

Pondicherry University's Registrar and its subordinate offices play a pivotal role in addressing various grievances pertaining to Teaching, Non-Teaching, students, and other related matters. These offices are entrusted with the responsibility of handling and resolving diverse issues. To effectively tackle these concerns, the university constitutes several committees dedicated to addressing specific areas of concern. These committees are tasked with ensuring a fair and transparent process in handling grievances and fostering a harmonious academic environment for all stakeholders.



PONDICHERRY UNIVERSITY

(A Central University)

Dr. B.R. AMBEDKAR ADMN. BUILDING, R.V. NAGAR, KALAPET, PUDUCHERRY - 605 014

MPT. SAGAYARAJA
DEPUTY REGISTRAR (Estt)

PHONE NO.0413-2654935
E-Mail ID: registrar@pondiuni.edu.in

No. PU/Estt(T)/ET-372021-22/

Date: 01.02.2022

CONFIDENTIAL

To
Dr. K. Tharanikkarasu
Professor
Department of Chemistry
Pondicherry University
Puducherry.

Sir,

Sub: PU- Estt(T)- Constitution of Committee to look into
the issue of representations received from faculty members
under CAS promotion - Reg.

I am directed to inform that a Committee has been constituted with the following composition to look into the representations received from various faculty members on change of date of eligibility under CAS promotion:


1. Dr.M.S. Pandian - Chairman
Dean
School of Physical Chemical &
Applied Sciences
2. Dr. K. Tharanikkarasu - Member
Dean
Centre for Green Energy Technology
3. Dr.T. Chithralekha - Member
Dean
School of Engineering & Technology

I request you to kindly accept the nomination.

The Chairman is requested to conduct the meeting on a mutually convenient date and submit the report at the earliest to the Registrar, Pondicherry University.

The undersigned will assist the committee in furnishing all the representations/documents connected with the issue at the time of the meeting whenever convened.

Yours faithfully,


DEPUTY REGISTRAR (ESTT)

PONDICHERRY UNIVERSITY



PONDICHERRY UNIVERSITY
(A Central University)

R.Venkataraman Nagar, Kalapet, Puducherry - 605 014

Ref.No.PU/ESTT/NT-1/II-56/2021/ 110

25.06.2021

OFFICE ORDER No. 44

30

Sub: PU – Establishment –Appointment of Liaison Officer to look after matters on reservation for Economically Weaker Section (EWSs)-Reg

10

Ref: Office Memorandum NO.36039/1/2019-Estt(Res) dated 31.01.2019 of Department of Personnel & Training, Ministry of Personnel, Public Grievances & Training, New Delhi.

10

Dr. G. Chandhrika, Professor, Department of History of this University is appointed as Liaison Officer for matters on reservation for Economically Weaker Section (EWSs) in accordance with the instructions issued by the Department of Personnel & Training, Ministry of Personnel, Public Grievances & Pensions, New Delhi vide letter cited in the reference.

Her address and telephone numbers are as under:

| Address | Telephone numbers |
|---|--|
| Dr. G. Chandhrika Professor Department of History & Liaison Officer for matters on reservation for EWSs Pondicherry University, Pondicherry-605014 | Office : 0413- 2654381 Email : g.chandhrika@gmail.com |

Chi Numa
REGISTRAR (I/c)

To

Dr. G.Chandhrika ---- Through Proper Channel
Professor
Department of History &
Liaison officer for matters on reservation for EWSs
Pondicherry University, Pondicherry-605014

Copy to:

1. The Deputy Registrar, Vice Chancellor's Secretariat, Pondicherry University
2. The Assistant Registrar, Registrar's Secretariat, Pondicherry University
3. The Assistant Registrar, Special Reservation Cell, Pondicherry University.
4. All Directors/Deans/HOD/Librarian & Officers, Pondicherry University - **for circulation.**
5. The Systems Manager, Computer Centre, Pondicherry University - **With a request to host in the website.**

**PONDICHERRY UNIVERSITY
PUDUCHERRY**

**COMPOSITION OF NON-TEACHING STAFF GRIEVANCES
REDRESSAL COMMITTEE (NTSGRC)**

[Last Constitution]

- | | |
|---|----------------------|
| 1. Prof. M.S. Pandian Professor Department of Earth Sciences Pondicherry University | ... Chairperson |
| 2. Prof. G. Govindaraj Dean School of Physical, Chemical & Applied Sciences Pondicherry University | ... Member |
| 3. Dr. P.K. Subramanian Prof. & Head Department of Physical Education & Sports Pondicherry University | ... Member |
| 4. Dr. Clement Sagayaradja Lourdes Prof. & Head Department of English Pondicherry University | ... Member |
| 5. Deputy Registrar (Admn.) Pondicherry University | ... Member Secretary |



PONDICHERRY UNIVERSITY
(A Central University)

R.Venkataraman Nagar, Kalapet, Puducherry - 605 014

Ref.No.PU/ESTT/NT-1/II-24/2019/12

10.04.2019
12

OFFICE ORDER No. 09

Sub: PU – Establishment –Liaison Officer for looking after matters relating to reservation for SC/ST – Reg.

- Ref:**
1. This Office order No.564 issued vide Ref.No. PU/ESTT/NT-1/II-3/2010-11/247, dated 14.03.2011
 2. This Office order No.37 issued vide Ref.No. PU/ESTT/NT-1/II-30/2016/24 dated:22.04.2016
 3. This Office order No.244 issued vide Ref.No. PU/ESTT/NT-1/II-24/2016/277 dt: 21.12.2016

Dr. K. Devan, Professor & Head, Centre for Adult and Continuing Education of this University is appointed as the **Liaison Officer** of this University for the matters relating to **Schedule Caste/Schedule Tribe** in addition to his normal duties and his appointment as **Liaison Officer** for the matters relating to reservation for **Other Backward Classes (OBC)** until further orders.

Further, it is informed that there is no change in the previous nomination of Liaison Officer in respect of Persons with Disabilities (PWD), vide reference 2nd cited.

His address and telephone numbers are as under:-

| Address | Telephone numbers |
|--|--|
| Dr.K. Devan Professor & Head Centre for Adult and Continuing Education Pondicherry University, Kalapet, Pondicherry- 605 014 | Office : 2654535 Residence : 2290366 Mobile : 9344246757 |


REGISTRAR (i/c)

To

Dr.K. Devan
Professor & Head/Liaison Officer (OBC)
Centre for Adult & Continuing Education
Pondicherry University

} with a request to take over the charge from
Dr. P. Muralidassan, Deputy Registrar (Admn.)

Copy to:

- 1) The Joint Secretary, UGC, 35, Feroz Shah Road, New Delhi 110 001
- 2) All Directors/Deans/HODs/Centre Heads/Librarian/Officers, of this university.
- 3) Dr. G. Madan Mohan, Assistant Professor/Liaison Officer(PwD), Dept. of Management Studies, Pondicherry University
- 4) Dr.P. Muralidassan
Deputy Registrar (Admn.)
Pondicherry University
- 5) The Systems Manager, Computer Centre, PU..... with a request to host this order in University website
- 6) The Assistant Registrar, Vice Chancellor's secretariat, Pondicherry University
- 7) The Assistant Registrar, Registrar's Secretariat, Pondicherry University
- 8) The Assistant Registrar, Special Reservation Cell, PU for information & necessary action

} with a request to hand over the charge to
Dr. K. Devan, Professor& Head / Liaison Officer (OBC)
Centre for Adult & Continuing Education, PU.



PONDICHERRY UNIVERSITY
(A Central University)
Dr.B.R. Ambedkar Administrative Building
R. Venkataraman Nagar, Kalapet, Puducherry - 605 014

Ref. No. : PU/Estt/NT/II-30-6/2022/ 820

Date: 15.03.2022

OFFICE ORDER No. 441

Sub: PU-ESTT-Appointment of Liaison Officer & Grievance Redressal Officer to look after matters relating to Persons with Benchmark Disabilities (PwBD) - Reg.

Ref. : Office Order No. 184 vide communication No.PU/ESTT/NT-I/II-30-6/2022/221 dt. 27.11.2019.

Dr. S. Victor Anand Kumar, Professor, Department of Management Studies of this University is appointed as Liaison Officer for matters relating to Persons with Benchmark Disabilities (PwBD) in the place of Dr. Binu Zachariah, Associate Professor, Department of English of this University and also as Grievance Redressal Officer for redressal grievances of Persons with Benchmark Disabilities (PwBD) in Pondicherry University for a period of two (02) years.

His address and telephone numbers are as under:

| Address | Telephone numbers |
|--|--|
| Dr. S. Victor Anand Kumar | Office : 0413-2654310 |
| Professor | |
| Department of Management Studies & Liaison Officer & Grievance Redressal Officer (Persons with Disabilities) | Mobile No. : 09488085167 |
| Pondicherry University, Puducherry - 605014 | Email : victor.dms@ponduni.edu.in victoranandkumar.pu@gmail.com |

The duties and responsibilities of the Liaison Officer shall be as prescribed by the UGC in its guidelines and Govt. of India instructions issued in this regard from time to time.


REGISTRAR (U/c)

To

✓ **Dr. S. Victor Anand Kumar** ... Through proper channel
Professor
Department of Management Studies
Pondicherry University
Puducherry - 605014.

Copy to:

1. All Directors/Deans/HODs/Librarian & Officers,
Pondicherry University - **for circulation**
2. The Co-ordinator, Enabling Unit, HEPSN,
Pondicherry University - **For kind information.**
3. Dr. Binu Zachariah, Associate Professor, Department of English,
Pondicherry University - **with a request to hand over the charges.**
3. The Deputy Registrar, Vice-Chancellor's Secretariat, Pondicherry University.
4. The Assistant Registrar, Registrar's Secretariat, Pondicherry University.
5. The Assistant Registrar, Establishment (Teaching) Section, PU.
6. The Systems Manager, Computer Centre,
Pondicherry University - **with a request to host in the Website.**
7. Office Order File



PONDICHERRY UNIVERSITY

(A Central University)

R.Venkataraman Nagar, Kalapet, Puducherry - 605 014

Ref.No.PU/ESTT/NT-1/II-24/2019/139

16.07.2019

30

OFFICE ORDER No. 1&1

Sub: PU – Establishment –Appointment of Liaison Officer for looking after matters relating to reservation for SC/ST – Reg.

- Ref:**
1. This Office order No.244 issued vide Ref.No. PU/ESTT/NT-1/II-24/2016/277 dt: 21.12.2016
 2. This Office order No.09 issued vide Ref.No. PU/ESTT/NT-1/II-24/2019/12 dt: 12.04.2019
 3. Letter dated 22.04.2019 from Dr.K. Devan, Professor, Centre for Adult & Continuing Education, Pondicherry University

Dr. P.G Arul, Professor, Department of International Business of this University is appointed as the **Liaison Officer** of this University for the matters relating to **Scheduled Caste/Scheduled Tribe** in addition to his normal duties.

His address and telephone numbers are as under:-

| Address | Telephone numbers |
|--|--|
| Dr.P.G. Arul Professor Dept. of International Business School of Management Pondicherry University, Kalapet, Pondicherry- 605 014 | Office : 0413-2654733 Mobile : 9489585536 |

P. Chinnur

REGISTRAR (i/c)

To

Dr.P.G Arul
Professor
Department of International Business
Pondicherry University

with a request to take over the charge from
Dr. P. Muralidassan, Deputy Registrar (Admn.)

Copy to:

- 1) The Joint Secretary, UGC, 35, Feroz Shah Road, New Delhi 110 001
- 2) All Directors/Deans/HODs/Centre Heads/Librarian/Officers, of this university.
- 3) Dr.P. Muralidassan
Deputy Registrar (Admn.)
Pondicherry University
- 4) The Systems Manager, Computer Centre, PU..... with a request to host this order in University website
- 5) The Assistant Registrar, Vice Chancellor's secretariat, Pondicherry University
- 6) The Assistant Registrar, Registrar's Secretariat, Pondicherry University
- 7) The Assistant Registrar, Special Reservation Cell, PU for information & necessary action



PONDICHERRY UNIVERSITY

(A Central University established under the Pondicherry University Act 1985)

Prof. K. THARANIKKARASU
REGISTRAR (i/c)

R. Venkataraman Nagar,
Kalapet, Puducherry – 605 014,

PU/REGR/PGO/2018

Date: **28-02-2018**

To
The Chairman and Members concerned

Sir/Madam,

Sub: PU – PGO – Constitution of Faculty Grievances Redressal
Committee – Reg.

* * *

In pursuance of the Executive Council Resolution 2006.97, the Vice-Chancellor is pleased to constitute a Faculty Grievances Redressal Committee with the following composition, for a period of two years:-

- | | | | |
|----|--|---|------------------|
| 1. | Prof. P.P. Mathur Professor & Head Dept. of Biochemistry and Molecular Biology | - | Chairman |
| 2. | Prof. K. Rajan Professor Dept. of History | - | Member |
| 3. | Prof. R. Chitra Sivasubramanian Professor & Head Dept. of Management Studies | - | Member |
| 4. | Deputy Registrar (Estt.) | - | Member Secretary |

I request you to kindly accept the nomination and a line of confirmation as a letter will highly be appreciated.

Yours faithfully,


(Prof. K. THARANIKKARASU)
Registrar i/c



PONDICHERRY UNIVERSITY

(A Central University established under the Pondicherry University Act 1985)

Dr. SASI KANTA DASH
REGISTRAR

Dr. B.R. AMBEDKAR ADMN, BUILDING.
R.V. NAGAR, KALAPET, PUDUCHERRY-14

PU/REGR/PGO/2018 -19 /897

Date: 03.10.2018

To
The Convener and Members concerned,

Sir,

Sub: PU – PGO – Re-Constitution of Non-Teaching Staff Grievances
Redressal Committee -Reg

Ref: Lr.PU/REGR/PGO/2018/822 dt. 28.02.2018

In pursuance of the Executive Council Resolution 2006.97 and in continuation of the letter cited under reference the Vice-Chancellor has been pleased to nominate Prof. G. Govindaraj, Dean, School of Physical, Chemical & Applied Sciences on the Non-Teaching Staff Grievances Redressal Committee with the existing composition in the place of Dr. K. Porsezian, who has expired.

- | | |
|--|--------------------|
| 1. Prof. M.S. Pandian, Professor Dept. Earth Sciences | - Convener |
| 2. Dr. Clement Sagayaradja Lourdes Professor & Head Dept. of English | - Member |
| 3. Deputy Registrar (Admn.) | - Member Secretary |

Yours faithfully,


(Dr. SASI KANTA DASH)
Registrar



PONDICHERRY UNIVERSITY
PUDUCHERRY

MOST URGENT

No. PU/REGR/Students Welfare/2019/ 084

Date: 26.07.2019

CIRCULAR No: 10

Sub : Committee constituted by the Vice-Chancellor to address grievances
presented by the students in the meeting held on 26.07.2019 - Reg

The Vice-Chancellor has constituted the following committee to look into the
grievances presented by the students in the meeting held on 26.07.2019 :

1. Dr. K. Srinivas, Professor, Dept. of Philosophy.
2. Dr. K.V. Devi Prasad, Professor, Dept. of Ecology & Environmental Sciences.
3. Dr. K. Rajan, Professor, Dept. of History.
4. Dr. A. Shahin Sultana, Dean, Students Welfare.
5. Dr. V. Mariappan, Professor, Dept. of Banking Technology.
6. Dr. S. Riasudeen, Associate Professor, Dept. of Management Studies.
7. Students to be nominated.

// BY ORDER //

REGISTRAR (i/c)

To

All Concerned.

Copy to :

1. The Assistant Registrar, VC's Secretariat ... for kind information of VC.
2. The Assistant Registrar to Director (SEI&RR)
3. The PA to Director (Cultural & Cultural Relations)
4. The PS to the Finance Officer, Pondicherry University
5. The PS to the Controller of Examinations, Pondicherry University.
6. The Librarian, Pondicherry University
7. The Chief Warden, Hostels, Pondicherry University
8. The Systems Manager & Head ... with a request to host in the University website.



PONDICHERRY UNIVERSITY
OFFICE OF STUDENTS' WELFARE

Dr. D.LAZAR
Dean

R. Venkataraman Nagar,
Kalapet, Pondicherry - 14
Phone: (O) 0413-2654556

19.10.2018

Grievance Redressal Cell for Students' Council Election

University has constituted the Grievance Redressal Cell for the Students' Council Election 2018-19 vide PU/ACA/Aca-6/2018-19/Students' Council dated 04.10.2018 with the following members:

| | | |
|----------|---|---|
| 1 | Dr. D. Lazar Professor and Dean Students' Welfare | Chairman |
| 2 | Dr.K.Rajan Professor Department of History | Member |
| 3 | Dr.Uma Chandrasekaran Associate Professor Department of Management Studies | Member |
| 4 | Dr.P.Muralidasan Deputy Registrar (Admn) | Coordinate with Grievance Redressal Cell |

The following students are co-opted for the Grievance Cell.

| | | |
|----------|---|---------------|
| 5 | Ms. Anu Pradeep C.P II Year Student, Center for South Asian Studies | Member |
| 6 | Mr. Ajmeera Ramesh II Year Student, Department of Physics | Member |


Dr. D. Lazar

Copy to:

The Assistant Registrar – VCS for the Kind information of VC
The Assistant Registrar - RS for the Kind information of Registrar
✓ The System Manager with the request to host in Website



PONDICHERRY UNIVERSITY
(A Central University)

REGISTRAR'S SECRETARIAT

PU/REGR/2020-21/-320

Dt.27.11.2020

NOTIFICATION

Sub: Appointment of Central Public Information Officer (CPIO) for all RTIs received by the University – Orders issued – Reg.

Ref: 1) Office Order No.201 dt. 20.12.2018.
2) Notification No. PU/REGR/RTI/2019 dated 11.06.2019.

In partial modification of the Notification 2nd cited above, Shri N. Giridharan, Assistant Registrar (Admn) is hereby appointed as the Central Public Information Officer (CPIO) for Offline and Online RTIs received by the University. All the RTI applications received in various sections shall be dealt by the CPIO only. However, there is no change in the First Appellate Authorities already designated.

The Officers designated as PIOs in the earlier notification shall be designated as Deemed Public Information Officers (DPIOs) and shall assist the Central Public Information Officer.

This notification comes to immediate effect.

/ BY ORDER /


REGISTRAR (i/c)

To

Shri N. Giridharan,
Assistant Registrar (Admn.)
Establishment – Non-teaching,
Pondicherry University.

Copy to

1. The Nodal Officer, RTI Cell (Online) – with a request to kindly make necessary changes in the RTI MIS portal.
2. The Transparency Officer, Pondicherry University
3. All First Appellate Authorities – with a request to kindly circulate among the PIOs as last notified.
4. ✓ The Systems Manager & Head, Computer Centre – with a request to post in the University website.

Appointed Dean, Student Welfare to cater to the welfare of the students of the University Department:

<https://www.pondiuni.edu.in/department/students-welfare/>

Sexual Harassment Prevention Committee:

<https://www.pondiuni.edu.in/sexual-harassment-prevention-committee-shpc/>

Special Reservation Cell:



Pondicherry University

Special Reservation Cell

| | | | | | | |
|------|-----------|-----------------|--------------------|-----------|------------------|---------|
| Home | Committee | Important Links | Reservation Roster | Grievance | Events & Program | Contact |
|------|-----------|-----------------|--------------------|-----------|------------------|---------|

Special Reservation cell

About Special Reservation Cell

This SC/ST Cell has established for the welfare of SC/ST students of the University as per the instructions of the UGC/State Government from time to time. The Cell also functions as a Grievances Redressal Cell for the grievances of the SC/ST students and employees of the University and renders them necessary help in solving their academic as well as administrative problems. The Cell also performs any other work assigned from time to time to promote higher education among these two communities suffering from economic, social and educational deprivations. The main objective of the SC/ST Cell is to ensure proper implementation of various schemes of University Grants commission/Government of India/State Government introduced from time to time.

Contact

Dr. P.G. Arul








Professor, Liaison Officer (SC/ST)
Department of International Business, Pondicherry University,
Puducherry - 605014,
India
Mobile: +91 9489585536, P: 0413 - 2656733


Dr. S. Murugaiyan

Assistant Registrar,
Special Reservation Cell, Pondicherry University,
Puducherry - 605014,
India
Mobile: +91-413-2654 542
Email : src@pondiuni.ac.in

Women Cell:

<https://www.pondiuni.edu.in/womens-cell/>



**PONDICHERRY UNIVERSITY**
பாண்டிச்சேரி பல்கலைக்கழகம்

[About](#) [Administration](#) [Academics](#) [Admissions](#) [Research](#) [Campus Life](#) [Discover PU](#)

[Mail](#) [Alumni](#) [Library](#) [Distance Education](#) [Examination Wing](#) [International Relations](#) [Contact Directory](#) [Search here](#)

Women's Cell

[Home](#) [Functions](#) [Office Bearers](#) [Sexual Harassment Prevention Committee](#) [Useful Links](#)

The Constitution of India ensures the Right to Equality as a Fundamental Right that includes the right to equality before law, prohibition of discrimination and equality of opportunities in matters of public employment. Equality between men and women, right to work, to education and to public assistance in case of unemployment, old age, sickness and disablement and provision of just and humane conditions for work and maternity relief, are important Directive Principles of State Policy. The Women's Cell of the Pondicherry University was established in March, 2012 to address the practical issues related to the welfare of and equal opportunities for Women faculty members, staff and students. It has a mandate to address primarily

- * Special facilities and needs (of the Women faculty members, staff and students of the Pondicherry university)
- * Problems arising out of gender related discrimination.

The Pondicherry University Women's Cell has been also mandated to organize

- * Awareness meetings and seminars
- * Outings to promote networking

The Pondicherry University Women's cell collaborates with the Centre for Women's Studies, its academic counterpart established in 1999 with the aim of the creation of a critical awareness and sensitivity towards women's issues in every field. The theoretical teaching and research in Women's Studies as an academic discipline is strengthened by the Women's Cell a practical functionary of the Pondicherry University to ensure the welfare of the community of women in the University campus.

[Translate »](#)

Institutional Human Ethics committee:

https://www.pondiuni.edu.in/university_news/notification-of-the-meeting-of-institutional-ethical-committee-human-studies/



புதுவைப்பல்கலைக்கழகம்
पांडिच्चेरी विश्वविद्यालय
PONDICHERY UNIVERSITY
(केंद्रीय विश्वविद्यालय A Central University)

பேராசிரியர்.ரஜ்னீஷ் பூடானி
பதிவாளர் (பொ.)
प्रो. रजनीशभूटानी
कुलसचिव(प्र)
PROF. RAJNEESH BHUTANI
REGISTRAR (i/c)

आर.वेंकटरामननगर/ R.VENKATARAMAN NAGAR
कालापेट/ KALAPET
पुदुच्चेरी/ PUDUCHERRY-605014
भारत/ INDIA

सं/No.PU/P&D/PD2/2023-24/ 88

दिनांक/Date: 03.05.2023

NOTIFICATION

Sub: PU – P&D – Reconstitution of Institutional Ethical Committee (Human Studies) of Pondicherry University – Reg.

With reference to the subject cited above, the Institutional Ethical Committee (Human Studies) of Pondicherry University is re-constituted with the following composition.

| Sl.No. | Name of the Committee Members | |
|--------|---|--|
| 1 | Dr.N. Arumugam, Professor, Department of Biotechnology, School of Life Sciences, Pondicherry University. | Chairperson |
| 2 | Dr.Reena Gulati, Professor, Department of Paediatrics, JIPMER, Puducherry. | Basic Medical Scientist(s) |
| 3 | The Dean, Indira Gandhi Medical College & Research Institute (IGMCRI), Puducherry. | Clinician(s) |
| 4 | Smt.A.V.Bharathi, Advocate, No.396, New Law chambers, High Court Buildings, High Court of Madras, Chennai. | Legal Expert |
| 5 | Ms.Beloo Mehra, Senior Academic Mentor (Indian Culture), Sri Aurobindo Society – Society House, No.11, St. Martin Street, Puducherry. | Social Scientist/ Philosopher/Ethicist/Theologian |
| 6 | Dr.B.B.Mohanty, Professor, Department of Sociology, School of Social Sciences & International Studies, Pondicherry University. | |

P.T.O

| Sl.No. | Name of the Committee Members | |
|--------|--|------------------|
| 7 | Prof.J.Ranganathan, Honorary Consul of Myanmar, Hallmark Tower' 4 th Floor, TTK Road, Alwarpet, Chennai | Lay Person |
| 8 | Dr.R.Rukkmani, Professor & Head Department of Biochemistry & Molecular Biology, School of Life Sciences, Pondicherry University. | Member Secretary |

Further, the Member Secretary of the Committee is hereby requested to conduct the meeting as and when required. The minutes of the meeting may be submitted to the Planning and Development Section for appraisal of the University authorities.

Thanking you,


(PROF. RAJNEESH BHUTANI)
REGISTRAR (I/C)

2/2

To:

All Concerned Members

Copy to:

- 1) The A.R., O/o. the Vice-Chancellor's Secretariat – for kind information of the Vice-Chancellor
- 2) The A.R., the Registrar - for kind information of the Registrar.
- 3) The A.R, Director's Secretariat (SEI&RR) - for kind information of the Director.
- 4) The D.R, Research and Development Cell

UGC has established an online grievances redressal portal for students and staff. All grievances are registered and resolved here.

<https://samadhaan.ugc.ac.in/Pages/AboutUs>

About Us

UGC provided various mechanisms to resolve the issues and concerns of various stake holders. Because of non-availability of a single window system the stake holders were lodging multiple complaints /grievances at various places. Due to that the redressal mechanisms was at slow pace, which was also causing further concerns to the stake holders. The resolution of Institutional Entity Grievances has always been a top priority of the University Grant Commission. UGC took advantage of ICT enhancements and came up with the "e-Samadhan Online Grievance Registering and Monitoring System" It is a digital platform for Stake holders to identify and apply for grievances/feedback/queries. This platform ensures a time-bound mechanism for redressal of the grievances.

To stream line the stake holders grievance redressal mechanisms, UGC has merged its existing portals/ helplines except Anti Ragging Helpline and developed a new portal "UGC e-samadhan: A step forward: Service to Stake Holders" which would be a single Window system for all the stake holders for registering their complaints/ grievances on the portal which would be available 24x7 with a click of mouse. A toll free No. 1800-111-656 will also be available on UGC website 24x7 for lodging complaints by the stake holders on any issue faced by them.

The user would be able to register a grievance by following simple procedure with the help of mail ID /making a phone call on toll free number. The complaint gets recorded and a docket number shall be allotted which would be automatically reflected in the concerned bureau head's accounts. The concerned bureau shall resolve the issues within the stipulated time as per details given below:

| S/no | Subject Matter | Maximum time limit to reply |
|------|--------------------------------------|---|
| 1 | Ragging/ Gender Issue | As per the existing norms (24X7 Helpline no : 1800-180-5522) Email : helpline@antiragging.in Website : https://www.antiragging.in/) |
| 2 | Student's related matters | 20 working days |
| 3 | Teaching/ Non Teaching issues | 15 working days |
| 4 | University/ College/any other matter | 20 working days |

Outcomes:

Students can file various complaints through a single platform. It will be easier to track the progress of the complaints due to proper documentation and docket numbers. It would help to identify the institutions which are not responding to the grievances to take stringent measures by the Commission. The information and grievances received and resolved would provide insight for preparing future policies/guidelines /regulations.

University is following the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023

https://www.ugc.gov.in/pdfnews/4675881_Regulation.pdf

प्रा. मनिष र. जोशी, सचिव
[विज्ञापन-III/4/असा./13/2023-24]

UNIVERSITY GRANTS COMMISSION
NOTIFICATION

New Delhi, the 11th April, 2023

University Grants Commission (Redressal of Grievances of Students) Regulations, 2023

F.1-13/2022 (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 (Redress of Grievances of Students) Regulations, 2019, 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 (Redressal of Grievances of Students) Regulations, 2023.
- (b) They shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein and to all higher education institutions affiliated to a University.
- (c) They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE

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

- (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):

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- (ii) Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
 - a) A Professor - Chairperson
 - b) Four Professors/Senior Faculty Members of the Institution as Members.
 - c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.
- (iii) Atleast one member or the Chairperson shall be a woman and atleast one member or the Chairperson shall be from SC/ST/OBC category.
- (iv) The term of the chairperson and members shall be for a period of two years.
- (v) The term of the special invitee shall be one year.
- (vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (viii) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (ix) Any student aggrieved by the decision of the Students' 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) Each University shall appoint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations.
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or former District Judge.
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he/she 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.
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (vii) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.