

PRESS INFORMATION BUREAU
GOVERNMENT OF INDIA

LAUNCH OF GRIEVANCE REDRESSAL PORTAL OF UGC

New Delhi, March 23rd, 2015

The Union Minister of Human Resource Development Smt. Smriti Zubin Irani launched the UGC's Students Grievance Redressal Portal in New Delhi today. The Students Grievance Redressal Portal is a new initiative taken up by the University Grants Commission under the leadership of the Union Minister which facilitates the students / complainants to lodge their grievance, send reminders and view the status of action taken regarding their grievances. The basic aim of the portal is to ensure transparency in admission, prevent unfair practices in higher education institutions and provide effective mechanism for redressal of the grievances. Each University has a dedicated Nodal Officer for redressal of grievance and as soon as the student lodges a complaint, the email ID, mobile number and other contact details of the Nodal Officers can be viewed. The Nodal Officer will also be responsible for redressal of the grievances related to the affiliated colleges under that University.

The Nodal Officer on behalf of the University will ensure time bound redressal of the grievance failing which every 15 days an automatic reminder will be sent to the Nodal Officer for closing the grievance. The Nodal Officer can contact the complainant whose details will also be visible to him/her for any clarification, if required. The UGC alone will monitor the grievances. The dashboard of the Administrator will automatically display the status in a graphic manner, the time taken for redressal of the grievance, pending grievances and the classes of grievances.

The grievances can be lodged for a variety of reasons like admission process in totality including reservation policy, publication/non-publication of prospectus, discrimination of students on the basis of caste, creed and race, untimely conduct of examination, non-declaration of results, lack of students amenities, and non-payment of scholarships/fellowships, victimization of students and sexual harassment cases etc.

Students can access the portal at www.ugc.ac.in in the Student Grievance link.
