



Maratha Vidya Prasarak Samaj's  
**ARTS AND COMMERCE COLLEGE, SATPUR**

Janta High School Campus, Satpur,  
Tal.: Nashik, Dist.: Nashik (Maharashtra) Pin : 422007

PH.: 0253-235410

E-Mail : srcollege.satpur@mvp.edu.in

Website : <https://mvpsatpurcollege.ac.in/>

College Code : 0897

Centre No. : 0897

AISHE : C-41756

*Principal : Dr.D.G.Ushir, M.A., M.Phil., Ph.D.*

-----Affiliated to Savitribai Phule Pune University, Pune College ID – PU/NS/AC/141/2009-----

## Policy Document

### Grievance and Redressal Cell

The Grievance and Redressal Cell desires to promote and maintain a conducive and unprejudiced environment for its stakeholders. It attends to the grievances and complaints registered by anyone with regard to the activities of the Institution, and in particular, those made by students. The Cell ensures effective solution to the grievances, using a fair approach.

The Grievance and Redressal Cell enables the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College. The cell meets periodically, examines the nature and pattern of the grievances and redresses it accordingly.

#### ❖ Objectives:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationships and Student-teacher relationships etc.
- Encouraging the Students to express their grievances/problems freely and frankly, without any fear of being victimized.
- Suggestion/complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers, and College administration
- Advising all staff to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.

### ❖ **Functions of the Grievance and Redressal Cell**

1. Provides information about the Cell's objectives and mode of operation through the website and handbook.
2. Informs students of the process for registering of grievances in the Induction Programs.
3. Acknowledges and Analyzes the grievances.
4. Seeks a solution through decision-making process
5. Reports the grievances and records how they were redressed.

6. The procedures made known through the Hand-book, given to each student at the beginning of every academic year, and also in the Value Education classes taken by the Class-in Charge teachers.

### ❖ **Procedures**

The Grievance and Redressal Cell shall receive and redress the grievances of the following issues:

1. Academic issues pertaining to teaching, learning and evaluation activities.
2. Student-teacher, student-student grievances
3. Grievances related to library, canteen and IT services.
4. Grievances related to sports, cultural
5. Grievances related to behavior of stakeholders
6. The grievances shall be redressed depending on the nature of the grievance. The Grievances are invited through suggestion boxes provided in each floor of the building.
7. Department level counseling is offered where the matter can be resolved
8. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty /HOD/ principal level.
9. For other grievances that require review shall be redressed by receiving written and signed application.
10. As soon as the application is received the Redressal Committee shall review the complaint and invites both the parties for discussion. The outcome of the discussion is reported to the Principal for further action to be taken.

### ❖ **Redressal of Grievances**

1. The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies.
2. Priority is given according to the urgency of the complaint.
3. In all cases the aggrieved is informed of the measures taken.

4. Checks in the system are introduced to ensure there is no repetition of the same complaint.
5. All the grievances concerning to women harassment and ragging shall be dealt by the respective committees as per the prescribed procedures.

#### **❖ Powers of the committee**

1. The committee shall have the power to summon witnesses and call for documents or any information from any student
2. If the committee has the reason to believe that a student is capable of furnishing relevant documents of information if it may direct such person to produce such documents or information by serving a notice in writing on that person, summoning the person, or calling for such documents or information at such place and within such time may be specified in the written notice.
3. Where any relevant document or information is recorded or stored by means of a mechanical, electronic or other device, the committee shall have the power to direct the same in writing to be produced.
4. The committee shall have the power to recommend the action to be taken against any person found guilty
  - a. Sexually harassing the complainant
  - b. Retaliating against/victimizing the complainant or any other person before it and
  - c. Making false charges of sexual harassment against the accused person.

#### **❖ Functions of the committee**

##### **Preventive steps.**

1. To facilitate a safe environment that is free of sexual harassment
2. To provide behaviors that creates an atmosphere that ensures gender equality and equal opportunities

### **Remedial steps**

1. To ensure that the mechanism for registering complaints is safe, accessible and sensitive
2. To take cognizance of complaints about sexual harassment, conduct enquiries, provide assistance and redressal to the victims and take action against the harasser, if necessary
3. To make arrangements for appropriate psychological, emotional and physical support in the form of counseling, security and other assistance to the victim if so desires

### **❖ Procedure to be followed by the committee**

1. The Committee shall meet as and when any complaint is received by it. Complaint may be received by any member of the committee.
2. The Committee may direct the complainant to prepare and submit a detailed statement of incidents if the written complaint lacks exactness and required particulars, within a period of two (2) days from such direction or such other time period that the Committee may decide.
3. The Committee shall direct the accused students to prepare and submit a written response to the complaint / allegations within a period of four (4) days from such direction or such other time period as the Committee may decide.
4. Each party shall be provided with a copy of the written statement(s) submitted by the other.
5. The party against whom the document / witness is produced shall be entitled to challenge / cross-examine the same.
6. The Committee shall sit on a day-to-day basis to record and consider the evidence produced by both parties.
7. As far as practicable, all proceedings of the Committee shall take place in the presence of both parties.

8. Minutes of all proceedings of the Committee shall be prepared and duly signed by the members of the Committee.
9. The Committee shall make all Endeavours to complete its proceedings within a period of seven (7) days from the date of receipt of complaint.
10. The Committee shall record its findings in writing supported with reasons and shall forward the same with its recommendations, to the Principal, within a period of five (5) days from completion of the proceedings before it.
11. In case the Committee finds that the facts disclose the commission of a criminal offence by the accused person, this shall be specifically mentioned in the Committee's report.
12. If, in the course of the proceedings before it, the Committee is satisfied that a prima facie case of sexual harassment is made out against the accused student and that there is any chance of the recurrence of any such action, or that it is required to do so in the interests of justice, it may, on the request of the complainant or otherwise, disciplinary action could be initiated in the form of:-
  - a. Warning**
  - b. Written Apology**
  - c. Bond of good behavior**
  - d. Adverse remarks in the confidential report**
  - e. Suspension**
  - f. Dismissal**
  - g. Any other relevant mechanism**
13. If, in the course of the proceedings before it, the Committee is satisfied that any person has retaliated against / victimized the complainant or any person assisting the complainant as a result of the complaint having been made or such assistance having been offered, the Committee shall report the same in writing, to the Principal, with reasons and with recommendations of the action to be taken against such person.

14.If, at the culmination of the proceedings before it, the Committee is satisfied that the complainant has knowingly brought false charges of sexual harassment against any person, it shall report the same in writing to the Principal/Management, with reasons and with recommendations of the action to be taken against such person.

### ❖ **Student Related Issues**

Students who join Maratha Vidya Prasarak Samaj's Arts & Commerce College Satpur, Nashik shall follow certain disciplinary rules of conduct. The Code of Conduct of the students are made known through the College Website and on various platforms.

It shall be the responsibility of the students

1. To read, become familiar with and adhere to this Code and any amendment brought to this Code.
2. To behave and conduct themselves in the Institution Campus and premises in dignified and courteous manner and show due respect to the authorities, teachers and employees.
3. The students should behave politely and respectfully. They should abide by the rules and regulations stipulated by the College, from time to time.
4. Attendance is taken every period and also subject-wise. The students are expected to have a minimum of 75% attendance. On medical grounds, on the specific recommendations of the Principal. The students shall follow the rules of UGC and Savitribai Phule Pune University, Pune with regard to attendance, examinations and promotions.
5. Attendance is taken in all the classes for all subjects and absentee names are recorded.
6. Students should be regular, punctual to the classes, attend seminars and other academic activities.
7. The students are expected to safeguard the property of the college.

8. It is the responsibility of the students to take care of their belongings. The college is not responsible for any loss of valuables.
9. The students are expected to carry their Identity Card all the time and they should be ready to produce it at any time, when required by the college authorities
10. Any kind of demonstration that restricts the freedom of the members of the college or disrupts any activity in the college is forbidden. Groups of any kind that disturbs the harmony is not permitted.
11. The Student should make optimum use of the learning resources and other support services available in the institution.
12. Students are expected to wear uniform of the college.
13. Students are not permitted to use mobile phones in the Examination Halls, etc.
14. Unauthorized entry of outsiders into the campus is strictly prohibited. Without specific permission of the authorities, students shall not bring outsiders to the Institution and Campus.
15. No one shall get, distribute or circulate unauthorized notices, pamphlets, leaflet, etc. within the Campus. The possession, distribution or exhibition of any item by any means which is obscene, is prohibited within the Campus or on any property owned/ managed by the Institution
16. No student shall collect money, either by force or by request, from anyone on the campus. Rash or negligent driving of vehicles in the Campus premises is prohibited.
17. No student shall enter or leave the classroom when the session is on, without the permission of the teacher.
18. Any case of criminal activity or violation of law and order in the Campus will be reported to the police.
19. Students shall use only the waste bins for dispensing dry and wet waste materials within the Campus including classrooms, hostels, offices and canteen.



20.Any conduct which leads to lowering of the esteem of the Institution is prohibited.

**Maratha Vidya Prasarak Samaj's**

**Arts and Commerce College, Satpur**

**Nashik 422007**

**Contact No. 02532354101**

**Email Id : [srcollege.satpur@mvp.edu.in](mailto:srcollege.satpur@mvp.edu.in)**

**Website: <https://mvpsatpurcollege.ac.in/grievance-redressal-cell-grc/>**

**Online Grievance: <https://forms.gle/FU6LVK5CzcAgyuQY8>**



**IQAC Co-ordinator**  
Maratha Vidya Prasarak Samaj's  
Arts & Commerce College,  
Satpur, Nashik-422 007



**PRINCIPAL**  
Maratha Vidya Prasarak Samaj's  
Arts & Commerce College,  
Satpur, Nashik-422 007

**MVP Samaj's**  
**Arts and Commerce College, Satpur, Nashik-07**  
**Student Grievance Cell**

**Request / Grievance Application**

**Date: / /20**

To,

**The Principal**

M.V.P. Samaj's

Arts and Commerce College, Satpur,

Nashik-422007

**Subject:-**

**Applicant:-**

Respected Sir/Madam,

As per the above mention subject, this is to inform you that I am admitted in the \_\_\_\_\_ class for the academic year \_\_\_\_\_ and I am facing the following problem/s.

-----  
-----  
-----  
-----

However, I request you to look into the matter. Thank you for your co-operation & support.

**Yours Faithfully**

(Name:-----)

-----**For Office Use Only**-----

**Action Taken:**-----

-----  
-----

**Name & Sign**

**MVP Samaj's**  
**Arts and Commerce College, Satpur, Nashik-07**  
**Student Grievance Cell**  
**विनंती/तक्रार अर्ज**

दिनांक: / /20

प्रति,  
मा. प्राचार्य सो,  
म. वि. प्र. समाजाचे,  
कला व वाणिज्य महाविद्यालय, सातपूर,  
नाशिक-422007.

**विषय:-**

**अर्जदार:-**

महोदय,

वरील विषयानुसार आपणास कळवू इच्छितो की, शैक्षणिक वर्ष -----मध्ये मी -----  
-या वर्गात प्रवेश घेतलेला असून मला पुढीलप्रमाणे समस्या येत आहे.

-----  
-----  
-----  
-----  
-----

तरी मी आपणास विनंती करतो की, मला येत असलेली समस्या लवकरात लवकर सोडवून सहकार्य करावे.  
म. कळावे.

आपला विश्वासू

(नाव:-----)

----- फक्त कार्यालयीन वापरासाठी -----

**Action Taken :-----**

-----  
-----  
-----  
-----

नाव आणि सही



प्रो. रजनीश जैन  
सचिव

**Prof. Rajnish Jain**  
Secretary



विश्वविद्यालय अनुदान आयोग  
**University Grants Commission**

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

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

Ph.: 011-23236288/23239337

Fax : 011-2323 8858

E-mail : secy.ugc@nic.in

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

7<sup>th</sup> December, 2018

**PUBLIC NOTICE**

**ON**

**UGC (GRIEVANCE REDRESSAL) REGULATIONS, 2018**

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

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

**(Prof. Rajnish Jain)**

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

**NOTIFICATION**

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

**New Delhi, the \_\_ October, 2018**

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

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

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

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

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



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

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

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

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

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



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



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

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

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

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

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

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

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

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



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

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

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



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

#### **4. GRIEVANCE REDRESSAL COMMITTEES (GRC):**

##### **A. Department Grievance Redressal Committee (DGRC)**

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

##### **B. Institutional Grievance Redressal Committee (IGRC)**



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

**C. College Grievance Redressal Committee (CGRC)**



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

**D. University Grievance Redressal Committee (UGRC)**

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



(iv) The CGRC shall follow the principle of normal justice while deciding the grievance of the students.

(v) The CGRC shall send the report and the recommendations to the principal of the college within a period of 15 days of receiving the complaint.

E. Any person aggrieved by the decision of the Institutional Grievance Redressal Committee or University Grievance Redressal Committee may within in a period of six days prefer an appeal to the Ombudsperson.

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

(i) Each HEI shall appoint an Ombudsperson for redressal of grievances of students under these regulations.

(ii) The Ombudsperson shall be a person not related to the university and who is a retired Vice-Chancellor, Registrar or a faculty member who has at least ten years of experience as a Professor.

(iii) The Ombudsperson shall not be in any conflict of interest with the university, either before or after his appointment.

(iv) The Ombudsperson, or any member of his immediate family shall not -

(a) hold or have held at any point in the past, any post or, employment in any office of profit in the university;

(b) have any significant relationship, including personal, family, professional or financial, with the university;

(c) hold any position in university by whatever name called, in the administration or governance structure of the university.

(v) The Ombudsperson in a State University shall be appointed by the Executive council of the university on part-time basis from a panel of three names recommended by the search committee consisting of the following members, namely:-



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

OR

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



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

## **6. FUNCTIONS OF OMBUDSPERSON:**

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

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

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



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

**8. INFORMATION REGARDING OMBUDSPERSON GRIEVANCE REDRESSAL COMMITTEE:**

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

**9. CONSEQUENCES OF NON-COMPLIANCE:**

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



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

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

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

**(Prof. Rajnish Jain)**  
Secretary