressal Committee, as the case may be, by any other person.
 - (14) In case of any false or frivolous complaint, the ombudsman may order appropriate action against the complainant.
8. Information regarding Ombudsman Grievance Redressal Committee to be published in prospectus

The University, the institution deemed to be university and the college concerned shall provide detailed information regarding provisions of Grievance Redressal Committee, Ombudsman and the duties and rights of students in their prospectus prominently.

9. Consequences of non compliance –

The Commission shall in respect of any institution which willfully contravenes or repeatedly fails to comply with orders of the Ombudsman or the Grievance Redressal Committee, as the case may be, may proceed to take one or more of the following actions, namely:

- a. withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- b. withholding any grant allocated to the Institution;
- c. declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;

- d. informing the general public, including potential candidates for admission, through a notice displayed prominently in the newspapers or other suitable media and posted on the website of the Commission, declaring that the institution does not possess the minimum standards for redressal of grievances;
- e. recommend to the affiliating university for withdrawal of affiliation, in case of a college;
- f. recommend to the Central Government for withdrawal of declaration as Institution deemed to be university, in case of an institution deemed to be university;
- g. recommend to the appropriate State Government for withdrawal of status as university in case of a university established or incorporated under a State Act;
- h. taking such other action within its powers as the Commission may deem fit and impose such other penalties as may be provided in the Act for such duration of time as the institution complies with the provisions of these Regulations:

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

Akhilesh Gupta
Secy.



भारत का राजपत्र The Gazette of India

EXTRAORDINARY

PART III—Section 4

PUBLISHED BY AUTHORITY

No. 146]

NEW DELHI, MONDAY, MAY 6, 2019/VAISAKHA 16, 1941

UNIVERSITY GRANTS COMMISSION

NOTIFICATION

New Delhi, the 6th May, 2019

F.No. 14-4/2012(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 (Grievance Redressal) Regulations, 2012, 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 (Redress of Grievances of Students) Regulations, 2019.
- 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.
- c) They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE:

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

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

- (a) “Act” means the 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) “Collegiate Student Grievance Redressal Committee” (CSGRC) means a committee constituted under these regulations, at the level of an institution, being a college.
- (e) “Commission” means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (f) “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.
- (g) “Departmental Student Grievance Redressal Committee” (DSGRC) means a committee constituted under these regulations, at the level of a Department, School or Centre of a University.
- (h) “grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

- i. admission contrary to merit determined in accordance with the declared admission policy of the institution;
 - ii. irregularity in the process under the declared admission policy of the institution;
 - iii. refusal to admit in accordance with the declared admission policy of the institution;
 - iv. non-publication of prospectus by the institution, in accordance with the provisions of these regulations;
 - v. publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
 - vi. withholding of, or refusal to return, any document in the form of certificates of degree, diploma or any other award or other document deposited by a student for the purpose of seeking admission in such institution, with a view to induce or compel such student to pay any fee or fees in respect of any course or program of study which such student does not intend to pursue;
 - vii. demand of money in excess of that specified to be charged in the declared admission policy of the institution;
 - viii. violation, by the institution, of any law for the time being in force in regard to reservation of seats in admission to different category of students;
 - ix. nonpayment 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, or as may be notified by the Commission;
 - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
 - xv. denial of quality education as promised at the time of admission or required to be provided; and
 - xvi. harassment or victimization of a 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.
- (i) "Institution" means, as the context may be, a University or a college, or an institution declared a deemed to be a University under the Act or an institution established within a University for a particular discipline or activity;
 - (j) Institutional Student Grievance Redressal Committee" (ISGRC) means a committee constituted under these regulations at the level of the University, for dealing with grievances which do not belong to a department of the University e.g. hostels and common facilities.
 - (k) "Ombudsperson" means the Ombudsperson appointed under these regulations;
 - (l) "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;

- (m) "Region" means a geographical territory, comprising of States, so determined, for the purpose of facilitating enforcement of these regulations; namely, South-Eastern Region comprising Andhra Pradesh, Telengana, Puducherry, Andaman and Nicobar, and Tamil Nadu; South-Western Region comprising Kerala, Karnataka, and Lakshadweep; Western Region comprising Maharashtra, Gujarat, Goa, Dadar and Nagar Haveli, Daman and Diu; Central Region comprising Chhattisgarh, Madhya Pradesh and Rajasthan; Northern Region comprising Jammu and Kashmir, Delhi, Himachal Pradesh, Punjab, Haryana, Uttar Pradesh, Uttarakhand and Chandigarh; North-Eastern Region comprising Assam, Meghalaya, Mizoram, Manipur, Tripura, Arunachal Pradesh, Sikkim and Nagaland; and Eastern Region comprising West Bengal, Bihar, Jharkhand and Odisha.
- (n) "State" means a State specified in the First Schedule to the Constitution and includes a Union territory;
- (o) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution to which these regulations apply;
- (p) "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.
- (q) "University Student Grievance Redressal Committee" (USGRC) means a committee constituted under these regulations, at the level of the university, for dealing with grievances arising out of decisions of the DSGRC, ISGRC or CSGRC.

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

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

to be imparted to the students and in particular the amenities accessible by students on being admitted to the institution;

- (j) all relevant instructions in regard to maintaining the discipline by students within or outside the campus of the institution, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and

- (k) Any other information as may be specified by the Commission:

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

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

5. STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):

A. Collegiate Student Grievance Redressal Committee (CSGRC)

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

B. Departmental Student Grievance Redressal Committee (DSGRC)

- (i) A complaint by an aggrieved student relating to a Department, or School, or Centre of a University shall be addressed to the Departmental Student Grievance Redressal Committee (DSGRC) to be constituted at the level of the Department, School, or Centre, as the case may be, and with the following composition, namely:
 - a) Head of the Department, School, or the Centre, by whatever designation known – Chairperson;
 - b) Two Professors, from outside the Department/School/Centre to be nominated by the Vice Chancellor – Members;
 - c) A member of the faculty, well-versed with the mechanism of grievance redressal to be nominated by the Chairperson – Member;
 - d) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

- (ii) The term of the Chairperson, members of the Committee, and the special invitee shall be of two years.
- (iii) The quorum for the meeting of DSGRC, including the Chairperson, but excluding the special invitee, shall be three.
- (iv) In considering the grievances before it, the DSGRC shall follow principles of natural justice.
- (v) The DSGRC shall submit its report with recommendations, if any, to the Head of the Institution/ Vice Chancellor, with a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

C. Institutional Student Grievance Redressal Committee (ISGRC)

- (i) Where a complaint does not relate to any academic Department, School or Centre of a University, as the case may be, the matter shall be referred to the Institutional Student Grievance Redressal Committee (ISGRC) to be constituted by the Vice Chancellor, with the following composition, namely:
 - (a) Pro-Vice Chancellor/Dean/Senior Professor of institution – Chairperson;
 - (b) Dean of students/Dean, Students Welfare – Member;
 - (c) One senior academic, other than the Chairperson – Member;
 - (d) Proctor/Senior academic – Member;
 - (e) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
- (ii) The term of the members of the committee shall be of two years.
- (iii) The quorum for the meetings of the ISGRC, including the Chairperson, but excluding the special invitee, shall be three.
- (iv) In considering the grievances before it, the ISGRC shall follow principles of natural justice.
- (v) The ISGRC shall send its report with recommendations, if any, to the Vice Chancellor, along with a copy thereof to the aggrieved student, within a period of 15 working days from the date of receipt of the grievance.

D. University Student Grievance Redressal Committee (USGRC)

- (i) The Vice Chancellor of an affiliating University shall constitute such number of University Student Grievance Redressal Committees (USGRC), as may be required to consider grievances unresolved by one or more CSGRC or DSGRC or ISGRC and each USGRC may take up grievances arising from colleges/departments/ Institutions, on the basis of the jurisdiction assigned to it by the Vice Chancellor.
 - a) A senior Professor of the University – Chairperson;
 - b) Dean, Student Welfare or equivalent – Member;
 - c) Two Principals drawn from the affiliating colleges, other than those connected with reports of CSGRC under review, to be nominated by the Vice-Chancellor – Members;
 - d) One Professor of the University - Member;
 - e) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
- (ii) The Chairperson, members and the special invitee shall have a term of two years.
- (iii) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.

- (iv) In considering the grievances before it, the USGRC shall follow principles of natural justice.
- (v) The USGRC shall send its report and recommendations, if any, to the Principal of the College relating to the grievance/Head of the department/School/Institution with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance.
- (vi) Any student aggrieved by the decision of the University Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within in a period of fifteen days from the date of receipt of such decision.

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

- (i) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the USGRCs.

Provided that, there shall not be more than one ombudsperson for a State, in respect of all the State universities (Public as well as Private) in that State, who shall be appointed by the State Government;

Provided further that, there shall not be more than one Ombudsperson for a region, in respect of the Central universities and institutions deemed to be universities in that region, who shall be appointed by the Central Government.

- (ii) The Ombudsperson shall be a person of eminence in academics or research, who had been Vice-Chancellor of a University.
- (iii) The Ombudsperson for the State universities in a State, shall not be in any conflict of interest with any University in that State; and the Ombudsperson for the Central universities and institutions deemed to be universities in a region, shall not be in any conflict of interest with any University or institution deemed to be University in that region, either before or after such appointment.
- (iv) A State Government shall appoint the Ombudsperson from a panel of three names recommended by a search committee constituted for that purpose and consisting of the following, namely:
 - (a) A nominee of the Governor or Lt. Governor, as the case may be, who is a person of eminence in the field of higher education– Chairperson;
 - (b) A Vice Chancellor from a State Public University to be nominated by the Governor/LG of the State/UT - Member;
 - (c) A Vice Chancellor from a State Private University to be nominated by the State Government – Member;
 - (d) Chairperson of the State Council of Higher Education or his/her nominee from among the academic members of the Council– Member;
 - (e) Principal Secretary/Secretary to the State Government responsible for Higher Education– Member Secretary.
- (v) The Central Government shall appoint the Ombudsperson for a region from a panel of three names recommended by a search committee to be constituted for that purpose, and consisting of the following, namely:
 - (a) Chairperson, University Grants Commission or his/her nominee – Chairperson
 - (b) A Vice Chancellor of a Central University to be nominated by the Central Government – Member
 - (c) A Vice Chancellor of an institution deemed to be University to be nominated by the Central Government – Member
 - (d) A nominee of the Central Government, not below the rank of the Joint Secretary – Member
 - (e) Secretary, University Grants Commission – Member Secretary

- (vi) The Ombudsperson shall be appointed for a period of three years or until he attains the age of 70 years, whichever is earlier, from the date of assuming office, and shall be eligible for reappointment for another one term for the same State or region, as the case may be.
- (vii) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the University Grants Commission, and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (viii) The State Government, in the case of an Ombudsperson of a State, and the Central Government, in the case of an Ombudsperson of a region, may remove the Ombudsperson from office, on charges of proven misconduct or misbehavior as defined under these regulations.
- (ix) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person not below the rank of judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

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.
- (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-totaling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.
- (iii) The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- (iv) The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

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

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

- (ix) The institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the Commission any failure on the part of the institution to comply with the recommendations.
- (x) The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

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 Student 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 willfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal Committee(s), as the case may be, proceed to take one or more of the following actions, namely:

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

- 11.** Nothing mentioned hereinabove 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 (Grievance Redressal) Regulations, 2012; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redress of Grievances of Students) Regulations, 2019.

Prof. RAJNISH JAIN, Secy.

[ADVT.-III/4/Exty./30/19]

