



SHETH LALJI DAYAL AMALGAMATED TRUST'S

LILAVATI LALJI DAYAL NIGHT COLLEGE OF COMMERCE

375/77, Sardar Vallabhbhai Patel Road, Mumbai – 400 004. Tel.: 022 – 2382 7615/ 3507 7382

E-mail: lldhs2000@gmail.com/ info@lldhs.in

Website: www.lldhscoc.in

Govt. Order No.: NGC 2018 / (100 / 18) MSHSI-4

Univ Affiliation No.: AFF / ICD / 2018-19/ 731

Ref. No. _____

Date: _____

Criteria-5.1.4

The Institution has a Transparent Mechanism for Timely Redressal of Student Grievances including Sexual Harassment



(In-Charge Principal)
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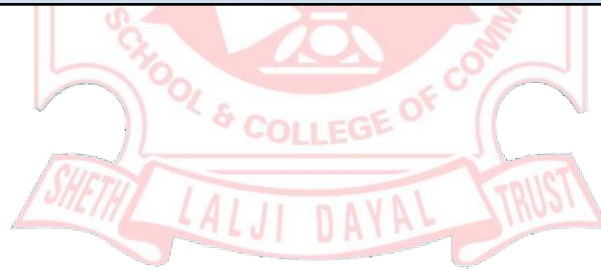
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Date: _____

Criteria - 5.1.4 C

Implementation of Guidelines	
•	UGC GUIDELINES FOR SEXUAL HARASSMENT PREVENTION
•	UGC GUIDELINES FOR ANTI RAGGING
•	UGC GUIDELINES FOR STUDENTS GRIVANCE



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UGC GUIDELINES FOR HARASSMENT



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UGC Guidelines

 शांति-विधानं विद्युन्मते प्रा. मनिष र. जोशी सचिव Prof. Manish R. Joshi Secretary	 सत्यमेव जयते	 भारत 2023 INDIA विश्वविद्यालय अनुदान आयोग University Grants Commission (शिक्षा मंत्रालय, भारत सरकार) (Ministry of Education, Govt. of India)
D. O. No. F. 1-15/2009 (ARC) Pt.III	December 14, 2023/23 अग्रहायण, 1945	
Respected Madam/Sir,		
In pursuance to the Judgment of the Hon'ble Supreme Court of India dated 08.05.2009 in Civil Appeal No. 887/2009, to exercise the powers conferred by clause (g) of sub-section (1) of section 26 of the University Grants Commission Act, 1956, the UGC notified "Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009". The Regulations are available on the UGC website www.ugc.gov.in & www.antiragging.in .		
It is once again brought to your kind notice that ragging is a criminal offence and UGC has framed regulations on curbing the menace of ragging in higher educational institutions in order to prohibit, prevent and eliminate the scourge of ragging. These regulations are mandatory, and all institutions are required to take necessary steps for its implementation in toto including the monitoring mechanism. Any violation of these regulations will be viewed seriously. If any institution fails to take adequate steps to prevent ragging or does not act in accordance with these Regulations or fails to punish perpetrators of incidents of ragging suitably, it will attract punitive action against itself by the UGC.		
You are requested to step up anti-ragging mechanism by way of adequate publicity through various mediums; constitution of Anti-Ragging committee and Anti-Ragging squad, setting up of Anti-Ragging Cell, installing CCTV cameras at vital points, Anti-Ragging workshops and seminar, updating all websites with nodal officers' complete details, alarm bells etc. Regular interaction and counseling with the students, identification of trouble-triggers and mention of Anti-Ragging warning in the institution's E-prospectus and E-information booklets/brochures must be ensured. Surprise inspection of hostels, students' accommodation, canteens, rest cum recreational rooms, toilets, bus-stands must be carried out & Anti-Ragging posters must be displayed at all prominent places like Admission Centre, Departments, Library, Canteen, Hostel, Common facilities etc. These posters are available on UGC website www.ugc.ac.in . The size of the posters should be 8x6 feet. Any other measure which would augur well in preventing/quelling ragging and any uncalled-for behavior/incident must be undertaken.		
Students in distress due to ragging related incidents can call the National Anti-Ragging Helpline 1800-180-5522 (24x7 Toll Free) or e-mail the Anti-Ragging Helpline at helpline@antiragging.in . For any other information regarding ragging you may please visit the UGC website i.e. www.ugc.gov.in & www.antiragging.in and contact UGC monitoring agency i.e. Centre for Youth (C4Y) on Mobile No. 09818044577 (only in case of emergency).		
 वसुधैव कुटुम्बकम् ONE EARTH - ONE FAMILY - ONE FUTURE		
Bahadur Shah Zafar Marg, New Delhi-110002 Ph.: 011-23236288/23239337 Fax : 011-2323 8858 E-mail : secy.ugc@nic.in		



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UGC Guidelines

CONTINUATION SHEET

-02-

In compliance to the directions of the Anti-Ragging Monitoring Committee constituted by Hon'ble Supreme Court of India, HEIs/Councils have to implement the following:

1. The concept of mentor-mentee as given out in the UGC Regulations for curbing the Menace of Ragging in HEIs - 2009 be followed by students in all institutions to make a comfortable bond amongst Juniors and Seniors.
2. The Anti Ragging Cell and Anti Ragging Squads of institutions should be empowered by provisioning of a legal counsel so that airtight cases against the ragging culprits can be made.
3. Henceforth for extreme ragging and suicide cases, Principal of the college and Registrar of the University will be called and will be answerable to the National Anti-Ragging Monitoring Committee for the reasons of non-compliance of UGC Regulations for ragging.
4. All the Councils/Regulatory Bodies must constitute a committee as and when a serious/suicide/death case is reported related to their Council/Regulatory Body to relook into the issue even when case is under police investigation. The Regulatory Bodies/Councils are also advised to appoint a legal person for the matter.
5. The Committee has also instructed the Anti Ragging Monitoring Agency to be more vigilant and carry out surprise checks all across the Nation to ensure that the UGC Regulations to curb the menace of ragging are being strictly adhered to by the HEI's, Teaching Staff and the students. Punitive action as mentioned in these regulations will be taken against the defaulters.

UGC also drives an Anti-Ragging Media Campaign through different modes and has undertaken the following activities to promote the campaign which are available on UGC website www.ugc.gov.in

1. UGC developed 05 TV Commercials of 30 seconds each with different perspective for Parents, Victim and Offenders.
2. UGC designed and distributed 04 types of posters amongst Universities / Regulatory Authorities / Councils / IITs / NITs / other educational institutions for their prominent display.
3. UGC consecutively organized 02 Anti-Ragging Competitions for students/faculty/general public for the wider awareness of the menace of ragging.

In compliance of the 2nd Amendment in UGC Regulations, you are requested to make it compulsory for each student and every parent to submit an online undertaking every academic year at www.antiragging.in

You are also requested to implement the revised procedure for students to file an online Anti-Ragging affidavit. The student will receive an e-mail with his/her registration number. The student will forward that e-mail to the Nodal officer in his/her university/college e-mail.

Universities/Colleges have to display the email address and contact number of the Nodal Officer of Anti-Ragging Committee of their university/college on their website and campus areas like Admission Centre, Departments, Library, Canteen, Hostel, and Common facilities, etc.

Ami Z.



Ami Z.

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UGC Guidelines

CONTINUATION SHEET

-03-

Universities and Colleges are requested to insert a mandatory column in their university/college's admission form as per the given format:

Anti Ragging Undertaking Reference no:	<input style="width: 95%;" type="text"/>
----------------------------------------	------------------------------------------

All HEI's are further advised to fill in the complete details of their respective Anti Ragging Committee and Anti Ragging Squad on the website i.e. www.antiragging.in and also display these lists on the Notice Boards.

Universities are also requested to ensure strict compliance of this advisory and fill the compliance on www.antiragging.in. You are also requested to forward this advisory to all the colleges in your ambit with strict compliance directions. All colleges be instructed to make multiple prints of this circular and the same to be prominently displayed at all the locations visited by the Students.

IT IS ONCE AGAIN REITERATED FOR THE BENEFIT OF ALL THE STAKEHOLDERS THAT RAGGING IS A CRIMINAL OFFENCE AND THE CULPRITS WILL ATTRACT PUNITIVE ACTION AS MENTIONED IN THE UGC REGULATIONS.

With kind regards,

Yours sincerely,


(Manish Joshi)

The Vice-Chancellor/Registrars of all Universities

Copy to:

1. All Regulatory Authorities
2. Ms. Jasleen Kaur, Under Secretary, Ministry of Education. (jasleen.kau@nic.in).
3. DS(website), UGC (for uploading on (i) UGC website, (ii) Under ragging related Twitter handle of UGC)
4. Ms. Alka Tomar, Centre for Youth (C4Y)(alka.tomar@c4yindia.org) (for uploading on antiragging.in)


(Manish Joshi)





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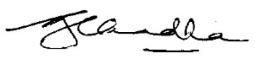
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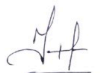
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Date: _____

Circular of Establishment of Women Development Cell

WOMEN DEVELOPMENT CELL University of Mumbai University of Mumbai J. P. Naik Bhavan, 1st Floor, Room No. 2, Vidyanagari, Santacruz (East), Mumbai - 400 098. Telefax : 022-2653 0143 Email : wdcvidya@yahoo.co.in	 मुंबई विद्यापीठ Reaccredited by NAAC with 'A' GRADE	महिला विकास कक्ष मुंबई विद्यापीठ जे. पी. नाईक भवन, पहिला मजला, रू. नं. २, विद्यानगरी, सांतानुख (पूर्व), मुंबई-४०० ०९८ टेलीफॅक्स : ०२२-२६५३ ०१४३
"University with Potential for Excellence"		
Ref.No.WDC/ 132 of 2019	Date: 4 th July, 2019.	
To, All the Principals of the Colleges/Institutes affiliated to the University of Mumbai.		
Sir/Madam,		
<p>As per University Grants Commission (Prevention, prohibition and redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015, Principals are mandated to follow 3.2(15) of the UGC Regulations the Women's Development Cells in colleges shall be revived and funded to be able to carry out the range of activities required for gender sensitization and remain autonomous of the functioning of anti sexual harassment committees and ICCs. At the same time, they shall extend their activities to include gender sensitization programmes in consultation with ICCs and help to disseminate anti-sexual harassment policies on campuses on a regular basis. The 'cultural' space and the 'formal academic space' need to collaborate to render these workshops innovative, engaging and non-mechanical.</p>		
<p>Colleges are expected to conduct at least one annual event towards gender sensitization in the college, the report of which must be sent to UWDC at e-mail id: wdcvidya@yahoo.co.in.</p>		
Thanking you,		
		
Dr. Gita Chadha, Chairperson, UWDC		
WOMEN DEVELOPMENT CELL University of Mumbai Room No. 2, J. P. Naik Bhavan, Vidyanagari, Santacruz (East), Mumbai - 400 098.		
'Awake, arise and educate' Savitribai Phule (1891 – 1931)		





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UGC GUIDELINES FOR ANTI RAGGING



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Curbing the Menace of Ragging

**INFORMATION EDUCATION COMMUNICATION (IEC)
GUIDELINES FOR COUNCILS, UNIVERSITIES & COLLEGES**

Curbing the Menace of Ragging



Ministry of Education
Government of India



विश्वविद्यालय अनुदान आयोग
University Grants Commission
quality higher education for all



[Signature]

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DISCLAIMER

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www.ugc.ac.in
www.antiragging.in and www.c4yindia.org



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www.c4yindia.org



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Circular of UGC for Anti Ragging

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ABBREVIATIONS

ACP	Assistant Commissioner of Police	INC	Indian Nursing Council
AICTE	All India Council of Technical Education	IT	Information Technology
ARC	Anti-Ragging Committee	MCI	Medical Council of India
ASP	Assistant Superintendent of Police	NCRI	National Council for Rural Institutes
BCI	Bar Council of India	NCTE	National Council for Teacher Education
C4Y	Centre for Youth	PCI	Pharmacy Council of India
CCH	Central Council of Homeopathy	RCI	Rehabilitation Council of India
CCIM	Central Council for Indian Medicine	SCHE	State Councils of Higher Education
COA	Council of Architecture	SHO	Station House Officer
DCI	Dental Council of India	SP	Superintendent of Police
DCP	Deputy Commissioner of Police	SPC	Statutory Professional Councils
FAQ	Frequently Asked Question	SSP	Senior Superintendent of Police
ICAR	Indian Council for Agricultural Research	UGC	University Grants Commission
IEC	Information Education Communication		



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Circular of UGC for Anti Ragging

RAGGING MENACE

Ragging is a disturbing reality in the higher education system of our country. Despite the fact that over the years, ragging has claimed hundreds of innocent lives and has ruined the careers of thousands of bright students, the practice is still perceived by many as a way of 'familiarisation' and an 'initiation into the real world' for young college-going students.

The Ragging is defined as any disorderly conduct, whether by words spoken or written or by an act, has the effect of teasing, treating, or handling with rudeness a fresher or a junior student. Indulging in a rowdy or undisciplined activity that causes or is likely to cause annoyance, hardship, or psychological harm or to raise fear or apprehension thereof in a fresher or junior student. Asking the students to do any act or perform something that such students will not do in the ordinary course and which has the effect of causing or generating a sense of shame or embarrassment so as to adversely affect the physique or psyche of a fresher or junior student. This can lead to adverse effects such as depression, anxiety, and sometimes even suicide.

Punishment Provisions

Any student or group of students found guilty of ragging on campus or off campus shall be liable to one or more of the following punishments:

- Debarring from appearing in any sessional test/ university examination or withholding results
- Suspension from attending classes and academic privileges
- Withdrawing scholarships and other benefits
- Suspension from the college for a period of one month
- Cancellation of admission
- Debarring from representing the institution in any national or international meet, tournament, youth festival, etc
- Suspension/expulsion from the hostel
- Rustication from the institution for periods varying from 1 to 4 semesters or equivalent period
- Expulsion from the institution and consequent debarring from admission to any other institution
- Fine up to twenty five thousand rupees
- Imprisonment for a term which may extend to two years or with fine which may extend to ten thousand rupees or with both
- Collective punishment - When the students committing or abetting the crime of ragging are not identified, the institution shall resort to collective punishment as a deterrent to ensure community pressure on the potential raggings.

Any institution that fails to take adequate steps to prevent ragging or fails to act in accordance with the Regulations or fails to punish perpetrators or incidents of ragging suitably is liable to the penalties and punishments as per the provisions of the Regulations.

www.antiragging.in/assets/pdf/information/english/what_constitutes_ragging.pdf

www.c4yindia.org/Home/AntiRagging



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Circular of UGC for Anti Ragging

▶ **The Councils, Regulatory Bodies**

The 15 councils in India are making collaborative efforts with UGC to address the menace of ragging. They have been issuing directions and monitoring the affiliated universities and colleges for adhering to the regulatory provisions and compliances. They participate in UGC Inter-Council meetings and the Anti-Ragging Monitoring Committee meetings of the Ministry of Education, Government of India for updates and strategies. The councils are:

1. All India Council of Technical Education (AICTE)
2. Bar Council of India (BCI)
3. Council of Architecture (COA)
4. Dental Council of India (DCI)
5. Indian Council for Agricultural Research (ICAR)
6. Indian Council of Medical Research (ICMR)
7. Indian Nursing Council (INC)
8. Mahatma Gandhi National Council of Rural Education (MGNCRE)
9. National Commission for Homoeopathy (NCH)
10. National Commission for Indian System of Medicine (NCISM)
11. National Council for Hotel Management & Catering Technology (NCHMCT)
12. National Council for Teacher Education (NCTE)
13. National Medical Commission (NMC)
14. Pharmacy Council of India (PCI)
15. Rehabilitation Council of India (RCI)
16. Sports Authority of India (SAI)
17. Veterinary Council of India (VCI)

▶ **The Anti-Ragging Committee (ARC), Universities and Colleges**

The Anti-Ragging Committee is instituted at each college or university to ensure compliance with the provisions of the regulations as well as the provisions of any law for the time being in force concerning ragging; investigate complaints and also, monitor and oversee the performance of the Anti-Ragging Squad in prevention of ragging in the institution. The Anti-Ragging Committee is responsible for inculcating a culture of Ragging Free Environment on Campus. The Anti-Ragging Committee is involved in designing strategies and action plan for curbing the menace of ragging in the college by adopting an array of activities. The committee is also responsible for conducting awareness programmes from time-to-time on campus.

▶ **Anti-Ragging Squads, Universities and Colleges**

The Anti-Ragging Squad office bearers work under the supervision and guidance of the Anti-Ragging Committee and engage in checking places like hostels, buses, canteens, grounds, classrooms and other places of student congregation to keep a vigil and stop the incidences of ragging, if any, and report them if they happen. The squad role is also to educate the students at large by adopting various means about the menace of ragging and related punishments there to.



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Charni Road, Mumbai - 400 004



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E-mail: lldhs2000@gmail.com/ info@lldhs.in

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Circular of UGC for Anti Ragging

▶ Transparent Complaint Process

Specifically, after registering the complaint, the helpline executives forward it to four Higher Authorities:

University Vice-Chancellor | College Principal | SHO | City SP/SSP/DCP/ASP/ACP | Council

The team at the national helpline undertakes follow-up with the college's Anti-Ragging Committee (ARC) for investigation and ARC report till the satisfaction of the victim/ complainant. The complaint remains active in the helpline until the victim/ complainant is satisfied with the action taken by the authorities. The consent in writing for closing the complaint is taken from the victim/ complainant.

If the case is not resolved to the satisfaction of the victim/ complainant, the national helpline escalates the case to the Monitoring Agency for further action in terms of advice, second opinion, or follow-up by the Monitoring agency itself.

If the complainant is not satisfied with the action taken by the college or the college authorities are not cooperating with the helpline centre, such cases are escalated to the University Grants Commission and the respective council for intervention.

There is an online management system set up in the UGC premises for UGC to act on the complaints that have been escalated to UGC. Any actions in terms of writing a letter, email, phone calls etc. are being logged into the case file of the respective complaint. The case file is also visible to the victim/ complainant - www.ugc.ac.in

The status of the complaint with complete follow-up can be accessed at the link below with specific complaint number:

Enter Complaint Number To Check Status

Complaint registered Before April 2022	Complaint registered From April 2022
<input type="text"/> <input type="button" value="Submit"/>	<input type="text"/> <input type="button" value="Submit"/>

www.antiragging.in

Note: The helpline NEVER discloses the identity of the victim without their permission and consent.

Ragging Complaints Registration

The students in distress due to ragging-related incidents can contact National Anti-Ragging Helpline 1800-180-5522 (24x7 Toll Free) or e-mail to helpline@antiragging.in.

Or

They may also contact UGC Monitoring Agency i.e. Centre for Youth (C4Y) at antiragging@c4yindia.org or 011-41619005 or 98180 44577 (only in case of emergency).



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Circular of UGC for Anti Ragging

**IMPORTANT LINKS FOR THE STUDENTS, COLLEGES,
UNIVERSITIES AND COUNCILS**

▶ **Students and Parents Undertaking Affidavit**

In compliance of the second amendment in UGC Regulations, it is compulsory for each student and every parent to submit an online Anti-Ragging undertaking affidavit every academic year. The universities and colleges are also requested to implement the revised procedure for students to file online Anti-Ragging affidavits. The student will receive an e-mail with her/ his registration number. The student will forward that e-mail to the Nodal officer in her/ his university/college e-mail. (Please note that the student will not receive pdf affidavits and she/ he is not required to print & sign it as it used to be in the earlier case).

Link to fill out the online undertaking affidavit by students and parents:

www.antiragging.in/affidavit_registration_disclaimer.html | www.c4yindia.org/Home/Undertaking

▶ **Ragging Complaints Registration**

The complaints of ragging are being registered through the following means:

1. Via e-mail: helpline@antiragging.in
2. National Anti-Ragging Help Line: 1800-180-5522. 24x7 Toll Free Number
3. Suo Motto via Social Media platforms, news, reporters, influencers, social workers among others

Links for filling out ragging complaints:

The National Anti-Ragging Helpline website - www.antiragging.in

The Monitoring Agency website - www.c4yindia.org

▶ **Universities and Colleges Compliance**

The UGC regulation has made it mandatory for the universities and colleges to demote ragging in their campuses and follow the compliances to achieve these objectives. The universities are requested to fill online compliance and also immediately instruct all the colleges under their purview to follow it.

Link for 'confirmation on compliance being followed':

www.antiragging.in/compliance_disclaimer.html | www.c4yindia.org/Home/CollegeCompliance

▶ **Colleges and Universities Contact Details**

As per the order of the Hon'ble Supreme Court, it is mandatory for the college and university authorities to update their details each year, so that college students can navigate the college or university details while filing the undertaking affidavit.

Link to update college or university details:

www.antiragging.in/compliance_disclaimer.html | <https://www.c4yindia.org/Home/UpdateCollCont>

▶ **Councils Reporting**

The various councils in India are the statutory bodies for regulating universities and colleges. The measures undertaken by them to curb the menace of ragging in their respected affiliated universities and colleges are to be mandatorily reported.

Link to upload the council's reports:

www.antiragging.in/admin/login.php



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Circular of UGC for Anti Ragging

HIGHER EDUCATION INSTITUTIONS IN INDIA (HEIs)

UGC Regulations on 'Curbing the Menace of Ragging in Higher Educational Institutions, 2009' are mandatory and all higher education institutions are required to take necessary steps for its implementation including the monitoring mechanism. Any violation of these regulations will be viewed seriously. If any institution fails to take adequate steps to prevent ragging or does not act in accordance with these Regulations or fails to punish perpetrators of incidents of ragging suitably, it will attract punitive action against itself by the UGC.

The requisite mandatory action for curbing the menace of ragging in all Higher Educational Institutions in India:

- Strengthen and augment anti-ragging mechanism by way of adequate publicity through various mediums
- Constitution of Anti-Ragging committee and Anti-Ragging squad
- Establish Anti-Ragging Cell
- Install CCTV cameras at vital points
- Organise anti-ragging interaction, workshops and seminars for the freshers and the senior students
- After the commencement of the academic year organised professional counselling of the students
- Ensure identification of trouble triggers and take appropriate action
- Mention of Anti-Ragging warnings in the institution's E-prospectus and E-information booklets/ brochures
- Conduct surprise inspections of hostels, students, accommodation, canteens, rest cum recreational rooms, toilets, bus stands, and all other strategic locations
- Undertake all other measures that would augur well in preventing/ quelling ragging and any uncalled-for behaviour and the incident.

Website with nodal officers' complete details

Universities/ colleges have to display the email address and contact number of the Nodal Officer of the Anti-Ragging Committee of their university/ college on their website and campus areas like Admission Centre, Departments, Library, Canteen, Hostel, Common facilities, etc.

Admission Form

Universities and colleges are requested to insert a mandatory column in their university/ colleges admission form as per the given format:

Anti-Ragging Undertaking Reference no:



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Circular of UGC for Anti Ragging

AWARENESS MEASURES FOR RAGGING FREE CAMPUSES

- Every public declaration of intent by any institution in electronic, audio-visual, online, social media, print, website, admission prospectus/ booklet or any other media should expressly mention that ragging is totally prohibited in the institution at the time of admission of students in any course.
- The brochure of admission/ instruction booklet or prospectus, whether in print or electronic format, shall prominently print these regulations in full.
- Institutions should display posters in all prominent locations showcasing the provisions of penal law applicable to incidents of ragging.
- At the end of each academic year, the institution should send a letter to the parents/ guardians informing them about the Regulations and any law for the time being enforced prohibiting ragging and its punishments.
- Institutions can issue public notices in the newspapers, update their websites with the nodal officer's complete details.
- Every fresher should be provided with a printed leaflet with all the information to seek help and guidance from all authorities and agencies, and a calendar of events and activities laid down by the institution to facilitate and complement the familiarisation of freshers with the academic environment of the institution.
- Institutions should conduct joint sensitisation and orientation programmes for both freshers and senior students.
- Institutions should constitute Anti-Ragging Committee and Anti-Ragging Squad which will be responsible for spreading awareness and preventing the occurrence of ragging.
- Meeting of all staff, functionaries and agencies before the commencement of the academic session.
- Institutions should launch a publicity campaign against ragging before the commencement of the academic year.
- After the commencement of the academic year, the batch of freshers should be divided into small groups and assigned to the faculty for difficulties and guidance.
- Random anonymous survey should be done among students about ragging, and it should be a regular practice in the institution.

In Nutshell

- Brochure of admission/instruction booklet or the prospectus
- Leaflets
- Posters
- Institution website
- Meetings
- Publicity campaign
- Seminars and workshops
- Professional counselling
- Orientation programmes
- Large scale cultural, sports and other activities

▶ UGC designed and distributed four types of posters amongst Universities/ Regulatory Authorities/ Councils/ IITs/ NITs/ other educational institutions for their prominent display. These anti-ragging posters must be displayed at all prominent places like the Admission centre, Departments, Library, canteen, Hostel, Common facilities, etc. These posters are available on UGC website. The size of the posters should be 8x6 feet.

▶ UGC developed 05 TVCs of 30 seconds each with different perspectives i.e. Parents, victims, and Offenders.



[Signature]

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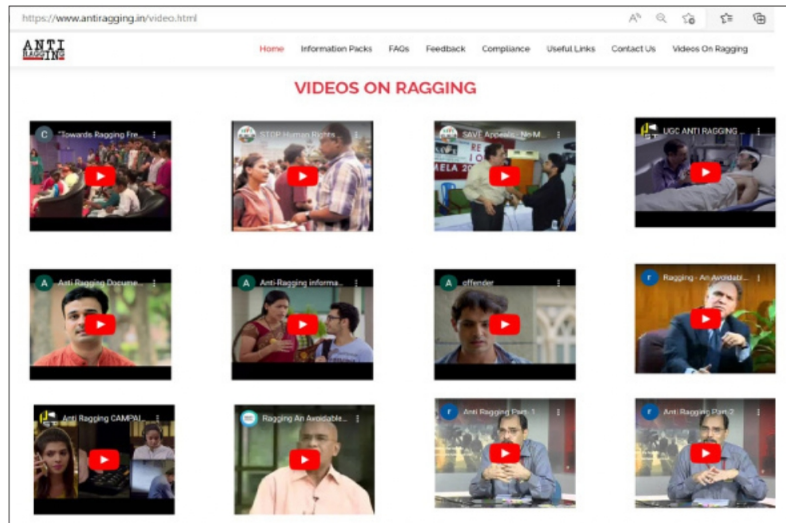
AWARENESS COLLATERALS

▶ Posters



Download: www.ugc.ac.in/pdf/news/4957638_poster-ragging.pdf

▶ Videos



www.antiragging.in/video.html

▶ Frequently Asked Questions (FAQ)

www.antiragging.in/faqs.html | www.c4yindia.org/Home/AntiRagging



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REACH OUT

University Grant Commission (UGC)

Bahadur Shah Zafar Marg
New Delhi 110 002
P: 91 11 2360 4446; 2360 4200
E: contact.ugc@nic.in

UGC Anti-Ragging Cell (ARC)

NET Bureau, South Campus of Delhi University,
Benito Jhuarez Marg, New Delhi 110 021
P: 91 11 2411 2087
E: raggingcell@yahoo.in

Monitoring Agency

Centre for Youth (C4Y)
New Delhi 110 068
P: 91 11 4161 9005
E: antiragging@c4yindia.org

National Anti-Ragging Helpline

New Delhi 110 007
P: 1800 180 5522 (24x7 Toll Free Number)
E: helpline@antiragging.in

NATIONAL RAGGING PREVENTION PROGRAMME

www.ugc.ac.in

www.antiragging.in and www.c4yindia.org

Guidelines Content and Design by Centre for Youth (C4Y), Monitoring Agency



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**UGC GUIDELINES FOR
STUDENTS GRIEVANCES /
REDRESSAL**



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UGC CIRCULAR ON GRIEVANCE REDRESSAL

 ज्ञान-विद्यान विमुक्तये प्रो. रजनीश जैन सचिव Prof. Rajnish Jain Secretary	 विश्वविद्यालय अनुदान आयोग University Grants Commission (मानव संसाधन विकास मंत्रालय, भारत सरकार) (Ministry of Human Resource Development, Govt. of India) बहादुरशाह ज़फ़र मार्ग, नई दिल्ली-110002 Bahadur Shah Zafar Marg, New Delhi-110002 Ph.: 011-23236288/23239337 Fax : 011-2323 8858 E-mail : secy.ugc@nic.in
F.No. 14-4/2012(CPP-II)	7 th December, 2018
<u>PUBLIC NOTICE</u> <u>ON</u> <u>UGC (GRIEVANCE REDRESSAL) REGULATIONS, 2018</u>	
<p>UGC had notified UGC (Grievance Redressal) Regulations, 2012 in official Gazette of India on 23rd March, 2013. These regulations were aimed at addressing and effectively resolving grievances of students related to Higher Educational Institutions.</p> <p>The UGC had received a number of responses on these regulations and hence constituted an Expert Committee to revisit UGC (Grievance Redressal) Regulations, 2012. The draft University Grants Commission (Grievance Redressal of Students) Regulations, 2018 prepared by the Committee is attached herewith for observations and suggestions of stakeholders. The feedback and comments on the above draft may be sent to UGC via email grmhei.2018@gmail.com on or before 31st December, 2018.</p>	
 (Prof. Rajnish Jain)	



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UGC CIRCULAR ON GRIEVANCE REDRESSAL

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

NOTIFICATION

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

New Delhi, the __ October, 2018

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

1. SHORT TITLE, APPLICATION AND COMMENCEMENT:

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

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

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




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

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

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

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

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



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



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

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

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

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

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

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

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

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



[Signature]

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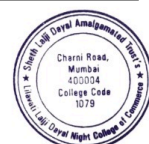
Date: _____

UGC CIRCULAR ON GRIEVANCE REDRESSAL

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

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

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



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

4. GRIEVANCE REDRESSAL COMMITTEES (GRC):

A. Department Grievance Redressal Committee (DGRC)

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

B. Institutional Grievance Redressal Committee (IGRC)

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(i) The complaints not related to departments/schools / center and the grievances not resolved at the DGRC shall be referred to the Institutional Grievance Redressal Committee (IGRC) to be constituted by Head of the HEI, whose composition shall be as follows:

- (a) Pro-Vice Chancellor / Dean/ Senior academician of HEI – Chairperson.
- (b) Dean of students/Dean, Students Welfare
- (c) Two senior academicians other than Chairperson.
- (d) Proctor / Senior academician

(ii) The above Committee shall be approved by the statutory body of institution (Executive Council or its equivalent).

(iii) The Chairperson of IGRC and DGRC shall not be the same. The tenure of the Committee members shall be two years.

(iv) The quorum for the meetings shall be three, including Chairperson.

(v) The IGRC shall consider the recommendation of DGRC while giving its recommendations. However, the IGRC shall have the power to review recommendations of the DGRC.

(vi) The IGRC shall follow the principles of natural justice while deciding the grievances.

(vii) The IGRC shall send the report and the recommendations to the Head of the HEI within in a period of 15 workings days from the date of receipt of grievance, or appeal or recommendations of the DGRC.

(viii) The IGRC shall provide a copy of the report to the aggrieved person(s).

C. College Grievance Redressal Committee (CGRC)

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	<p>(i) In case of colleges, all complaints shall first be addressed to College Grievance Redressal Committee (CGRC) whose composition shall be as follows:</p> <p>a) Principal of the college -Chairperson b) Two senior faculty members nominated by the principal of the College.</p> <p>(ii) The tenure of the members shall be two years.</p> <p>(iii) The quorum for the meeting shall be two, including Chairperson.</p> <p>(iv) The CGRC shall follow the principles of natural justice while considering the grievances of the students.</p> <p>(v) The CGRC shall send the report and recommendations to the Vice-Chancellor of the affiliating university within a period of 15 days of receiving the complaint.</p> <p>D. <u>University Grievance Redressal Committee (UGRC)</u></p> <p>(i) In case of grievances not resolved by CGRC, it shall be referred to University Grievance Redressal Committee (UGRC) for which the Vice-chancellor of the affiliating university shall constitute a University Grievance Redressal Committee (UGRC) consisting of five members for a individual colleges or a group of colleges keeping in view the location of the college(s). The UGRC shall be constituted by the Vice-chancellor of the affiliating university consisting of :</p> <p>a) A senior Professor of the university – Chairperson b) Dean, Student Welfare or its equivalent - Member c) Three Principals drawn from the affiliating colleges, on rotation basis to be nominated by the Vice-Chancellor – Members</p> <p>(ii) The Chairperson and members of the committee shall have a term of two years.</p> <p>(iii) The quorum for the meeting shall be two, including Chairperson.</p>
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(iv) The CGRC shall follow the principle of normal justice while deciding the grievance of the students.

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

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

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

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

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

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

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

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

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

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

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



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(a) Nominee of the Governor of the State or his nominee -
Chairperson

(b) Vice-Chancellor of a University of State to be nominated by the
State Government – Member

(c) Vice-Chancellor of the concerned State University – Member

(d) Registrar of the concerned State University – Secretary (non-
voting)

(vi) The Ombudsperson in a Central University and institution deemed
to be university shall be appointed by the Executive Council of the
Central University or the equivalent statutory body of the Deemed
to be University, as the case may be, on part - time basis from a
panel of three member recommended by the search committee
consisting of the following members, namely:-

(a) Nominee of University Grants Commission – Chairperson

(b) One Vice Chancellor from Central University to be nominated
by UGC (for Central Universities) – Member

OR

One Vice Chancellor from institution deemed to be university
to be nominated by the UGC (for Deemed to be Universities)
- Member

(c) The Vice Chancellor of the university – Member

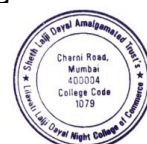
(d) The Registrar of the university – Secretary (Non-Voting)

(vii) The Ombudsperson shall be a part time officer appointed for a
period of three years from the date he/she assumes the office and
may be reappointed for another one term in the same university.

(viii) The Ombudsperson shall be paid the sitting fee per day as per the
norms of the university for hearing the cases, in addition to the
reimbursement of the conveyance.

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

6. FUNCTIONS OF OMBUDSPERSON:

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

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

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



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

8. INFORMATION REGARDING OMBUDSPERSON GRIEVANCE REDRESSAL COMMITTEE:

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

9. CONSEQUENCES OF NON-COMPLIANCE:

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



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

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

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

(Prof. Rajnish Jain)
Secretary

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