



ज्ञान-विज्ञान विमुक्तये

प्रो. म. जगदीश कुमार
अध्यक्ष

Prof. M. Jagadesh Kumar
Chairman



सत्यमेव जयते



विश्वविद्यालय अनुदान आयोग
University Grants Commission
(शिक्षा मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

28th April, 2023

Dear colleague,

Greetings from the UGC.

I request your attention to a recent initiative of the UGC regarding the redressal of grievances of students.

You will agree that a robust and transparent system for the redressal of grievances of students in an educational institute is of utmost importance. An opportunity to redress grievances in a time-bound manner is fundamental to the relationship between students and Higher Education Institutions (HEIs). Therefore, as HEIs, we must strive to provide channels to redress students' grievances.

The grievance redressal procedure in HEIs must be reinforced and standardized with an independent appellate authority appointed by the HEIs but from outside the HEI concerned.

To frame a simplified yet effective mechanism for students' grievances redressal, the UGC has brought out the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

The regulations provide details for the establishment of the Students Grievances Redressal Committee(s) (SGRC) by all the HEIs and the appointment of the Ombudsperson(s) at the Institute or University level.

The detailed mechanism for the constitution of SGRCs, its composition, the appointment of the Ombudsperson, and other related attributes and the means for the redressal of students' grievances have been provided in the Regulations. A copy of the same is attached herewith for kind reference.

You will agree that we must collectively intensify the operationalization of grievance redressal mechanisms in our institutes. I expect the UGC (Redressal of Grievances of Students) Regulations, 2023, will assist your institution in strengthening the student grievance redressal mechanisms.

With regards,

Yours sincerely,


(Prof. M. Jagadesh Kumar)

To

The Directors/Heads of Institutions of National Importance

Enclosure (s): As above

वसुधैव कुटुम्बकम्

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

दूरभाष Phone : कार्यालय Off : 011-23234019, 23236350, फ़ैक्स Fax : 011-23239659, e-mail : cm.ugc@nic.in | web: www.ugc.ac.in