



# Government College Karsog District Mandi, Himachal Pradesh

# Cycle 3 of NAAC Accreditation

Criterion: 5.1 Student Support

Key Indicator: 5.1.4

Metric:5.1.4

### 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.

[भाग III—खण्ड 4]

भारत का राजपत्र : असाधारण

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#### 3 DEFINITION:

- (1) 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) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
  - (e) "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.
  - (f) "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

     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 a prospectus by the institution, in accordance with the provisions of these regulations;
    - 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;
    - 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. non-payment 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;
    - 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;
    - 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;
    - delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time;
    - complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
    - xv. denial of quality education as promised at the time of admission or required to be provided;

- (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 or 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:

- 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 Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Students' 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.
- Grievances not resolved by the Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, 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.
- (ix) The institution shall comply with the recommendations of the Ombudsperson.
- (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 COMMUTTEES.

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Students' 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 wilfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Students' Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions till the institution complies with these Regulations to the satisfaction of the Commission, namely:

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;

Whether the college has formulated anti-ragging committee yes/no	Total no. complaints the college has received during 2018- 2019	No. Of complaints about whether charges found true or false	Whether the college has formulated a discipline committee yes /no	Total no. Of complaints the college has received during 2018-2019	No. Of complaints about whether charges found true or false
Yes	02	01	Yes	Nill	Nill

Chairperson

FIREICH Karson Marsit HP/17/50011.

Notice

Dated: 18/07/2018

This is the information to "Anti Ragging Committee Members" that college administration is going to organise a meeting on anti-ragging that we have received a complaint from a student. All committee members are requested to attend the meeting at 3:00 PM under the chairmanship of Principal in the Principal office.

Convener

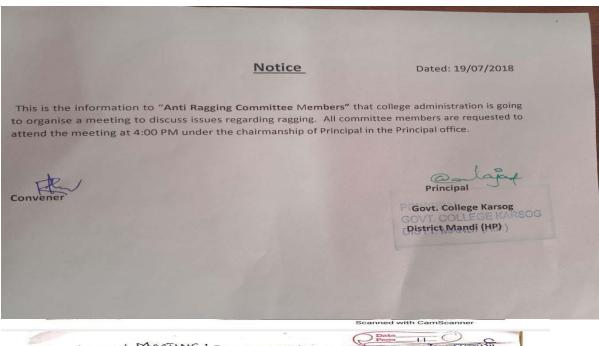
Principal

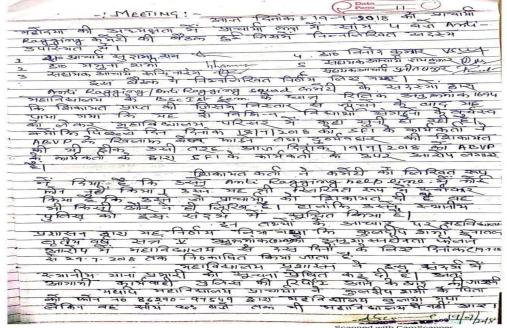
Govt. College Karsog

District Mandi (HP)

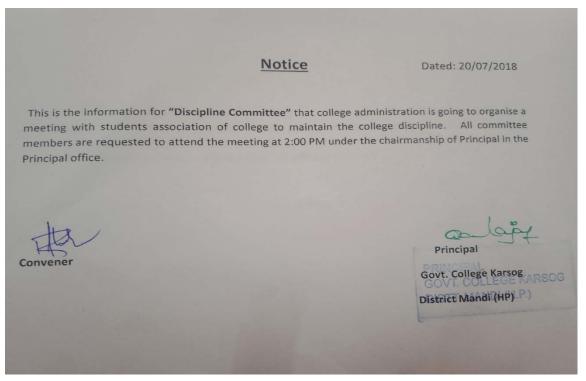
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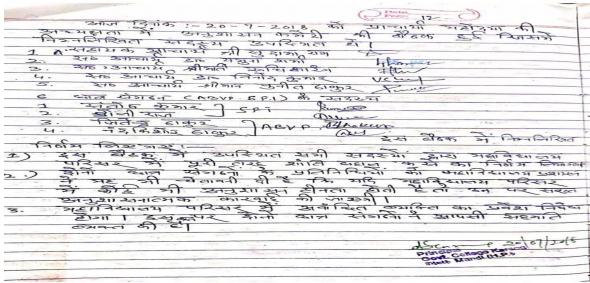
**English Translation:** The minutes of the above meeting conducted by the committee displays the complaint received from the student. After listening to the grievances from both sides, the committee recommended to rusticate the assailant.





**English Translation:** The meeting was conducted after the college administration received a complaint from a B Sc student. After the investigation, the committee found that there was a dispute between two student organizations and it was not related to the ragging.





**English Translation:** The minutes of the above meeting delineates about the meeting conducted with the members of student associations. The college administration goaded the students to maintain peace in the college. Student associations were present in this meeting and they were advised to abide by the rules and regulations of the

Whether the college has formulated anti-ragging committee yes/no	Total no. complaints the college has received during 2019-2020	No. Of complaints about whether charges found true or false	Whether the college has formulated a discipline committee yes /no	Total no. Of complaints the college has received during 2019-2020	No. Of complaints about whether charges found true or false
Yes	Nill	Nill	Yes	Nill	Nill

Chairperson

Go Principal of Katson Gayt, College Harson Mandi (HP) 1750011.

Notice

Dated: 24/07/2019

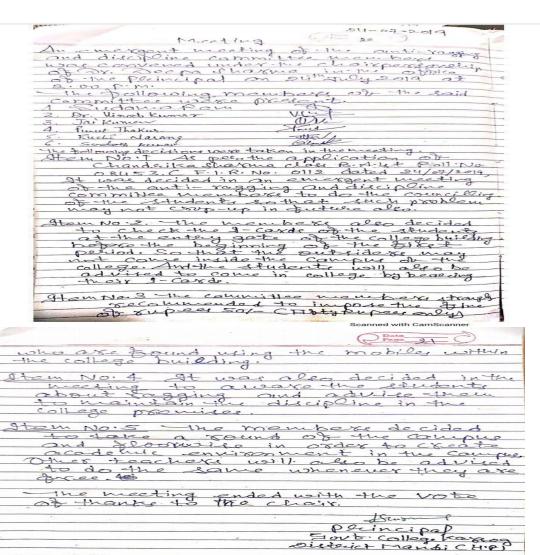
This is the information for "Discipline Committee and Anti Ragging Committee" that the college administration has decided to organise a meeting to discuss several issues regarding discipline and anti-ragging with the members. All concerning members are respected to ensure their presence in the Principal office at 2:00 PM.

Convener

Principal

Govt. College Karsog

District Mandi (HP)



Whether the college has formulated anti-ragging committee yes/no	Total no. complaints the college has received during 2020-2021	No. Of complaints about whether charges found true or false	Whether the college has formulated a discipline committee yes /no	Total no, Of complaints the college has received during 2020-2021	No. Of complaints about whether charges found true or false
Yes	Nill	Nill	Yes	Nill	Nill

Champerson >

Principal

Principal

Principal

Research

Andi (H.P.)

Mandi (HP) 1750011.

### Notice

Dated: 20/09/2020

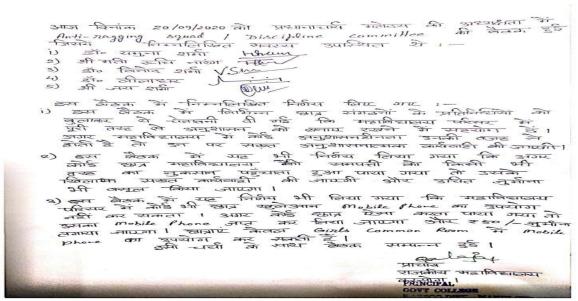
This is the information for "Discipline Committee and Anti Ragging Committee" that the college administration has decided to organise a meeting to discuss several issues regarding discipline and anti-ragging with the members. All concerning members are respected to ensure their presence in the Principal office at 2:00 PM.

Convener

Principal

GOVE COLLEGE KARSOG

District Mandi (HP)



**English Translation:** This meeting was conducted between the college administration and student associations to co-operate with the college and maintain discipline in the college.

Whether the college has formulated anti-ragging committee yes/no	Total no. complaints the college has received during 2021-2022	No. Of complaints about whether charges found true or false	Whether the college has formulated a discipline committee yes /no	Total no. Of complaints the college has received during 2021-2022	No. Of complaints about whether charges found true or false
Yes	Nill	Nill	Yes	Nill	Nill

This is the information for "Discipline Committee and Anti Ragging Committee" that the college administration has decided to organise a meeting under the chairmanship of Principal to discuss several issues regarding discipline and anti-ragging with the members. All concerning members are respected to ensure their presence in the Principal office at 3:00 PM.

Principal

Govt. College Karsog

District Mandi (HP)

ing of the anti-nagging and discipline was organised under the chairpersonspip of in the office of the Principal on 14 Tuly 2021 meeting:

The following members were present among Sharma blown

Ruch Narang The A meeting committee was organised Principal in the office of the state of the following of the meeting:

in the meeting:

i) Dr. Yamuna Sharma hhru

2) Mrs. Ruchi Harang The Vinod Sharma Visher 2) Dr. Vinod Sharma Valor 4) Dr. Leela Dhar J. I. 5) Mr. Richav Bhardwaj Birdh 6) Dr. Renu Kumari Renu

The following points were discussed in the meeting:

i) The committee desided that no student should enter the college without I-Card. To check this everyday on the college gate one teacher along with gatekeeper will be appointed for weekly barrs for one month.

2) The committee members strongly recommended to impose heavy line if any student is found to tarm the property of the college in any respect.

3) It was also decided to aware the students about rogging and advise them to maintain the discipline in the college primises.

The members decided to take a round of the cam and fleorwise In order to create academic environments the college. Other teachers will also be advised to do the rome whenever they are free the meeting ended with the vole of thomas to the chain.

Whether the college has formulated anti-ragging committee yes/no	Total no, complaints the college has received during 2022-2023	No. Of complaints about whether charges found true or false	Whether the college has formulated a discipline committee yes /no	Total no. Of complaints the college has received during 2022-2023	No. Of complaints about whether charges found true or false
Yes	Nill	Nill	Yes	Nill	Nill

Chairperson

Government Mandin (H.P.)

Notice

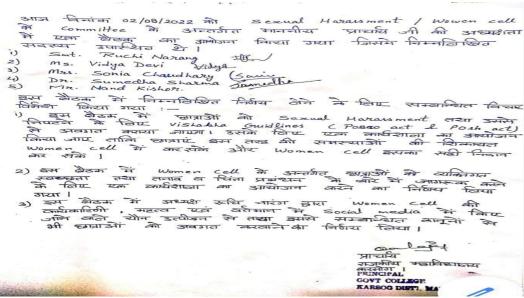
Dated: 03/08/2023

This is the information for "Sexual Harassment / Women cell Committee". That the college administration has decided to organise a meeting under the chairmanship of Principal to conduct a lecture to introduce all girls student about role of Women Cell in college and Sexual Harassment. Committee members are instructed to ensure presence of all female staff and student.

Convener

Principal
Principal
CocovConligae

District Mandi (HI)



English Translation: This meeting was conducted to introduce girls to Women Cell in college and how Women Cell functions. In this meeting, Vishakha guidelines, cleanliness, personal hygiene, sensitization about sexual harassment, etc. were discussed with the girl students of the college threadbare.

Principal

Govt. College Karsog Distt. Mandi (H.P.)