

STUDENTS' GRIEVANCE REDRESSAL POLICY



GOGAMUKH COLLEGE
P.O. - GOGAMUKH, DIST. DHEMAJI
ASSAM
PIN-787034

DISCIPLINARY CONTROL RULES

Gogamukh College aims to offer an environment where the students career can flourish any how If a student's behavior prevents others from feeling safe, secure, respected and able to learn effectively then this may result in disciplinary action. The purpose of this policy is to ensure that all instances of student misconduct are dealt with fairly and consistently and provide a clear procedure to guide both staff and students.

ANTI RAGGING COMMITTEE

Ragging is prohibited under the Assam PROHIBITION OF RAGGING ACT, 1999 and it is also punishable offence under various provisions of the Indian Penal Code, 1860. The Regulators of Higher Education like UGC have also noted promptly by making the necessary Rules and Regulations to curb the menace of ragging in all the educational institutions.

It is a body at Institutional level has to establish measures for Prohibiting, Preventing and Punishing Activities of Ragging menace within and outside the campus in accordance with UGC Regulations, Supreme Court Directives and State Act. It is responsible for taking against those found guilty of ragging and or abetting ragging, actively or passively, or being part of a conspiracy to promote ragging.

Composition of Anti-Ragging Committee

The College has constituted a Committee as the Anti-Ragging Committee headed by the Head of the Institution, and a diverse mix comprising of the Vice-Principal, faculty, Student Union and non-teaching staff to avoid any form of conflict that could take the ugly form of ragging.

Functions of Anti-Ragging Committee

1. To ensure compliance with the provision of these regulations and any law for the time being in force concerning ragging and to deal and act promptly with the incidents of ragging brought to its notice.
2. To keep tabs on the happening of events related to, in Campus or Off-campus or other designed places in the premises
3. To conduct such enquiry observing a fair and transparent procedure and the principles of natural justice and after giving adequate opportunity to the student or students accused ofragging and other witness to place before it the facts, documents and views concerning the incident of ragging and considering such other relevant information as may be required.
4. To monitor and observe in the functions and performance of the Anti-Ragging committee in prevention and curbing or ragging in the institution.
5. To conduct an on the spot enquiry into any incident of ragging referred to it by the Head of the Institution or any member of the Faculty or any member of the Staff or any student or any parent or guardian or any employee of a service provider or any other person, as the case may be: and the enquiry report along with recommendations shall be submitted to the Anti-Ragging Committee for action under clauses (a) of Regulation 9.1 of UGC.
6. Also to monitor the welfare of fresh students outside the campus.
7. To be vigilant at all hours including at odd hours all around the campus and

other places vulnerable to incidents of, and having the potential of ragging and shall be empowered to inspect such places.

Administrative Action in the event of Ragging

The Institution shall punish the student found guilty of ragging after following the procedure and in the manner prescribed herein under:

The Anti-Ragging Committee of the Institution shall take an appropriate decision, in regard to punishment or otherwise, depending on the facts of each incident of ragging and nature and gravity of the incident of ragging established in the recommendations of the Anti-Ragging Committee.

1. The Anti-Ragging Committee depending on the nature and gravity of the guilt will follow up the punishment based on the committee's decision.
2. Further the Institution can refer to the Affiliating University to act according to the UGC Regulations and State Act on curbing the menace of ragging

Punishments

- As per the Supreme Court judgment on ragging in the Colleges, the following actions will be taken on those students who indulge in ragging: Withholding of scholarships, fellowships & results
- Debarring from representation in events and appearing for tests/examinations and also consequent admission to any other institution
- Withdrawing benefits like travel concessions and campus selections
- Suspension or expulsion from hostel or mess and also attending classes
- Cancellation of admission or rustication from the Institution
- Registration of FIR against the accused and Prosecution under the Indian Penal Code, 1860.

ANTI-SEXUAL HARASSMENT CELL

As per the Supreme Court Judgment and guidelines issued in the year 1997 to provide for the effective enforcement of the basic human right of gender equality and guarantee against sexual harassment and abuse, more particularly against sexual harassment at work places, the University Grants Commission (UGC) has issued circulars since 1998, to all the universities, advising them to establish a permanent cell and a committee and to develop guidelines to combat sexual harassment, violence against women and ragging in colleges and universities. Keeping the above guidelines in mind the institution has constituted a Committee against Sexual Harassment.

Vision

To provide congenial environment of gender equality and against sexual harassment for the well-being of the staff and students.

Mission

- To promote awareness among students about gender justice and harmonious coexistence through campaigns and other awareness programs.
- To constitute panel/committee for redressal of grievances relating to sexual harassment.

Objectives

- To develop guidelines and norms for policies against sexual harassment.
- To develop principles and procedures to combat sexual harassment.
- To work out details for the implementing these policies.
- To prepare a detailed plan of actions, both short and long term.
- To organize gender sensitization awareness program.
- To deal with cases of discrimination and sexual harassment in a time bound manner, aiming at ensuring support services to the victimized
- The cell considers sexual harassment to include unwelcome sexually determined behavior whether directly or by implication such as
 - A demand or request for sexual favours.
 - Sexually coloured remarks.
 - Showing of pornography.
- Any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

GRIEVANCES AND REDRESSAL MECHANISM

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

1. To develop an organizational framework to resolve grievances of the students and other stakeholders.
2. To ensure effective solution to the stakeholders' grievances with an impartial and fair approach
 - To investigate the reason of dissatisfaction.
 - To enlighten the students on their duties and responsibilities.

Grievance and Redressal Cell Composition

- Principal
- Vice-Principal
- Grievance and Redressal Coordinator
- Member
- Member
- Non-teaching Staff Member
- President & General Secretary, College Students Union

Functions of the Grievance and Redressal Cell

Provides information about the Cell's objectives and mode of operation through the website and handbook.

1. Informs students of the process for registering of grievances in the Induction Programs.
2. Acknowledges and Analyzes the grievances.
3. Seeks a solution through decision-making process.
4. Reports the grievances and records how they were redressed.
5. 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:

- Academic issues pertaining to teaching, learning and evaluation activities.
 - Student-teacher, student-student grievances.
 - Grievances related to library, canteen and IT services.
 - Grievances related to sports, cultural.
 - Grievances related to behavior of stakeholders.
1. The grievances shall be redressed depending on the nature of the grievance. The Grievances are invited through suggestion boxes provided in Gogamukh College Library and at the Students Information Centre.
 2. Department level counseling is offered where the matter can be resolved.
 3. Grievances pertaining to academic and internal evaluation shall be redressed at individual/faculty/HOD/Principal level.
 4. For other grievances that require review shall be redressed by receiving written and signed application.
 5. 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

The grievances are redressed at the earliest by issuing warning letter, memo and reformation remedies. Priority is given according to the urgency of the complaint. In all cases the aggrieved is informed of the measures taken. Checks in the system are introduced to ensure there is no repetition of the same complaint.

All the grievances concerning to women harassment and ragging shall be dealt by the respective committees per the prescribed procedures.

INTERNAL COMPLAINS COMMITTEE

Both formal and informal feedback are collected from students, and utilized in improving student experience in the institution in several ways.

- Student feedback on teachers is collected semester wise and teachers are given

a consolidated report of the same. Teachers also collect feedback on classes informally

- Services which included seeking suggestions. The complaints and suggestions are forwarded to the Principal for suitable action and many corrective measures will be taken wherever possible.
- Students may drop their feedback, problems or grievances in the general suggestion box and the concerned authorities aid in resolving the issue.
- College has a separate examination grievance redressal cell, a malpractice committee, an admission grievance cell, an anti-sexual-harassment cell and an anti ragging cell. The details of the committee members are available on the website and college handbook.
- The student grievance redressal cell has been functioning for several years. Faculties are members of the cell.
- Students can express their grievance in writing to the members who convene a meeting to address the issue. A complaint box is kept to receive grievances, if any.
- Students also meet their mentors and counselors and get their problems addressed, separately first and then together, if required.
- When student feedback was collected on campus services, the complaints appeared to be related to infrastructure constraints and some related to the library, which have been attended to.
- A limitation to this mechanism is that the requirement of providing complaints in writing often discourages students from following up. Therefore the problem is better addressed by mentors, discipline committee convenor and senior faculty. If serious issues are identified, the concerned teacher or other persons involved are informed along with the Principal.
- The team of counselors on campus helps and supports our students. Their conversations, issues and feedback are kept anonymous and needful is done to resolve the issues.

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

- The Committee shall meet as and when any complaint is received by it. Complaint may be received by any member of the committee.
- 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.
- 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.
- Each party shall be provided with a copy of the written statement(s) submitted by the other.
- The party against whom the document/witness is produced shall be entitled to challenge/cross-examine the same.
- The Committee shall sit on a day-to-day basis to record and consider the evidence produced by both parties.
- As far as practicable, all proceedings of the Committee shall take place in the presence of both parties.
- Minutes of all proceedings of the Committee shall be prepared and duly signed by the members of the Committee.
- The Committee shall make all endeavours to complete its proceedings within a period of seven (7) days from the date of receipt of complaint.
- 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. 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.

- 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
- 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.
- 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 Gogamukh College 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, hostels 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 Vice-Principal may condone the deficiency in attendance to the extent of 10%, subject to the submission of

medical certificates and payment of condonation fee. The students shall follow the rules of UGC, Dibrugarh University and Gogamukh College with regard to attendance, examinations and promotions.

5. Attendance is taken in all the classes for all subjects and absentee names are recorded. Parents are informed regularly about their ward's absence through SMS.
6. Students on leave should submit a leave letter to the class In-charge lecturer, duly signed by parent and Principal.
7. Students should be regular, punctual to the classes, attend seminars and other academic activities.
8. The students are expected to safeguard the property of the college.
9. It is the responsibility of the students to take care of their belongings. The college is not responsible for any loss of valuables.
10. 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
11. 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.
12. The Student should make optimum use of the learning resources and other support services available in the institution.
13. Students are expected to wear uniform of the college.
14. Students are not permitted to use mobile phones in the Examination Halls, etc.
15. 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.
16. 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
17. No student shall collect money, either by force or by request, from anyone in the campus. Rash or negligent driving of vehicles in the Campus premises is prohibited.
18. No student shall enter or leave the classroom when the session is on, without the permission of the teacher.
19. Any case of criminal activity or violation of law and order in the Campus will be reported to the police.
20. Students shall use only the waste bins for dispensing dry and wet waste materials within the Campus including classrooms, hostels, offices and canteen.
21. Any conduct which leads to lowering of the esteem of the Institution is prohibited.

Disciplinary Code

Any student exhibiting prohibited behavior mentioned in this code shall be subjected to any of the following disciplinary sanctions. Any student who is persistently insubordinate, who is repeatedly or willfully mischievous, who is guilty of fraud or mal-practice in connections with examinations, in the opinion of the authorities will be removed from the rolls Committee, Annuity Committee, Grievance and Redressal Cell shall make an enquiry and want the report to the Disciplinary committee. The Principal shall decide the action to be taken.

1. **Minor Sanctions - Tendering Apology:** The student engaged in any prohibited behavior may be asked to tender an apology for her act, undertaking that she shall not indulge in such or any of the prohibited behavior, in future.

2. Major Sanctions

Suspension: A student may be suspended from the Institution for violation of any of the provisions of this Code. The period of suspension and conditions, if any, shall be clearly indicated in the communication addressed to the student. The student shall lose her attendance for the suspended period.

Expulsion: This is the extreme form of disciplinary action and shall be resorted to only in cases where stringent action is warranted. Expulsion is the permanent dismissal of a student from the Institution. Such a student will not be eligible for readmission in the Institution.

COMPLAINT FORM

Name	
Class	
Victim (in case of 3 rd party reporting the complaint)	
Contact Number	
Mail ID	
Accuser	
Class (of accuser)	
Compliant	
Time	
Date	
Signature	



ज्ञान-विकास विमुक्तये

प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग
University Grants Commission

(मानव संसाधन विकास मंत्रालय, भारत सरकार)
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F.No. 14-4/2012(CPP-II)

7th December, 2018

PUBLIC NOTICE

ON

UGC (GRIEVANCE REDRESSAL) REGULATIONS, 2018

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

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

(Prof. Rajnish Jain)

**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