

DHABALESWAR INSTITUTE OF PHARMACY

(Under the Management of D.I.T.C. Managing Trustees)

[Affiliated to OUHS, BBSR & OSBP, BBSR. Approved by Govt. of Odisha & PCI, New Delhi]

RADHADAMODARPUR I.E., KHUNTUNI, ATHGARH, CUTTACK-754029

E-mail id : diphcuttack@gmail.com, Website: www.diphcuttack.org,

Contact No.: 94372 84154 / 9437443155 / 9980100900

Letter No. DIPH/11/OMB/2026-27

Date: 12.01.2026

APPOINTMENT ORDER OF OMBUDSPERSON

Order No.: DIPH/ /OMB/2026

Date: 12/01/2026

In compliance with UGC Regulations 2023, (Prof.) Mr. Debakinandan Mohanty Bhubaneswar, Director of Pharmacy is hereby appointed as Ombudsperson for Dhabaleswar institute of Pharmacy, Cuttack (**SGRC COMMITTEE**) for a tenure of 3 years.

***Contact Details :-7381046641/9437284154**

Email Id :-dnmohanty@gmail.com

Terms of Appointment:

1. To hear appeals from students aggrieved by SGRC decision.
2. To submit annual report to Vice Chancellor/Principal.
3. Remuneration and terms as per UGC norms.

ROLE AND RESPONSIBILITY 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).

Signature & Seal

Competent Authority

Principal, Dhableswar Institute of Pharmacy

Dhabaleswar Institute of Pharmacy

Copy to: All Committee Members; Teaching Staff; Non-Teaching Staff; Students; Notice Board; Institute Website/Portal; Office File; Committee File.

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Letter. No.

Date:

OFFICE ORDER

STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

Ref. No.: DIPH/ /SGRC/2026-27

Date: 12.01.2026

SUBJECT:- CONSTITUTION OF STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

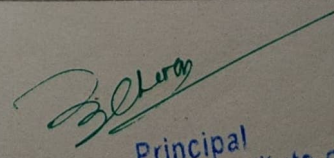
Reference documents:- **UGC guideline 2013, UGC Guideline 2019**

In order to ensure a transparent, accessible, fair and time-bound mechanism for receiving and resolving grievances of students, and in the interest of maintaining a healthy academic and institutional environment, the **Student Grievance Redressal Committee (SGRC)** of **Dhabaleswar Institute of Pharmacy** is hereby constituted for the Academic Session **2026-27**.

The Committee shall receive, examine and dispose of genuine student grievances in accordance with the applicable rules, regulations and institutional policies.

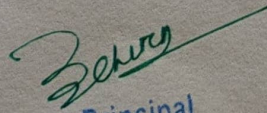
COMPOSITION OF THE SGRC

Sl. No.	Name	Designation	Position in SGRC	Categories/representation	Tenure	Contact number
1	Mr. Debaki Nandan Mohanty	Director	Chairperson (Ombudsman Person)	Presiding/Chair person	03 Year	7381046641
2	Prof./Dr. Sai Prasanna Behera	Principal/Professor	Member Secretary	Principal	As per applicable	9337180140
3	Mr. Nitai Gopal	Associate Professor/Vice -principal	Member	Faculty/Staff representative	01 Year	8280253413
4	Mrs. Geetanajali Swain	Assistant Professor	Member	Women member	01 Year	6351575699
5	Mr. Ramani Ranjan Nayak	Administrative officer	Member	Member Non-teaching Staff	01 Year	8249135144
6	Mr. Pritam Rath	Dean Academic	Member	Member Non-teaching Staff	01 Year	9437946407
7	Mrs. Tanmayee Sathy	Asst. Professor	Member	SC/ST/MINORITY	01 Year	7077108835
8	Mr. Abhisek Barik	Student Representative	Student Member	Students Representative (Girls)	01 Year	6372589992
9	Ms. Silparani Santra	Student Representative	Student Member	Students Representative (Girls)	01 Year	9937749059


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FUNCTIONS AND RESPONSIBILITIES

1. The SGRC shall provide an accessible mechanism for students to submit their grievances relating to academic, administrative, examination, infrastructure, facilities, conduct or other institutional matters.
2. Grievances may be submitted in writing through the prescribed grievance application/complaint form or through the mechanism notified by the Institute.
3. Every grievance received shall be **entered in the Grievance Register** with a unique serial/reference number.
4. The Member Secretary shall acknowledge the grievance and place it before the SGRC for examination.
5. The Committee shall examine the grievance impartially and may call the concerned student, faculty member, staff member or any other person for clarification, wherever required.
6. The SGRC shall endeavour to dispose of grievances **within 15 working days** from the date of receipt of the grievance. Where additional time is required due to the nature of the matter, the reasons shall be recorded.
7. The decision/recommendation of the SGRC shall be properly documented and communicated to the concerned student.
8. All proceedings, statements, documents and decisions relating to grievances shall be maintained confidentially to the extent permissible under applicable rules.
9. The Committee shall maintain:
 - Grievance Receipt Register
 - Grievance Disposal/Action Taken Register
 - Minutes of SGRC Meetings
 - Grievance Applications and supporting documents
 - Disposal/Decision Records
 - Annual SGRC Report
10. The SGRC shall periodically review the nature of grievances received and recommend appropriate corrective and preventive measures to the Principal.
11. No student shall be subjected to discrimination, victimisation or adverse treatment for submitting a genuine grievance in good faith.
12. The Committee shall function in accordance with the applicable regulatory requirements and institutional rules.


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TIME-BOUND GRIEVANCE DISPOSAL MECHANISM

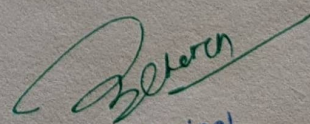
Stage	Action	Responsible Person/Authority	Timeline
1	Receipt and registration of grievance	Member Secretary	Same day/within 1 working day
2	Acknowledgement to complainant	Member Secretary	Within 2 working days
3	Preliminary scrutiny	SGRC	Within 3 working days
4	Collection of facts/documents	Member Secretary/SGRC	Within 7 working days
5	Hearing/discussion, if required	SGRC	Within 10 working days
6	Decision/recommendation	SGRC	Within 15 working days
7	Communication of decision	Member Secretary	Within 2 working days after decision
8	Action Taken/closure of grievance	Principal/Concerned Authority	As per decision, preferably within 7 working days

TENURE

The tenure of the above Committee shall be **one academic year**, i.e. from **01.08.2026 to 31.07.2027**, (except Ombudsman Person) unless modified or reconstituted earlier by the competent authority.

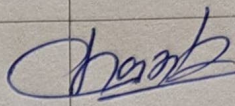
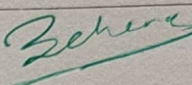
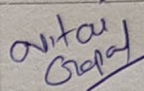
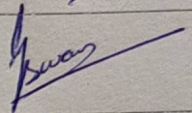
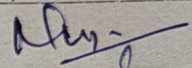
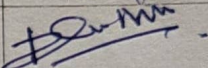
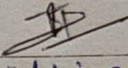
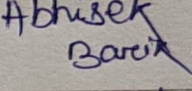
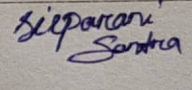
The Committee may be reconstituted whenever necessary due to transfer, resignation, change of designation, administrative requirement or any other reason.

All concerned are hereby directed to extend necessary cooperation to the SGRC for the effective and time-bound disposal of student grievances.


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ACKNOWLEDGEMENT / ACCEPTANCE BY COMMITTEE MEMBERS

We, the undersigned members, acknowledge the constitution of the STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC) Board and undertake to perform the assigned responsibilities sincerely and in the best interest of the students and Institution.

Sl. No.	Name	Designation	Position in SGRC	Categories /representation	Tenure	Signature
1	Mr. Debaki Nandan Mohanty	Director	Chairperson(Ombudsman Person)	Presiding/Chair person	03 Year	
2	Prof./Dr.Sai Prasanna Behera	Principal/Professor	Member Secretary	Principal	As per applicable	
3	Mr. Nitai Gopal	Associate Professor/Vice -principal	Member	Faculty/Staff representative	01 Year	
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5	Mr. Ramani Ranjan Nayak	Administrative officer	Member	Member Non-teaching Staff	01 Year	
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7	Mrs.Tanmaye e Sethy	Asst.Professor	Member	SC/ST/MINORITY	01 Year	
8	Mr.Abhishek Barik	Student Representative	Student Member	Students Representative(Girls)	01 Year	
9	Ms.Silparani Santra	Student Representative	Student Member	Students Representative(Girls)	01 Year	

This Office Order shall come into force with immediate effect.


Approved by
Principal
Dhableswar Institute of Pharmacy
Radhadamodarpur, Khuntuni, Cuttack, Odisha

Copy to:

Principal
Dhableswar Institute of Pharmacy
All Members of the Student Grievance Redressal Committee, Notice Board of the Institute, All Teaching and Non-Teaching Staff, Student Notice Board/Student Portal, Office File/SGRC File.

रजिस्ट्रॉ सं. डीएल (एन) -04/0007/2003--05

REGISTERED No. DL(N)—04/0007/2003—05



भारत का राजपत्र The Gazette of India

साप्ताहिक/WEEKLY

प्राधिकार से प्रकाशित
PUBLISHED BY AUTHORITY

सं. 12] नई दिल्ली, शनिवार, मार्च 23—मार्च 29, 2013 (चैत्र 2, 1935)
No. 12] NEW DELHI, SATURDAY, MARCH 23—MARCH 29, 2013 (CHAITRA 2, 1935)

इस भाग में भिन्न पृष्ठ संख्या दी जाती है जिससे कि यह अलग संकलन के रूप में रखा जा सके
(Separate paging is given to this Part in order that it may be filed as a separate compilation)

भाग III—खण्ड 4
[PART III—SECTION 4]

[सांविधिक निकायों द्वारा जारी की गई विविध अधिसूचनाएं जिसमें कि आदेश, विज्ञापन और सूचनाएं सम्मिलित हैं]
[Miscellaneous Notifications including Notifications, Orders, Advertisements and Notices issued by
Statutory Bodies]

Zehercy

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UNIVERSITY GRANTS COMMISSION

New Delhi-110002, the —December 2012

F. No. 14-4/2012(CPP-II)—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 :—

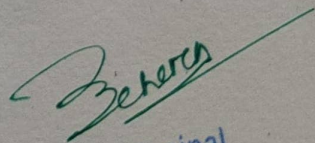
- (1) These regulations shall be called the University Grants Commission (Grievance Redressal) Regulations, 2012.
- (2) They shall apply to every University, whether established or incorporated by or under a Central Act or a State Act, and every institution recognised by the University Grants Commission 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 persons 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;


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(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;

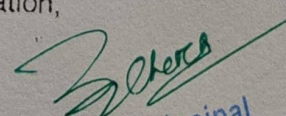
(d) the conditions of eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or programme of study, where so specified by the institution;

- (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.


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4. *Appointment, tenure, removal and conditions of services under grievance redressal mechanism –*

(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 in charge 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.

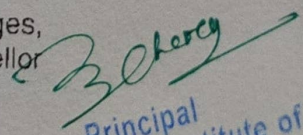
(8) The Ombudsman shall be paid a fees of Rs. 3000 per day for hearing the cases, in addition to reimbursement of the conveyance.

(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;


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- 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.

Zehera
Principal
Dhableswar Institute of
Pharmacy

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

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विश्वविद्यालय अनुदान आयोग

अधिसूचना

नई दिल्ली, 6 मई, 2019

का. सं. 14-4/2012 (सीपीपी-II)—विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) की धारा 26 की उप-धारा (1) के खंड (9) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए और विश्वविद्यालय अनुदान आयोग (शिकायत विनियम), 2012 का अधिष्ठापक करते हुए विश्वविद्यालय अनुदान आयोग एतद्वारा निम्नलिखित विनियम बनाता है, नामतः—

1. संक्षिप्त नाम, विनियम और प्रारम्भ :

(क) इन विनियमों को विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2019 कहा जाएगा।

(ख) वे ऐसे सभी उच्चतर शिक्षा संस्थानों पर लागू होंगे, जिन्हें किसी केन्द्रीय अधिनियम अथवा राज्य अधिनियम के तहत स्थापित अथवा निर्मात किया गया हो, और विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 2 के खंड (ख) के तहत मान्यता प्राप्त सभी संस्थानों तथा ऐसे सभी सम विश्वविद्यालय संस्थानों पर लागू होंगे जिन्हें तत्संबंध की धारा 3 के तहत विश्वविद्यालय घोषित किया गया हो।

(ग) यह विनियम, भारतीय राजपत्र में प्रकाशित होने की तिथि से प्रभावी होंगे।

2. संक्षेप :

किसी संस्थान में पहले से नामांकित छात्रों और साथ ही ऐसे संस्थानों में प्रवेश चाहने वाले छात्रों की करियर शिक्षाओं के निवारण के लिए अवसर प्रदान करना और इस संबंध में एक तंत्र स्थापित करना।

3. परिभाषा: जब तक कि इन विनियमों के संदर्भ में अन्यथा अपेक्षित न हो:

(क) "अधिनियम" का अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) से है;
(ख) "पीडित छात्र" से अभिप्राय किसी ऐसे छात्र से है जिसे इन विनियमों के तहत परिभाषित शिकायतों के संबंध में किसी मान्यता अथवा तत्संबंध किसी मामल में कोई शिकायत हो।

- (ग) "महाविद्यालय" से अभिप्राय अधिनियम की धारा 12क की उपधारा (1) के खंड (ख) में इस प्रकार से परिभाषित किसी संस्थान से है।
- (घ) "महाविद्यालयी छात्र शिकायत निवारण समिति" (सीएससीआरसी) से अभिप्राय इन विनियमों के तहत किसी संस्थान के स्तर पर, जोकि महाविद्यालय हो, गठित किसी समिति से है।
- (ङ) "आयोग" से अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 4 के तहत स्थापित आयोग से है।
- (च) "घोषित प्रवेश नीति" का अभिप्राय संस्थान द्वारा पेशकश किए जा रहे किसी पाठ्यक्रम या अध्ययन कार्यक्रम में प्रवेश के लिए संस्थान की विवरणिका में प्रकाशित की गई किसी ऐसी नीति से है, जिसमें उसके अंतर्गत आने वाली प्रक्रियाएं भी शामिल हैं।
- (छ) "किमागीय छात्र शिकायत निवारण समिति" (डीएससीआरसी) से अभिप्राय इन विनियमों के तहत किसी विश्वविद्यालय के किसी विभाग, विद्यालय या केंद्र के स्तर पर गठित किसी समिति से है।
- (ज) "शिकायत" का अभिप्राय, और इसमें निम्नवत् के संबंध में किसी पीडित छात्र द्वारा की गई शिकायत(तें) शामिल हैं, नामतः—

- i. संस्थान की घोषित प्रवेश नीति के अनुरूप निष्पादित की गई योग्यता के विपरीत प्रवेश दिया जाना;
- ii. संस्थान की घोषित प्रवेश नीति के तहत प्रक्रिया में अनियमितताएं;
- iii. संस्थान की घोषित प्रवेश नीति के अनुरूप प्रवेश देने से इंकार किया जाना;
- iv. इन विनियमों के उपबन्धों के अनुरूप, संस्था द्वारा विवरणिका का प्रकाशन न किया जाना;
- v. संस्थान द्वारा विवरणिका में ऐसी कोई जानकारी देना जोकि झूठी या भ्रामक हो, और तथ्यों पर आधारित नहीं हो;
- vi. किसी छात्र द्वारा ऐसे संस्थान में प्रवेश लेने के प्रयोजन से जमा किए गए किसी दस्तावेज जोकि उपाधि, डिप्लोमा या किसी अन्य पुरस्कार के रूप में हो, को अपने पास रख लेना या वापस करने से इंकार करना ताकि ऐसे किसी पाठ्यक्रम या अध्ययन कार्यक्रम के संबंध में छात्र को किसी शुल्क अथवा शुल्कों, का भुगतान करने हेतु तैयार किया जा सके अथवा भुगतान किया जा सके जिसमें छात्र अध्ययन नहीं करना चाहता हो;
- vii. संस्था की घोषित प्रवेश नीति में निष्पादित सभी से अधिक धनराशि की मांग करना;
- viii. छात्रों की विभिन्न श्रेणियों के लिए प्रवेश में सीटों के आरक्षण के संबंध में वर्तमान में लागू किसी कानून का संस्थान द्वारा उल्लंघन किया जाए;
- ix. ऐसे किसी संस्थान की घोषित प्रवेश नीति के तहत अथवा आयोग द्वारा विहित किसी शर्तों यदि कोई हो तो के तहत किसी भी छात्र हेतु या छात्रा हेतु या किसी सहयोगी का भुगतान नहीं किया जाना अथवा दितन्त्र से भुगतान किया जाना;
- x. संस्थान के शैक्षणिक कैंटेडर में अथवा आयोग द्वारा विहित ऐसे किसी कैंटेडर में विनिर्दिष्ट अनुसूची से इतर परीक्षाओं के आयोजन में अथवा परीक्षा के परिणामों की घोषणा में दितन्त्र करना;
- xi. विवरणिका में यथा उल्लिखित, अथवा संस्थान द्वारा लागू किसी कानून के किसी उल्लंघन के तहत यथा अपेक्षित छात्रों की सुविधा प्रदान करने में संस्थान द्वारा विफल रहना;
- xii. छात्रों के मूल्यमान के लिए संस्थान द्वारा अपनाई गई नीति—पारदर्शी अथवा अनुचित पद्धतियां;
- xiii. ऐसे किसी छात्र को शुल्क के प्रतिरूप में विवेक करना, अथवा इंकार करना जोकि विवरणिका में उल्लिखित समय के भीतर अथवा जिस की आयोग द्वारा अधिसूचित किया जाए, के भीतर प्रवेश त्याग देता है;
- xiv. अनुसूचित जाति अनुसूचित जनजाति, अन्य पिछड़ा वर्ग, महिला, अल्पसंख्यक अथवा निराश्रित श्रेणियों के छात्रों के समग्र अवसरों का शिकायत;
- xv. प्रवेश दिए जाने के समय जिस भर्त्सना दिलाया गया था अथवा प्रदान किए जाने अपेक्षित था के अनुरूप गुणवत्तापूर्ण शिक्षा प्रदान नहीं किया जाना, तथा

- XVI. छात्र के उत्तीर्णन के अन्य मामले के अलावा जिन पर लीमन में लागू किसी कानून के दंडात्मक उपबंधों के तहत कार्रवाई की जाती हो, छात्र का उत्तीर्णन किया जाना अथवा उसे निशाना बनाया जाना।
- (स) "संस्थान" से अभिप्राय है, जैसा कि संदर्भ हो, अभिनियम के तहत किसी विश्वविद्यालय अथवा महाविद्यालय अथवा किसी सम विश्वविद्यालय संस्थान से है, अथवा किसी विशिष्ट शिक्षा अथवा क्रियाकलाप हेतु किसी विश्वविद्यालय के तहत स्थापित किए गए किसी संस्थान से है।
- (ज) "संस्थागत छात्र शिकायत निवारण समिति" (आईएसजीआरसी) का अभिप्राय इन विनियमों के तहत किसी विश्वविद्यालय के स्तर पर, ऐसी शिकायतों पर कार्रवाई करने के लिए गठित की गई समिति से है जो विश्वविद्यालय के किसी भी विभाग से संबंधित नहीं हो, उदाहरण के लिए छात्रावास और सामान्य सुविधाएँ।
- (च) "लोकपाल" का अभिप्राय इन विनियमों के तहत नियुक्त लोकपाल से है।
- (छ) "विवरणीक" का अभिप्राय और इसमें ऐसा कोई भी प्रकाशन शामिल है, चाहे वह मुद्रित स्वरूप में अथवा अन्यथा हो, जिसमें जनसमाचार (जिसमें ऐसे संस्थान में प्रवेश पाने के इच्छुको सहित) को एक संस्था से संबंधित निष्पक्ष और पारदर्शी जानकारी प्रदान करने के लिए ऐसे संस्थान अथवा किसी प्रभिकरण अथवा ऐसे संस्थान द्वारा ऐसा करने के लिए प्राधिकृत किए गए किसी व्यक्ति द्वारा जारी किया गया हो।
- (ड) "क्षेत्र" का अभिप्राय एक भौगोलिक क्षेत्र, जिसमें राज्य शामिल है, जिन्हें इन विनियमों को लागू करने हेतु सुकर बनाने के प्रयोजनार्थ ऐसा निर्धारित किया गया हो, नामतः दक्षिण-पूर्वी क्षेत्र जिसमें आंध्र प्रदेश, तेलंगाना, गुड्डर, अजंन और त्रिकोण प्रदान करने के लिए ऐसे संस्थान अथवा किसी प्रभिकरण अथवा ऐसे क्षेत्र तद्विध शामिल हैं, पश्चिमी क्षेत्र में महाराष्ट्र, गुजरात, गोवा, दार्ज और नगर हवेली, दमन और दीव शामिल हैं, मध्य क्षेत्र में छत्तीसगढ़, मध्य प्रदेश और राजस्थान शामिल हैं, उत्तरी क्षेत्र में जम्मू और कश्मीर, दिल्ली, हिमाचल प्रदेश, पंजाब, हरियाणा, दिल्ली, उत्तराखंड, उत्तर प्रदेश, उत्तराखंड और चंडीगढ़ शामिल हैं, पूर्वोत्तर क्षेत्र में असम, मेघालय, मिजोरम, मणिपुर, त्रिपुरा, अरुणाचल प्रदेश, सिक्किम और नागालैंड शामिल हैं, और पूर्वी क्षेत्र में पश्चिम बंगाल, बिहार, झारखंड और ओडिशा शामिल हैं।
- (इ) "राज्य" का अभिप्राय संविधान की प्रथम अनुसूची में विनिर्दिष्ट किसी राज्य से है जिसमें संघ राज्य क्षेत्र भी शामिल हैं।
- (ए) "छात्र" से अभिप्राय किसी ऐसे संस्थान, जिसमें यह विनियम लागू होते हैं, में नामांकित किसी व्यक्ति, अथवा नामांकित होने के लिए प्रवेश प्राप्त के इच्छुक व्यक्ति से है।
- (लि) "विश्वविद्यालय" से अभिप्राय अभिनियम की धारा 2 की खंड (च) में यथा परिभाषित किसी विश्वविद्यालय से है, अथवा जहाँ संदर्भ के अनुसार तत्संबंध की धारा 3 के तहत इस प्रकार धारित किए जाने वाला कोई सम विश्वविद्यालय संस्थान हो।
- (ख) "विश्वविद्यालय छात्र शिकायत निवारण समिति" (एसजीआरसी) से अभिप्राय विश्वविद्यालय के स्तर पर एसजीआरसी, आईएसजीआरसी अथवा सीएसजीआरसी के नियम के परिणामस्वरूप उपजी शिकायतों पर कार्रवाई करने के लिए इन विनियमों के तहत गठित किसी समिति से है।
- विवरणीका का अनिवार्य प्रकाशन, इसकी विश्ववस्तु तथा मूल्य निर्धारण:**
- प्रत्येक संस्थान, अपने पाठ्यक्रम या अध्ययन के किसी भी कार्यक्रम में प्रवेश आस करने की तिथि से कम से कम साठ दिन की समाप्ति से पूर्व अपनी वेबसाइट पर एक विवरणीका प्रकाशित और/अथवा अपलोड करेगा, जिसमें इस तरह के संस्थान में प्रवेश लेने के इच्छुक व्यक्तियों और आम जनता की जानकारी के लिए निम्नवत जानकारी अवधिष्ट होगी, नामतः
 - प्रत्येक पाठ्यक्रम अथवा अध्ययन के कार्यक्रम के लिए, शिक्षण के घंटों, व्यावहारिक सत्रों और अन्य कार्य के साथ-साथ अध्ययन के कार्यक्रमों और पाठ्यक्रमों की सूची सहित उपयुक्त सांख्यिक प्रभिकरण अथवा संस्थान, जैसा मामला हो, द्वारा विनिर्दिष्ट पाठ्यक्रम की व्यापक रूपरेखा;
 - जिस शिक्षा वर्ष हेतु प्रवेश दिए जाने का प्रस्ताव हो, उसके प्रत्येक पाठ्यक्रम अथवा अध्ययन के कार्यक्रम के संबंध में, उपयुक्त सांख्यिक प्रभिकरण द्वारा अनुमोदित स्रोतों की सूची;
 - संस्थान द्वारा विनिर्दिष्ट किसी विशेष पाठ्यक्रम अथवा अध्ययन कार्यक्रम में छात्र के रूप में प्रवेश के लिए व्यक्तियों की न्यूनतम और अधिकतम आयु सीमा सहित शैक्षिक योग्यता और पात्रता की शर्तें;

- (व) इस प्रकार के प्रवेश के लिए आवेदन करने वाले योग्य उम्मीदवारों के चयन की प्रक्रिया, जिसमें प्रत्येक पाठ्यक्रम अथवा अध्ययन कार्यक्रम में प्रवेश के लिए ऐसे उम्मीदवारों के चयन के लिए परीक्षा या इंटरव्यू के विवरण के संबंध में सभी संपूर्ण जानकारी और प्रवेश परीक्षा के लिए निर्धारित शुल्क की राशि शामिल है।
- (ड) किसी पाठ्यक्रम या अध्ययन कार्यक्रम में अध्ययन करने के लिए ऐसे संस्थान में भर्ती किए गए छात्रों द्वारा दिये शुल्क जमा राशियों और अन्य प्रगतों के प्रत्येक घटक और ऐसे मुताबिकों की अन्य निम्नलिखित और शर्तें,
- (च) शर्तित लगाए जाने और संग्रहण किए जाने हेतु नियम/विनियम, विनिर्दिष्ट शर्तें अथवा श्रोनियां, लगाए जाने वाली शर्तित की न्यूनतम और अधिकतम राशि;
- (छ) ऐसे संस्थानों में दाखिला लेने वाले छात्रों द्वारा यदि पाठ्यक्रम या अध्ययन कार्यक्रम के पूरा होने से पहले अथवा के बाद दाखिला छोड़ दिया जाता है तो छात्रों की प्रतिदाय किए जाने वाले शिक्षण शुल्क और अन्य प्रगतों का प्रतिशत, तथा समय सीमा जिसके भीतर तथा मद्धति जिससे छात्रों को ऐसा प्रतिदाय किया जाएगा;
- (ज) उनकी शैक्षिक योग्यता शिक्षण संकाय का विवरण, उनकी नियुक्ति का स्वरूप (नियमित/अस्थायित/अतिरिक्त) और उसके प्रत्येक सदस्य के शिक्षण अनुभव के साथ;
- (झ) नैतिक और शैक्षणिक गुणियारी दावे और छानबिल और इसके शुल्क, पुस्तकालय, अस्साल अथवा उद्योग, जहाँ छात्रों को व्यावहारिक प्रशिक्षण दिया जाता हो, सहित अन्य सुविधाओं के संबंध में जानकारी और विवरण से छात्रों द्वारा संस्थान में प्रवेश प्राप्त करने पर प्राप्त होने वाली सुविधाओं का व्यौरा अवधिष्ट हो;
- (ञ) संस्थान के परिसर के भीतर अथवा बाहर छात्रों द्वारा अनुपस्थान गणना रखने के संबंध में सभी संपूर्ण निर्देश और विशेषत्व से किसी छात्र अथवा छात्रों की शैक्षणिक निष्पक्ष करने संबंधी ऐसे अनुशासन को बनाए रखने और उनका उल्लंघन किए जाने के परिणामों और संपूर्ण सांख्यिक विनियमक प्रभिकरण द्वारा इस संबंध में तैयार किए गए किसी विनियम के उपबंधों का उल्लंघन किए जाने के परिणामों का व्यापक अवधिष्ट होगा, तथा
- (ट) आयोग द्वारा यथा विनिर्दिष्ट कोई अन्य जानकारी।
- यद्यपि कि, प्रत्येक संस्थान इस विनियम के खंड (क) से (ट) में उल्लिखित जानकारी को अपनी वेबसाइट पर प्रकाशित/अपलोड करेगा, और विभिन्न समाचारपत्रों और अन्य माध्याम के माध्यम से प्रमुखता से प्रदर्शित करते हुए निम्नलिखित को माध्यम से इच्छुक छात्रों और आम जनता का ध्यान वेबसाइट पर इस तरह के प्रकाशन की ओर दिनाया जाएगा।
- प्रत्येक संस्थान अपनी विवरणीका की प्रत्येक मुद्रित प्रति का मूल्य निर्धारित करेगा, जोकि विवरणीका के प्रकाशन और विवरण की उचित जागत से अधिक नहीं होगी और विवरणीका के प्रकाशन, विवरण या किसी से कोई लाभ अवधिष्ट नहीं किया जाएगा।
 - छात्र शिकायत निवारण समिति (एसजीआरसी):**
 - महाविद्यालयी छात्र शिकायत निवारण समिति (सीएसजीआरसी)
 - किसी भी पीछित छात्र की महाविद्यालय से संबंधित किसी भी शिकायत को निम्नलिखित संरचना वाली महाविद्यालयी छात्र शिकायत निवारण समिति (सीएसजीआरसी) को भेजा जाएगा:
 - महाविद्यालय का प्राचार्य-समापति
 - प्राचार्य द्वारा शिक्षण संकाय से तीन वरिष्ठ सदस्यगणों को नामनिर्दिष्ट किया जाएगा-सदस्यगण, महाविद्यालय के छात्रों में से एक प्रतिनिधि, जिस प्राचार्य द्वारा शैक्षणिक योग्यता/खेलक्रीड में उच्चकृता/सह-पाठक क्रियाकलापों में उसके निष्पादन के आधार पर नामनिर्दिष्ट किया जाएगा-विशेष आनंजित।
 - सदस्यगणों तथा विशेष आनंजित का कार्यकाल दो वर्षों का होगा।
 - वैक के लिए पाण्डुलिपि समापति सहित पर्यु विशेष आनंजित के अलावा, तीन सदस्यगणों की होगी।
 - शिकायतों पर विचार करते हुए सीएसजीआरसी नैतिक-व्यय के सिद्धांतों का पालन करेगी।

ख. विभागीय छात्र शिकायत निवारण समिति (डीएसजीआरसी)

- (iv) सीएसजीआरसी रिपोर्ट को अपने सिकरिस्को यदि कोई हो तो, के साथ संबद्ध करने वाले विश्वविद्यालय के कुलपति को शिकायत प्राप्ति की तिथि से 15 दिनों की अवधि के भीतर भेजना तथा इसकी एक प्रति पीछे छात्र को भी भेजी जाएगी।
- (i) किसी भी पीछित छात्र की विश्वविद्यालय के किसी भी विभाग, अथवा विद्यालय, अथवा केंद्र से संश्लिष्ट किसी भी शिकायत को विभाग, विद्यालय अथवा केंद्र, जैसा भी मामला हो, द्वारा गठित की जाने और निम्नलिखित सरचना वाली विभागीय छात्र शिकायत निवारण समिति (डीएसजीआरसी) को भेजा जाएगा, नामतः-
- (क) विभाग, विद्यालय, अथवा केंद्र का अध्यक्ष, चाहे उसे किसी भी पदनाम से जाना जाए- समायोधि;
- (ख) विभाग/विद्यालय/केंद्र के बाहर से कुलपति द्वारा नामनिर्दिष्ट किए जाने वाले दो आवार्ड- सदस्य;
- (ग) संकाय का सदस्य, जो शिकायत निवारण की प्रणाली से नली- भांति परिचित हो, को समायोधि द्वारा नामनिर्दिष्ट किया जाएगा- सदस्य;
- (घ) महाविद्यालय के छात्रों में से एक प्रतिनिधि, जिसे कुलपति द्वारा शैक्षणिक योग्यता/खेलकूद में उत्कृष्टता/सह-पाठ्य क्रियाकलापों में उसके निष्पादन के आधार पर नामनिर्दिष्ट किया जाएगा- विशेष आमंत्रित।
- (ii) समायोधि, समिति के सदस्यों और विशेष आमंत्रित का कार्यकाल दो वर्षों का होगा।
- (iii) डीएसजीआरसी की बैठक के लिए गणपूर्ति, समायोधि सहित परंतु विशेष आमंत्रित के अलावा, तीन सदस्यों की होगी।
- (iv) अपने समक्ष प्रस्तुत शिकायतों पर विचार करते हुए डीएसजीआरसी नैसर्गिक न्याय के सिद्धांतों का पालन करेगी।
- (v) डीएसजीआरसी अपनी रिपोर्ट का सिकरिस्को यदि कोई हो तो, के साथ संस्थान के मुखिया/कुलपति को शिकायत प्राप्ति की तिथि से 15 दिनों की अवधि के भीतर भेजना तथा इसकी एक प्रति पीछित छात्र को भी भेजी जाएगी।

ग. संस्थान छात्र शिकायत निवारण समिति (आईएसजीआरसी)

- (i) जब शिकायत किसी विश्वविद्यालय के किसी शैक्षणिक विभाग, विद्यालय अथवा केंद्र, जैसा भी मामला हो, से संबद्ध नहीं हो तो मामले को कुलपति महादय द्वारा निम्नलिखित सरचना के साथ गठित की जाने वाली एक संस्थान छात्र शिकायत निवारण समिति (आईएसजीआरसी) को भेजा जाएगा, नामतः-
- (क) संस्थान का सम-कुलपति/संकाय अध्यक्ष/वरिष्ठ आचार्य- समायोधि;
- (ख) छात्र संकाय अध्यक्ष/संकाय अध्यक्ष/छात्र कल्याण- सदस्य;
- (ग) समायोधि के अलावा एक वरिष्ठ शिक्षाविद- सदस्य;
- (घ) कुलपति/संकाय अध्यक्ष/वरिष्ठ शिक्षाविद- सदस्य;
- (ङ) महाविद्यालय के छात्रों में से एक प्रतिनिधि, जिसे कुलपति द्वारा शैक्षणिक योग्यता/खेलकूद में उत्कृष्टता/सह-पाठ्य क्रियाकलापों में उसके निष्पादन के आधार पर नामनिर्दिष्ट किया जाएगा- विशेष आमंत्रित।
- (ii) समिति के सदस्यों का कार्यकाल दो वर्षों का होगा।
- (iii) आईएसजीआरसी की बैठक के लिए गणपूर्ति, समायोधि सहित परंतु विशेष आमंत्रित के अलावा, तीन सदस्यों की होगी।
- (iv) अपने समक्ष प्रस्तुत शिकायतों पर विचार करते हुए आईएसजीआरसी नैसर्गिक न्याय के सिद्धांतों का पालन करेगी।
- (v) आईएसजीआरसी अपनी रिपोर्ट को सिकरिस्को यदि कोई हो तो, के साथ कुलपति को शिकायत प्राप्ति की तिथि से 15 दिनों की अवधि के भीतर भेजना तथा इसकी एक प्रति पीछित छात्र को भी भेजी जाएगी।

घ. विश्वविद्यालय छात्र शिकायत निवारण समिति (यूएसजीआरसी)

- (i) एक संबद्ध विश्वविद्यालय के कुलपति, उत्तरी संख्या में विश्वविद्यालय छात्र शिकायत निवारण समिति (यूएसजीआरसी) का गठन करेगा, जैसा कि एक या एक से अधिक सीएसजीआरसी या डीएसजीआरसी या आईएसजीआरसी द्वारा अनुसूचकों शिकायतों पर विचार करने के लिए आग्रहक हो और प्रत्येक यूएसजीआरसी, महाविद्यालयों/विभागों/संस्थानों से उत्पन्न होने वाली शिकायतों पर, कुलपति द्वारा उसे प्रदान किए गए शैक्षणिक क्षेत्र के आधार पर कार्यवाही कर सकता है।
- (क) विश्वविद्यालय का एक वरिष्ठ आवार्ड- समायोधि;
- (ख) संकाय अध्यक्ष, छात्र कल्याण अथवा समकक्ष - सदस्य;
- (ग) संबद्ध महाविद्यालयों से लिए गए दो प्राचार्य, जो कि समीक्षार्थीन सीएसजीआरसी की रिपोर्टों से न जुड़े हों, कुलपति द्वारा नामित किए जाने वाले हैं- सदस्य;
- घ) विश्वविद्यालय का एक आवार्ड - सदस्य;
- (ङ) महाविद्यालय के छात्रों में से एक प्रतिनिधि, जिसे कुलपति द्वारा शैक्षणिक योग्यता/खेलकूद में उत्कृष्टता/सह-पाठ्य क्रियाकलापों में उसके निष्पादन के आधार पर नामनिर्दिष्ट किया जाएगा- विशेष आमंत्रित।
- (ii) समायोधि तथा समिति के सदस्यों और विशेष आमंत्रित का कार्यकाल दो वर्षों का होगा।
- (iii) बैठक के लिए गणपूर्ति, समायोधि सहित परंतु विशेष आमंत्रित के अलावा, तीन सदस्यों की होगी।
- (iv) अपने समक्ष शिकायतों पर विचार करते हुए यूएसजीआरसी नैसर्गिक न्याय के सिद्धांतों का पालन करेगी।
- (v) यूएसजीआरसी अपनी रिपोर्ट और सिकरिस्को यदि कोई हो तो, के साथ शिकायत से संबंधित महाविद्यालय के प्राचार्य/विभागाध्यक्ष/विद्यालय/संस्थान को शिकायत प्राप्ति की तिथि से 15 दिनों की अवधि के भीतर भेजनी तथा इसकी एक प्रति पीछित छात्र को भी भेजी जाएगी।
- (vi) विश्वविद्यालय छात्र शिकायत निवारण समिति के निर्णय से व्यक्ति कोई भी छात्र, इस तरह के नियंत्रण की प्राप्ति की तिथि से पंद्रह दिनों की अवधि के भीतर, लोकपाल को समक्ष उपीत कर सकता है।

6. लोकपाल की नियुक्ति, सेवाकाल, उसे पद से हटाया जाना और सेवा की शर्तें:

- (i) यूएसजीआरसी के निर्णयों के विरुद्ध चुनवाई करने और नियंत्रण देने और अपील करने के लिए एक या एक से अधिक अश्वकालिक पदाधिकारियों को लोकपाल के रूप में नामित किया जाएगा, यशर्त कि, उस राज्य में स्थित सभी राज्य विश्वविद्यालयों (सार्वजनिक के साथ- साथ निजी विश्वविद्यालयों) के संबंध में एक राज्य के लिए एक से अधिक लोकपाल नहीं होंगे, जिन्हें राज्य सरकार द्वारा नियुक्त किया जाएगा,
- यशर्त आगे कि, एक क्षेत्र में स्थित केंद्रीय विश्वविद्यालयों और सम विश्वविद्यालय संस्थानों के लिए एक से अधिक लोकपाल नहीं होंगे, जिन्हें केंद्र सरकार द्वारा नियुक्त किया जाएगा।
- (ii) लोकपाल, शिक्षा अथवा अनुसंधान के क्षेत्र में प्रख्यात व्यक्ति होंगे, जो किसी विश्वविद्यालय के कुलपति रह चुके हों।
- (iii) किसी राज्य में राज्य विश्वविद्यालयों के लिए लोकपाल उस राज्य के किसी भी विश्वविद्यालय के साथ हितों के टकराव में नहीं होगा, और उस क्षेत्र में स्थित केंद्रीय विश्वविद्यालयों और सम विश्वविद्यालयों हेतु लोकपाल, इस तरह की नियुक्ति से पहले अथवा उसके पश्चात्, उस क्षेत्र में स्थित विश्वविद्यालय अथवा सम विश्वविद्यालय संस्थान के साथ किसी भी तरह के हितों के टकराव में नहीं होंगे।
- (iv) एक राज्य सरकार इस प्रयोजनार्थ गठित एक समिति द्वारा सुझाए गए तीन नामों के पंचल में से लोकपाल की नियुक्ति करेगी, जिनमें निम्नलिखित शामिल होंगे, नामतः-
- (क) राज्यपाल या उपराज्यपाल का एक नामित, जैसा भी मामला हो, जो उच्चतर शिक्षा के क्षेत्र में प्रतिष्ठित व्यक्ति हों- समायोधि;
- (ख) राज्य के राज्यपाल/संघ भागित राज्य के उपराज्यपाल द्वारा नामित किया जाने वाला राज्य सांजिक विश्वविद्यालय का कुलपति- सदस्य,

- (ग) राज्य सरकार द्वारा नामित किया जाने वाला एक राज्य निजी विश्वविद्यालय का कुलपति— सदस्य
 - (घ) राज्य उच्चतर शिक्षा परिषद का अध्यक्ष अथवा परिषद के शैक्षणिक सदस्यों में से उनका नामित— सदस्य
 - (ङ) उच्चतर शिक्षा के लिए उत्तरदायी राज्य सरकार के प्रधान सचिव, सचिव— सदस्य सचिव
 - (च) सरकार द्वारा प्रयोजनार्थ गठित एक खोज समिति द्वारा सुझाए गए तीन नामों में से लोकपाल को नियुक्ति करेगी, जिसमें निम्नलिखित शामिल होंगे, नामतः—
 - (क) विश्वविद्यालय अनुदान आयोग के अध्यक्ष महोदय अथवा उनके नामित— समानाधिकारिक
 - (ख) किसी केन्द्रीय विश्वविद्यालय का कुलपति जिसे केन्द्र सरकार द्वारा नामित/निर्दिष्ट किया जाएगा— सदस्य
 - (ग) किसी सम विश्वविद्यालय संस्थान का कुलपति जिसे केन्द्र सरकार द्वारा नामित/निर्दिष्ट किया जाए— सदस्य
 - (घ) केन्द्र सरकार का नामित जोकि संयुक्त सचिव के पद से नीचे न हो— सदस्य
 - (ङ) विश्वविद्यालय अनुदान आयोग के सचिव महोदय— सदस्य सचिव
 - (च) लोकपाल को पद ग्रहण करने की तिथि से तीन वर्ष की अवधि अथवा सतरा वर्ष की आयु होने तक, इनमें से जो भी पहले हो, के लिए नियुक्त किया जाएगा, और वह समान राज्य या क्षेत्र के लिए, जैसा कि मामला हो, एक और कार्यकाल के लिए पुनर्नियुक्ति होने के लिए पात्र होगा।
 - (viii) सुनवाई का संचालन करने के लिए लोकपाल को, यात्रा पर हुए किए गए व्यय की प्रतिपूर्ति सहित विश्वविद्यालय अनुदान आयोग द्वारा निर्धारित किए गए मानदंडों के अनुसार प्रति दिन बेटक के आधार पर शुल्क का भुगतान किया जाएगा।
 - (viii) राज्य के लोकपाल के मामले में राज्य सरकार द्वारा और किसी क्षेत्र के लोकपाल के मामले में केन्द्र सरकार द्वारा लोकपाल को इन विनियमों के तहत यथा परिभाषित कदाचार या दुर्व्यवहार के आरोप सिद्ध होने पर पद से हटाया जा सकता है।
 - (ix) कम से कम उच्च न्यायालय के न्यायाधीश के पद पर आसीन न्यायमूर्ति द्वारा की गई जांच के अलावा लोकपाल को प्रदत्त करने हेतु कोई आदेश जारी नहीं किया जाएगा, और इस प्रकार की गई जांच में लोकपाल को सुनवाई का एक उचित अवसर भी प्रदान किया जाएगा।
- 7. लोकपाल के कार्यकरण :**
- (i) लोकपाल, छात्र द्वारा इन विनियमों के तहत उपस्थित सभी विवादों को आगमने के पश्चात् ही पीछित छात्र की अपील की सुनवाई करेगा।
 - (ii) यादगिरि परीक्षा के संचालन में अथवा मूल्यांकन की प्रक्रिया में गड़बड़ी के मुद्दों को लोकपाल के संदर्भित किया जा सकता है, तथापि, लोकपाल द्वारा उत्तर पुस्तिकाओं के पुनर्मूल्यांकन अथवा उकों को पुनः योग करने हेतु कोई अपील अथवा आग्रहण पर लोकपाल द्वारा सुनवाई नहीं की जाएगी, जब तक कि भेदभाव की किसी विशिष्ट घटना के परिणामों को प्रभावित करने वाली किसी विशिष्ट अनियमितता को इंगित नहीं किया जाता है।
 - (iii) लोकपाल, कठिण रूप से किए गए भेदभाव की शिकायतों की सुनवाई करने के लिए, न्याय— सित्र के रूप में किसी भी व्यक्ति को सहायता प्रदान कर सकता है।
 - (iv) लोकपाल पीछित छात्र(ओं) से अपील प्राप्त होने के 30 दिनों के भीतर शिकायतों का समाधान के लिए सभी प्रयास करेगा।
- 8. लोकपाल तथा छात्र शिकायत निवारण समितियों द्वारा शिकायतों के निवारण हेतु प्रक्रिया:**
- (i) प्रत्येक संस्थान, इस अधिनियम का जारी होने की तिथि से तीन माह की अवधि के भीतर एक ऑनलाइन पोर्टल तैयार करेगा, जहां कोई भी पीछित छात्र अपनी शिकायत के निवारण के लिए आवदन कर सकता है।
 - (ii) ऑनलाइन शिकायत प्राप्त होने पर संस्थान, ऑनलाइन शिकायत की प्राप्ति के 15 दिनों के भीतर अपनी रिपोर्टिंग सहित शिकायत को उपयुक्त छात्र शिकायत निवारण समिति को भेजगा।

- (iii) छात्र शिकायत निवारण समिति, जैसा भी मामला हो, शिकायत की सुनवाई के लिए एक लिखित निर्धारित करेगी जिसकी जानकारी संस्थान और पीछित छात्र को दी जाएगी।
 - (iv) पीछित छात्र या तो व्यक्तिगत रूप से ऐसा हो सकता है अथवा अपना पक्ष रखने के लिए अपने किसी प्रतिनिधि को अधिकृत कर सकता है।
 - (v) विश्वविद्यालय छात्र शिकायत निवारण समिति द्वारा समाधान नहीं की गई शिकायतों को इन विनियमों में उल्लिखित समयावधि के भीतर लोकपाल को भेजा जाएगा।
 - (vi) संस्थान, शिकायतों के शीघ्र निपटान हेतु, लोकपाल अथवा छात्र शिकायत निवारण समितियों को जैसा भी मामला हो, सहयोग करेगा, और ऐसा नहीं किए जाने पर लोकपाल द्वारा आयोग को जानकारी दी जा सकती है जो इन विनियमों के उल्लंघन के अनुरूप कार्रवाई करेगा।
 - (vii) लोकपाल, दोनों पक्षों को सुने जाने का एक उचित अवसर प्रदान करने के बाद, कार्यवाहियां समाप्त होने पर तत्समक्षी कारणों सहित, इस प्रकार का आदेश पारित करेगा, जैसा वह उपयुक्त समझे, ताकि शिकायत का समाधान हो सके और पीछित छात्र को जैसा उपयुक्त हो, तहत प्रदान की जा सके।
 - (viii) संस्थान के साथ ही साथ पीछित छात्र को लोकपाल के हस्ताक्षर के तहत जारी की गई आदेश की प्रतियां उपलब्ध कराई जाएगी और संस्थान, आदेश की प्रतियों को सामान्य जानकारी के लिए इसे अपनी वेबसाइट पर भी डालेगा।
 - (ix) संस्थान, लोकपाल की सिफारिशों का अनुपालन करेगा और संस्थान द्वारा सिफारिशों का अनुपालन नहीं किए जाने के संबंध में लोकपाल, आयोग को जानकारी प्रदान करेगा।
 - (x) जहां शिकायत झूठी या गुरु पड़ी जाती है उस स्थिति में लोकपाल शिकायतकर्ता के विरुद्ध उपयुक्त कार्रवाई किए जाने की सिफारिश कर सकता है।
- 9. लोकपाल और छात्र शिकायत निवारण समितियों के संबंध में जानकारी:**
- संस्थान अपनी वेबसाइट और अपनी वित्तपोषिका में स्पष्ट रूप से इसके क्षेत्रधिकार में आने वाली छात्र शिकायत निवारण समितियों तथा अपील किए जाने के प्रयोजनार्थ लोकपाल के संबंध में सभी संभावित जानकारी उपलब्ध करानेगा।
- 10. अनुपालन नहीं किए जाने के परिणाम:**
- आयोग, किसी भी संस्थान के संबंध में, जो जानबूझकर इन विनियमों का उल्लंघन करते हैं अथवा बार-बार लोकपाल अथवा शिकायत निवारण समितियों, जैसा भी मामला हो, की सिफारिशों को अनुपालन नहीं करते हैं, उनके विरुद्ध निम्नलिखित एक अथवा एक से अधिक कार्यवाहियां कर सकते हैं, नामतः—
- (क) अधिनियम की धारा 12ख के तहत अनुदान प्राप्त करने के लिए उपयुक्तता की घोषणा को वापस लेना,
 - (ख) संस्थान को आवंटित किसी भी अनुदान को रोकना जा सकता है,
 - (ग) आयोग को किसी भी सामान्य अथवा विशेष सहायता कार्यक्रम के तहत किसी भी सहायता को प्राप्त करने हेतु विचार किए जाने के लिए संस्थान को अन्याय घोषित करना,
 - (घ) उपयुक्त भीड़भाड़ में प्रमुखता से प्रदर्शित कर और आयोग की वेबसाइट पर पोस्ट कर समानाधिकारिक सहित जनसंचारण को सुविधा करना, तथा इस बाबत धांधला करना की संस्थान में शिकायतों के निवारण के लिए न्यायम मानक लागू नहीं है,
 - (ङ) महाविद्यालय के मामले में संबंधिता को वापस लेने के लिए संबंध विश्वविद्यालय को सिफारिश करना,
 - (च) सम विश्वविद्यालय संस्थान के मामले में इस प्रकार की कार्रवाई करना, जो आवश्यक, उपयुक्त और सटीक प्रतीत हो,
 - (छ) सम विश्वविद्यालय संस्थान के मामले में सम विश्वविद्यालय संस्थान के रूप में घोषणा को वापस लिया जाने के लिए, यदि आवश्यक हो तो, केन्द्र सरकार को सिफारिश करना,
 - (ज) राज्य अधिनियम के तहत स्थापित अथवा निर्धारित विश्वविद्यालय के मामले में राज्य सरकार को आवश्यक और उचित कार्रवाई करने की सिफारिश करना,
 - (झ) गैर-अनुपालन के लिए संस्थान के विरुद्ध ऐसी अन्य कार्रवाई करना जो आवश्यक और उचित समझी जाए।

बतले कि, इस विनियमों के तहत आयोग द्वारा कोई कार्यवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति स्पष्ट करने के लिए अवसर नहीं दिया गया हो और उसे सुने जाने का अवसर प्रदान नहीं किया गया हो।

11. इस विनियमों में उल्लिखित कोई भी बात, विश्वविद्यालय अनुदान आयोग (शिकारत विचारण) विनियम, 2012 के प्रावधानों के तहत नियुक्त किसी परामर्शी लोकपाल के कार्यकाल की अवधि के दौरान उसके पद पर बने रहने को प्रतिकूल रूप से प्रभावित नहीं करेगी। कार्यकाल समाप्त होने के पश्चात लोकपाल, को नियुक्ति विश्वविद्यालय अनुदान आयोग (शिकारत विचारण) सचरी विनियम, 2019 के अनुसूच की जाएगी।

प्रो. रत्नगीश जैन, सचिव

[विज्ञापन-III/4/असा./30/19]

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

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

- 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:
 - Principal of the college – Chairperson;
 - Three senior members of the teaching faculty to be nominated by the Principal – Members;
 - 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.
 - The term of the members and the special invitee shall be two years.
 - The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
 - In considering the grievances before it, the CSGRC shall follow principles of natural justice.
 - 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)**
- 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:
 - Head of the Department, School, or the Centre, by whatever designation known – Chairperson;
 - Two Professors, from outside the Department/School/Centre to be nominated by the Vice Chancellor – Members;
 - A member of the faculty, well-versed with the mechanism of grievance redressal to be nominated by the Chairperson – Member;
 - 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) Professor/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 CSGR 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 CSGR or DSGRC 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 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.
- (ii) 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.
- (iii) The Ombudsperson shall be a person of eminence in academics or research, who had been Vice-Chancellor of a University.
- (iv) 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.
- (v) 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.
- (vi) 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

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- (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-totalling 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. RANISH JAIN, Secy.

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

DHABALESWAR INSTITUTE OF PHARMACY, CUTTACK

Radhadamodarpur, Khuntuni, Cuttack, Odisha

STANDARD OPERATING PROCEDURE (SOP) / GUIDELINES

TIME-BOUND DISPOSAL MECHANISM OF

STUDENTS' GRIEVANCE REDRESSAL COMMITTEE (SGRC)

Document No.: DIP/SGRC/SOP/01 | Revision No.: 00 | Effective Date: 12.01.2026

1. TITLE

SOP / Guidelines for Time-Bound Disposal Mechanism of the Students' Grievance Redressal Committee (SGRC).

2. PURPOSE

The purpose of this SOP is to establish a transparent, accessible, fair and time-bound mechanism for receiving, examining, resolving and disposing of grievances submitted by students of Dhabaleswar Institute of Pharmacy.

3. SCOPE

This SOP applies to students of D.Pharm, B.Pharm and other pharmacy programmes of the Institute. It covers academic, examination, attendance, teaching-learning, laboratory, library, facilities, fees/administration, student welfare, discrimination, harassment, ragging-related and other genuine institutional grievances.

Matters assigned by law or regulation to a specialised statutory committee shall be referred to the appropriate committee/authority without avoidable delay.

4. OBJECTIVES

- Provide an accessible mechanism for submission of grievances.
- Acknowledge and register every grievance promptly.
- Ensure impartial examination and an opportunity to be heard.
- Dispose of ordinary grievances within a defined timeline.
- Maintain confidentiality and protect students from retaliation for genuine complaints.
- Maintain complete records, action taken reports and closure evidence.
- Provide an appeal/escalation mechanism wherever applicable.

5. SGRC CONSTITUTION

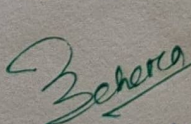
The SGRC shall be constituted by the competent authority of the Institute in accordance with applicable regulatory requirements. The committee should include a Chairperson, faculty members and a Member Secretary; additional members may be nominated as required. The constitution and contact details shall be notified separately by the Principal.

6. MODES OF SUBMISSION

- Written application to the SGRC/Member Secretary.
- Designated grievance box.
- Official institutional email or online grievance mechanism, where available.
- Submission through the Principal or authorised institutional office.
- Any other officially notified mechanism.

7. REGISTRATION AND ACKNOWLEDGEMENT

Every grievance shall be entered in the SGRC Grievance Register and allotted a unique grievance number. The acknowledgement should normally be issued within 2 working days and should mention the grievance number and the next stage of processing.


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8. TIME-BOUND DISPOSAL MECHANISM

Sl. No.	Activity	Responsible Person/Authority	Timeline
1	Receipt of grievance	SGRC / Member Secretary	Day 0
2	Registration and acknowledgement	Member Secretary	Within 2 working days
3	Preliminary scrutiny	Member Secretary / SGRC	Within 3 working days
4	Classification and assignment	Chairperson / SGRC	Within 5 working days
5	Collection of relevant records	Concerned Department / Officer	Within 7 working days
6	Hearing / interaction, where required	SGRC	Within 10 working days
7	Committee deliberation	SGRC	Within 15 working days
8	Decision / recommendation	SGRC	Within 20 working days
9	Communication of decision	Member Secretary	Within 3 working days after decision
10	Implementation of approved action	Concerned Authority	Normally within 7 working days
11	Closure and record update	Member Secretary	Within 3 working days after implementation

Overall disposal target: Every ordinary grievance should normally be disposed of within 30 calendar days from receipt, subject to complexity and any applicable statutory/regulatory timeline. Where additional time is unavoidable, the reason for delay and revised target date shall be recorded and communicated.

9. PRIORITY-BASED HANDLING

- Urgent matters involving immediate safety, serious harassment, ragging, threats or other serious concerns shall be brought to the Principal/competent authority without delay, preferably the same working day, and referred to the appropriate statutory authority where applicable.
- High-priority academic, examination, administrative or welfare matters should ordinarily be examined within 7 working days.
- Routine grievances should normally be disposed of within 30 calendar days.

10. PRELIMINARY SCRUTINY

- Verify jurisdiction and completeness of the grievance.
- Determine whether immediate protective/interim action is necessary.
- Identify the appropriate department/person for factual information.
- Determine whether referral to another statutory committee is required.
- Record if the grievance is repetitive or already disposed of.

11. HEARING AND NATURAL JUSTICE

Where required, the SGRC shall provide a reasonable opportunity to the concerned student and relevant respondent/persons to present their case. The Committee shall consider relevant records objectively, avoid prejudgment, maintain confidentiality and record material findings. A person with a conflict of interest should not participate in the decision.

12. DECISION AND RECOMMENDATION

The SGRC shall base its decision/recommendation on verified facts, relevant documents, applicable institutional rules, academic regulations, applicable statutory/regulatory provisions and principles of fairness and natural justice. The decision shall be recorded in the proceedings/minutes.

13. COMMUNICATION OF DECISION


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The decision/recommendation shall normally be communicated to the student within 3 working days after the decision. The communication should mention the grievance number, decision, action proposed/taken and applicable appeal mechanism.

14. IMPLEMENTATION AND CLOSURE

Where corrective action is approved, the concerned department/authority shall implement it within the prescribed period. The Member Secretary shall monitor compliance. A grievance should be marked 'Closed' after the decision has been communicated and, where applicable, the approved action has been implemented or the competent authority has taken a final decision.

15. APPEAL AND ESCALATION

A student who is dissatisfied with an SGRC decision may submit an appeal to the designated appellate authority within the applicable prescribed period. Matters outside SGRC jurisdiction, matters requiring statutory intervention, conflicts of interest or unresolved matters may be escalated to the competent authority. The reason for appeal/escalation shall be documented.

16. CONFIDENTIALITY

- Grievance information shall be disclosed only to persons who need it for processing or where disclosure is legally required.
- Sensitive documents shall be securely maintained.
- Personal information shall not be unnecessarily circulated.
- Retaliation against a student for submitting a genuine grievance shall not be permitted.

17. FALSE OR FRIVOLOUS COMPLAINTS

A grievance shall not be treated as false merely because it is not substantiated. If, after due examination, a complaint is found to have been deliberately false or malicious, appropriate action may be considered under applicable institutional rules.

18. MONITORING OF PENDING GRIEVANCES

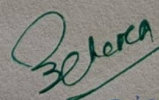
The Member Secretary shall maintain a pending-grievance monitoring register and review cases periodically. Any grievance crossing the prescribed timeline shall contain a recorded reason for delay, responsible stage/authority and revised target date.

19. RECORDS TO BE MAINTAINED

- SGRC constitution/notification and contact details.
- Approved SOP and revisions.
- Grievance register and applications.
- Acknowledgements and supporting documents.
- Notices, hearing records and statements, where applicable.
- SGRC meeting minutes/proceedings.
- Decisions/recommendations and communication letters.
- Action Taken Reports and closure records.
- Appeal/escalation records.
- Periodic and annual SGRC reports.

20. RESPONSIBILITY

Principal: Approves/constitutes the SGRC, ensures institutional support, reviews serious/delayed matters and facilitates implementation.


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Chairperson: Ensures impartial proceedings, convenes meetings/hearings and monitors time-bound disposal.

Member Secretary: Registers grievances, issues acknowledgements, coordinates hearings, maintains records, communicates decisions and monitors pending cases.

Concerned Department/Officer: Provides records/information and implements approved corrective action within the prescribed period.

21. PERIODIC REVIEW

The SGRC shall periodically review the number and nature of grievances, disposal time, pending/delayed cases and corrective measures. An annual summary may be prepared without unnecessarily disclosing confidential personal information.

22. TIME-BOUND DISPOSAL FLOW

Grievance Received → Registration & Acknowledgement (≤ 2 working days) → Preliminary Scrutiny (≤ 3 working days) → Classification/Assignment (≤ 5 working days) → Record Collection (≤ 7 working days) → Hearing/Examination (≤ 10 working days) → Deliberation (≤ 15 working days) → Decision (≤ 20 working days) → Communication (≤ 3 working days) → Implementation (normally ≤ 7 working days) → Closure / Appeal / Escalation.

ANNEXURE – I: SGRC GRIEVANCE TIME-LINE MONITORING FORMAT

Grievance No.	Date Received	Ack. Due	Scrutiny Due	Hearing Due	Decision Due	Communication Date	Closure Date	Status/Remarks

ANNEXURE – II: ACTION TAKEN REPORT

Grievance No.: _____

Date of Receipt: _____

Student/Course/Semester: _____

Nature of Grievance: _____

Brief Description: _____

Action Taken: _____

Decision/Recommendation: _____

Date of Decision: _____ Date of Implementation: _____

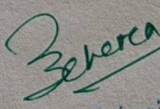
Status: Resolved / Closed / Escalated / Under Appeal

Remarks: _____

Member Secretary, SGRC: _____ Chairperson, SGRC: _____ Principal: _____

ANNEXURE – III: SGRC DOCUMENT CHECKLIST

- SGRC constitution/notification
- Approved SOP
- Grievance register
- Grievance applications
- Acknowledgement records
- Hearing/statement records, where applicable
- SGRC proceedings/minutes


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- Decision/recommendation records
- Communication to student
- Action Taken Reports
- Pending grievance monitoring
- Appeal/escalation records
- Closure records
- Annual SGRC report

23. APPROVAL

Prepared By <u>NITAI CHOPRA</u>	Recommended By	Approved By <u>Saiprasanna Behara</u>
Member Secretary, SGRC	Chairperson, SGRC	Principal
Signature: <u>[Signature]</u>	Signature: <u>[Signature]</u>	Signature: <u>[Signature]</u>
Date: <u>12-01-26</u>	Date:	Date: <u>12-01-26</u>

[Signature]
Principal
Dhableswar Institute of
Pharmacy