



# भारत का राजपत्र

## The Gazette of India

असाधारण

EXTRAORDINARY

भाग III—खण्ड 4

PART III—Section 4

प्राधिकार से प्रकाशित

PUBLISHED BY AUTHORITY

सं. 171]

नई दिल्ली, सोमवार, मई 2, 2016/वैशाख 12, 1938

No. 171]

NEW DELHI, MONDAY, MAY 2, 2016/ VAISAKHA 12, 1938

मानव संसाधन विकास मंत्रालय

(विश्वविद्यालय अनुदान आयोग)

अधिसूचना

नई दिल्ली, 2 मई, 2016

विश्वविद्यालय अनुदान आयोग (उच्चतर शैक्षिक संस्थानों में महिला कर्मचारियों एवं छात्रों के लैंगिक उत्पीड़न के निराकरण, निषेध एवं इसमें सुधार) विनियम 2015

मि. सं. 91-1/2013 (टी. एफ. जी. एस.—विश्वविद्यालय अनुदान आयोग अधिनियम 1956 (1956 का 3) जिसे उक्त अधिनियम के अनुच्छेद 20 के उप-अनुच्छेद (1) से संयुक्त रूप से पढ़ा जाए उस अधिनियम 26 के अनुच्छेद (1) की धारा (जी) द्वारा प्रदत्त अधिकारों के क्रियान्वयन अनुसार विश्वविद्यालय अनुदान आयोग एतद्वारा निम्न विनियम निर्मित कर रहा है, नामतः :-

1. लघु शीर्ष, अनुप्रयोग एवं समारम्भ:- (1) ये विनियम विश्वविद्यालय अनुदान आयोग (उच्चतर शैक्षिक संस्थानों में महिला कर्मचारियों एवं छात्रों के लैंगिक उत्पीड़न के निराकरण, निषेध एवं इसमें सुधार) विनियम, 2015 कहलाएंगे।
  - (2) ये विनियम भारत वर्ष में सभी उच्चतर शैक्षिक संस्थानों पर लागू होंगे।
  - (3) सरकारी राजपत्र में उनके प्रकाशन की तिथि से वे लागू माने जाएँगे।
2. परिभाषाएँ:- इन विनियमों में-बशर्तें विषयवस्तु के अन्तर्गत कुछ अन्यथा जरूरी है:-
  - (अ) "पीड़ित महिला" से अर्थ है किसी भी आयु वर्ग की एक ऐसी महिला-चाहे वह रोजगार में है या नहीं, किसी कार्य स्थल में कथित तौर से प्रतिवादी द्वारा कोई लैंगिक प्रताड़ना के कार्य का शिकार बनी है;
  - (ब) "अधिनियम" से अर्थ है कार्य स्थल में महिलाओं का लैंगिक उत्पीड़न (निराकरण, निषेध एवं समाधान) अधिनियम, 2013 (2013 का 14);
  - (स) "परिसर" का अर्थ उस स्थान अथवा भूमि से है जहाँ पर उच्चतर शैक्षिक संस्थान तथा इसकी संबद्ध संस्थागत सुविधाएँ जैसे पुस्तकालय, प्रयोगशालाएँ, लेक्चर हॉल, आवास, हॉल, शौचालय, छात्र केन्द्र, छात्रावास, भोजन कक्षों, स्टेडियम, वाहन पड़ाव स्थल, उपवनों जैसे स्थल तथा अन्य कुछ सुविधाएँ जैसे स्वास्थ्य केन्द्र, कैंटीन, बैंक पटल इत्यादि स्थित हैं तथा जिसमें छात्रों द्वारा उच्चशिक्षा के छात्र के रूप में दौरा किया जाता हो-जिस में वह परिवहन शामिल है जो उन्हें उस संस्थान से आने जाने के लिए, उस संस्थान के अलावा क्षेत्रीय भ्रमण हेतु

संस्थान पर, अध्ययनों, अध्ययन भ्रमण, सैर-सपाटे के लिए, लघु-अवधि वाली नियुक्तियों के लिए, शिविरों के लिए उपयोग किए जा रहे स्थानों, सांस्कृतिक समारोहों, खेलकूद आयोजनों एवं ऐसी ही अन्य गतिविधियों जिनमें कोई व्यक्ति एक कर्मचारी अथवा उच्चतर शैक्षिक संस्थान के एक छात्र के रूप में भाग ले रहा है—यह समस्त उस परिसर में सम्मिलित हैं.

- (डी) "आयोग" का अर्थ है विश्वविद्यालय अनुदान आयोग जो विश्वविद्यालय अनुदान आयोग अधिनियम 1956 (1956 का 3) के अनुच्छेद 4 के अन्तर्गत स्थापित है;
- (ई) "आवृत्त व्यक्तियों" से अर्थ उन व्यक्तियों से है जो एक सुरक्षित गतिविधि में कार्यरत हैं जैसे कि किसी लैंगिक उत्पीड़न की शिकायत को दायर करना—अथवा वे ऐसे किसी व्यक्ति से घनिष्ठ रूप से सम्बद्ध हैं जो सुरक्षित गतिविधि में कार्यरत है तथा ऐसा व्यक्ति एक कर्मचारी हो सकता है अथवा उस पीड़ित व्यक्ति का एक कर्मचारी हो सकता है अथवा एक साथी छात्र अथवा अभिभावक हो सकता है;
- (एफ) "कर्मचारी" का अर्थ, उस व्यक्ति से है जिसे अधिनियम में परिभाषित किया गया है तथा इसमें इन विनियमों की दृष्टि से प्रशिक्षार्थी, शिक्षार्थी अथवा वे अन्य जिस नाम से भी जाने जाते हैं। आन्तरिक अध्ययन में लगे छात्र, स्वयंसेवक, अध्यापन-सहायक शोध-सहायक चाहे वे रोजगार में हैं अथवा नहीं, तथा क्षेत्रीय अध्ययन में, परियोजनाओं लघु-स्तर के भ्रमण अथवा शिविरों में कार्यरत व्यक्तियों से है;
- (जी) "कार्यकारी प्राधिकारी" से अर्थ है उच्चतर शैक्षिक संस्थान के प्रमुख कार्यकारी प्राधिकारी, चाहे जिस नाम से वे जाने जाते हों— तथा जिस संस्थान में उच्चतर शैक्षिक संस्थान का सामान्य प्रशासन सम्मिलित है। सार्वजनिक रूप से निधि प्राप्त संस्थानों के लिए, कार्यकारी प्राधिकारी से अर्थ है अनुशासनात्मक प्राधिकारी जैसा कि केन्द्रीय नागरिक सेवायें (वर्गीकरण, नियन्त्रण एवं अपील) नियम तथा इसके समतुल्य नियमों में दर्शाया गया है;
- (एच) "उच्चतर शैक्षिक संस्थान" (एचई.आई.) से अर्थ है—एक विश्वविद्यालय जो अनुच्छेद 2 की धारा (जे) के अन्तर्गत अर्थों के अनुसार है, ऐसा एक महाविद्यालय जो अनुच्छेद 12 (ए) के उप-अनुच्छेद (1) की धारा (बी) के अर्थ के अनुसार है तथा एक ऐसा संस्थान जो मानित विश्वविद्यालय के रूप में विश्वविद्यालय अनुदान आयोग अधिनियम 1956 (1956 का 3) के अनुच्छेद 3 के अन्तर्गत है;
- (आई) "आन्तरिक शिकायत समिति" (आई.सी.सी.) (इन्टरनल कम्प्लेन्ट्स कमिटी) से अर्थ है इन विनियमों के विनियम 4 के उप-विनियम (1) के अर्थ के अनुसार उच्चतर शैक्षिक संस्थान द्वारा गठित की जाने वाली आन्तरिक शिकायत समिति से है। यदि पहले से ही समान उद्देश्य वाला कोई निकाय सक्रिय है, (जैसे कि लैंगिक संवेदीकरण समिति जो लैंगिक उत्पीड़न संबंधी विवाद देखेगी (जी.एस.सी.ए.एस.एच.) ऐसे निकाय को आन्तरिक शिकायत समिति (आईसीसी) के रूप में पुनर्गठित किया जाना चाहिए;
- बशर्त, बाद वाले मामले में उच्चतर शैक्षिक संस्थान ऐसा सुनिश्चित करेगा कि इन विनियमों के अन्तर्गत आन्तरिक शिकायत केन्द्र के लिए ऐसे एक निकाय का गठन आवश्यक है। बशर्त कि ऐसा निकाय इन विनियमों के प्रावधानों द्वारा बाध्य होगा;
- (जे) "संरक्षित गतिविधि" में ऐसी एक परम्परा, के प्रति तर्कपूर्ण विरोध शामिल है, जिसके बारे में ऐसा माना जाता है कि अपनी तरफ से अथवा कुछ दूसरे लोगों की तरफ से लैंगिक उत्पीड़न संबंधी कानूनों का उल्लंघन उस परम्परा के माध्यम से किया जा रहा है— जैसे कि लैंगिक उत्पीड़न मामलों की कार्रवाई में भागीदारी करना, किसी भी आन्तरिक जांच पड़ताल में अथवा कथित लैंगिक उत्पीड़न मामलों में सहयोग करना अथवा किसी बाहरी एजेंसी द्वारा की जा रही जाँच पड़ताल में अथवा किसी मुकदमें में बतौर गवाह मौजूद रहना;
- (के) "लैंगिक उत्पीड़न" का अर्थ है—
- (i) ऐसा एक अनचाहा आचरण जिसमें छिपे रूप में लैंगिक भावनाएँ जो प्रत्यक्ष भी हो जाती हैं अथवा जो भावनाएँ अत्यन्त मजबूत होती, नीचतायुक्त होती हैं, अपमानजनक होती हैं अथवा एक प्रतिकूल और घमकी भरा वातावरण पैदा करती हैं अथवा वास्तविक अथवा घमकी भरे परिणामों द्वारा अधीनता की ओर प्रेरित करने वाली होती हैं तथा ऐसी भावनाओं में निम्नलिखित अवांछित काम या व्यवहारों में कोई भी एक या उससे अधिक या ये समस्त व्यवहार शामिल हैं (चाहे सीधे तौर से या छिपे तौर से) नामतः—
- (अ) लैंगिक भावना से युक्त कोई भी अप्रिय शारीरिक, मौखिक अथवा गैर मौखिक के अतिरिक्त कोई आचरण
- (ब) लैंगिक अनुग्रह या अनुरोध करना
- (स) लैंगिकतायुक्त टिप्पणी करना



- (इ) शारीरिक रूप से संबंध बनाना अथवा पास बने रहने की कोशिश करना  
(ई) अश्लील साहित्य दिखाना

(ii) निम्न परिस्थितियों में से किसी एक में (अथवा इससे अधिक एक या सभी में) यदि ऐसा पाया जाता है अथवा वह ऐसे किसी बर्ताव के बारे में है या उससे संबंधित है जिसमें व्यापक रूप से या छिपे रूप में लैंगिक संकेत छिपे हैं—

- (अ) छिपे तौर से या प्रत्यक्ष रूप से अधिमान्य व्यवहार देने का वायदा जो लैंगिक समर्थन के एवज में है;  
(ब) कार्य के निष्पादन में छिपे रूप से या सीधे तौर से रुकावट डालने की धमकी;  
(स) संबद्ध व्यक्ति के वर्तमान अथवा उसके भविष्य के प्रति छिपे तौर से या सीधे तौर से धमकी देकर;  
(द) एक दहशत भरा हिंसात्मक या द्वेषपूर्ण वातावरण पैदा करके;  
(ई) ऐसा व्यवहार करना जो कि संबद्ध व्यक्ति के स्वास्थ्य उसकी सुरक्षा, प्रतिष्ठा अथवा उसकी शारीरिक दृढ़ता को दुष्प्रभावित करने वाला है;

(एल) "छात्र" शब्द का अर्थ उस व्यक्ति के लिए है जिसे विधिवत प्रवेश मिला हुआ है, जो नियमित रूप से या दूर शिक्षा विधि से एक उच्च शिक्षा संस्थान में, एक अध्ययन पाठ्यक्रम का अनुसरण कर रहा है जिसमें लघु अवधि प्रशिक्षण पाठ्यक्रम भी शामिल हः

बशर्ते, ऐसे किसी छात्र के साथ यदि कोई लैंगिक उत्पीड़न की घटना होती है जो उच्च शिक्षा संस्थान परिसर में प्रवेश पाने की प्रक्रिया में है— यद्यपि वह प्रवेश प्राप्त नहीं हुआ है तो इन विनियमों के आधार पर उस छात्र को उच्च शिक्षा संस्थान का छात्र माना जाएगा:

बशर्ते एक ऐसा छात्र जो किसी उच्चतर शैक्षिक संस्थान में प्रवेश प्राप्त है तथा उस संस्थान में भागीदार है और उस छात्र के प्रति कोई लैंगिक उत्पीड़न होता है तो उसे उस उच्च संस्थान का छात्र माना जाएगा;

(एम) "किसी तीसरे व्यक्ति द्वारा उत्पीड़न" उस स्थिति को दर्शाता है जब लैंगिक उत्पीड़न की घटना किसी तीसरे व्यक्ति द्वारा या किसी बाहर के आदमी द्वारा की गई हो जो ना तो उस उच्च शैक्षिक संस्थान का कर्मचारी अथवा उसका छात्र है—बल्कि उस संस्थान में एक आगन्तुक है जो अपने अन्य किसी काम या उद्देश्य से आया हुआ है;

(एन) "उत्पीड़न" का अर्थ है किसी व्यक्ति से नकारात्मक व्यवहार जिसमें छिपे तौर से या सीधे तौर से लैंगिक दुर्भावना की नीयत छिपी होती है;

(ओ) "कार्यस्थल" का अर्थ है उच्चतर शैक्षिक संस्थान का परिसर जिसमें शामिल हैं:

- (अ) कोई विभाग, संगठन, उपक्रम, प्रतिष्ठान, उद्योग, संस्थान, कार्यालय, शाखा अथवा एकांश जो उपयुक्त उच्चतर शैक्षिक संस्थान द्वारा पूरी तरह अथवा पर्याप्त रूप से उपलब्ध निधि द्वारा सीधे तौर से अथवा अप्रत्यक्ष रूप से स्थापित, स्वामित्व वाले या उससे नियन्त्रित हैं;  
(ब) ऐसा कोई खेलकूद संस्थान, स्टेडियम, खेल परिसर या प्रतियोगिता या खेलकूद क्षेत्र चाहे वह आवासीय है या नहीं या उसे उच्चतर शैक्षिक संस्थान की प्रशिक्षण, खेलकूद अथवा अन्य गतिविधियों के लिए उपयोग नहीं किया जा रहा है;  
(स) ऐसा कोई स्थान जिसमें कर्मचारी अथवा छात्र अपने रोजगार के दौरान या अध्ययन के दौरान आते रहते हैं तथा जिस गतिविधि में यातायात शामिल है जिसे कार्यकारी प्राधिकारी ने ऐसे भ्रमण के लिए उपलब्ध कराया है जो उस उच्च शैक्षिक संस्थान में अध्ययन के लिए हैं।

### 3. उच्चतर शैक्षिक संस्थानों के दायित्व—(1) प्रत्येक उच्चतर शैक्षिक संस्थान)

- (अ) कर्मचारियों एवं छात्रों के प्रति लैंगिक उत्पीड़न के निराकरण एवं निषेध संबंधी अपनी नीति एवं विनियमों में उपरोक्त परिभाषाओं की भावना को यथा आवश्यक उपयुक्त रूप में सम्मिलित करें तथा इन विनियमों की आवश्यकता अनुसार अपने अध्यादेशों एवं नियमों को संशोधित करना;  
(ब) लैंगिक उत्पीड़न के विरुद्ध प्रावधानों को अधिसूचित करना तथा उनके विस्तृत प्रचार—प्रसार को सुनिश्चित करना;

- (स) जैसा कि आयोग की "सक्षम" (परिसरों में महिलाओं की सुरक्षा एवं लैंगिक संवेदीकरण कार्यक्रम) रिपोर्ट में दर्शाया गया है, प्रशिक्षण कार्यक्रम अथवा कार्यशाला, अधिकारियों, कार्यपालकों, संकाय सदस्यों एवं छात्रों के लिए उन्हें सभी को सुग्राही बनाना तथा इस अधिनियम एवं इन विनियमों में स्थापित अधिकारों, पात्रताओं एवं दायित्वों की जानकारी उन्हें सुनिश्चित कराना तथा उनके प्रति उन्हें जागरूक बनाना;
- (द) इस बात को पहचानते हुए कि प्राथमिक रूप से महिला कर्मचारी तथा छात्राओं एवं कुछ छात्र तथा तीसरे लिंग वाले छात्र कई प्रकार के लैंगिक उत्पीड़न, अपमान एवं शोषण के अन्तर्गत संवेदनशील हैं, तदनुसार सभी लिंगों के कर्मचारियों एवं छात्रों के प्रति सुनियोजित समस्त लिंग आधारित हिंसा के विरुद्ध निर्णयात्मक रूप से सक्रिय बनना ;
- (ई) लैंगिक उत्पीड़न के प्रति शून्य स्तर सहन संबंधी नीति की सार्वजनिक प्रतिबद्धता रखना;
- (एफ) सभी स्तरों पर अपने परिसर को, भेदभाव, उत्पीड़न, प्रतिशोध अथवा लैंगिक आक्रमणों से मुक्त बनाने की प्रतिबद्धता की पुनः पुष्टि करना;
- (जी) इस विषय में जागरूकता पैदा करना कि लैंगिक उत्पीड़न में क्या शामिल है— तथा इसके साथ ही हिंसापूर्ण वातावरण उत्पीड़न एवं प्रतिकर उत्पीड़न इन विषयों में जागरूकता पैदा करना;
- (एच) अपनी विवरणिका में सम्मिलित करना और महत्वपूर्ण स्थलों पर, विशिष्ट स्थानों पर या नोटिस बोर्ड पर लैंगिक उत्पीड़न के दण्ड एवं परिणामों को दर्शाया जाना तथा संस्थान के सभी समुदायों के वर्गों को इस तन्त्र की सूचना के प्रति जागरूक करना जो तन्त्र लैंगिक उत्पीड़न संबंधी शिकायतों के समाधान के लिए बनाया गया है तथा इसके बारे में आन्तरिक शिकायत समिति के सदस्यों का विवरण, उनसे संपर्क साधना, शिकायत के बारे में विधि आदि के बारे में बताना यदि कोई मौजूदा निकाय पहले से ही उसी लक्ष्य के साथ सक्रिय है (जैसे कि लैंगिक संवेदीकरण समिति जो लैंगिक उत्पीड़न के विरुद्ध है, ऐसे जेन्डर सेन्सीटाइजेशन कमिटी अगैस्ट सैक्सुअल हार्समेंट—जी.एस.सी. ए.एस.एच. निकाय को आन्तरिक शिकायत समिति) (इण्टरनल कम्प्लेन्ट्स कमिटी—आई.सी.सी) के समान ही पुनर्गठित करना :
- बशर्ते, बाद में दर्शाये गए मामले में उच्चतर शैक्षिक संस्थान सुनिश्चित करेंगे कि इस प्रकार के निकाय का गठन आई.सी.सी. के लिए आवश्यक सिद्धान्तों के आधार पर इन विनियमों के अन्तर्गत किया गया है। ऐसा कोई भी निकाय इन विनियमों के प्रावधानों के द्वारा बाध्य होगा;
- (आई) कर्मचारियों एवं छात्रों को उपलब्ध आश्रय के बारे में बताना, यदि वे लैंगिक उत्पीड़न के शिकार हुए हैं;
- (जे) आन्तरिक शिकायत समिति के सदस्यों द्वारा शिकायतों के निपटान, समाधान अथवा समझौते आदि की प्रक्रिया का संचालन संवेदनशील रूप से करने के लिए, नियमित अभिमुखी अथवा प्रशिक्षण कार्यक्रम संचालित करना;
- (के) कर्मचारियों एवं छात्रों के सभी प्रकार के उत्पीड़न के निराकरण हेतु सक्रिय रूप से गतिशील बनाना चाहे वह उत्पीड़न किसी प्रबल अधिकारी अथवा उच्चतर शैक्षिक संस्थान में स्थित पदानुक्रम संबंधों के आधार पर है। अथवा किसी घनिष्ठ भागीदार की हिंसा संबंधी हो अथवा समकक्षों से अथवा उस उच्चतर शैक्षिक संस्थान की भौगोलिक सीमाओं से बाहर किन्हीं तत्वों के कारण हो;
- (एल) उसके कर्मचारियों एवं छात्रों के प्रति किए गए लैंगिक उत्पीड़न के लिए दोषी जो लोग हैं उन्हें दण्डित करना तथा विधि द्वारा मान्य कानून के अनुसार समस्त कार्यवाही करना तथा परिसर में लैंगिक उत्पीड़न के निराकरण एवं अवरोध हेतु तन्त्रों एवं समाधान प्रणाली को यथास्थिति बनाना;
- (एम) यदि उस दुराचार का षडयंत्रकारी वहाँ का कर्मचारी है तो सेवा नियमों के अन्तर्गत लैंगिक उत्पीड़न को एक दुराचार के रूप में मानना;
- (एन) यदि अपराधकर्ता कोई छात्र है तो लैंगिक उत्पीड़न को अनुशासनात्मक नियमों (जो बहिष्कार एवं बहिष्करण तक हो सकता है) के उल्लंघन के रूप में देखना;
- (ओ) इन विनियमों के प्रकाशन की तिथि से लेकर 60 दिनों की अवधि में इन विनियमों के प्रावधानों का अनुपालन सुनिश्चित किया जाना, जिनमें आन्तरिक शिकायत समिति की नियुक्ति शामिल है;
- (पी) आन्तरिक शिकायत समिति द्वारा की गई रिपोर्टों का समयबद्ध रूप से प्रस्तुतीकरण;
- (क्यू) एक वार्षिक स्थिति रिपोर्ट जिसमें दायर मामलों का, उनके निपटान का विवरण हो, वह तैयार करना तथा इसे आयोग को प्रस्तुत करना;

### 3.2 समर्थन करने वाली गतिविधियाँ—

- (1) जिन नियमों, विनियमों अथवा अन्य इसी प्रकार के माध्यम जिनके द्वारा आन्तरिक शिकायत केन्द्र (आई.सी.सी.) प्रकाश करेगा, उन्हें अद्यतन किया जाएगा तथा उन्हें समय-समय पर संशोधित किया

जाएगा—क्योंकि न्यायालय के निर्णय एवं अन्य कानून तथा नियमों द्वारा उस कानूनी ढाँचे में संशोधन होता रहेगा जिनके अनुसार अधिनियम लागू किया जाना है;

- (2) उच्चतर शैक्षिक संस्थानों का कार्यकारी प्राधिकारी द्वारा अधिदेशात्मक रूप से पूरा समर्थन किया जाना चाहिए तथा यह देखा जाना चाहिए कि आई.सी.सी. की सिफारिशों का क्रियान्वयन समयबद्ध रूप से किया जा रहा है कि नहीं। आई.सी.सी. के प्रकार्य के लिए समस्त संभावित संसाधन उपलब्ध कराए जाने चाहिए— जिनमें कार्यालय और भवन अवसंरचना सहित (कम्प्यूटर, फोटो कॉपियर, श्रव्य दृश्य उपकरणों आदि) स्टाफ (टाइपिस्ट, सलाह एवं कानूनी सेवाओं) सहित पर्याप्त रूप में वित्तीय संसाधन का आबंटन भी हो;
- (3) असुरक्षित/दुर्बल वर्ग विशेष रूप से प्रताड़ना के शिकार बन जाते हैं और उनके द्वारा शिकायत करना और भी ज्यादा कठिन होता है। क्षेत्र, वर्ग, जाति, लैंगिक प्रवृत्ति, अल्पसंख्यक पहचान, एवं पृथक रूप से सामर्थ से असुरक्षा सामाजिक रूप से संयोजित हो सकती है। समर्थकारी समितियों को इस प्रकार की असुरक्षितताओं के प्रति अति संवेदनशीलता एवं विशेष जरूरतों के प्रति संवेदनशील होने की आवश्यकता है;
- (4) क्योंकि शोध छात्र और डॉक्टोरल छात्र विशेष रूप से आक्रान्त होते हैं, अतः उच्चतर शैक्षिक संस्थानों द्वारा यह सुनिश्चित कराया जाए कि शोध सर्वेक्षण की नैतिकता संबंधी दिशा निर्देश उचित रूप से लागू हो रहे हैं;
- (5) समस्त उच्चतर शैक्षिक संस्थानों द्वारा उनकी लैंगिक उत्पीड़न विरोधी नीति की क्षमता का नियमित रूप से अर्ध वार्षिक पुनरीक्षण किया जाना चाहिए;
- (6) सभी अकादमिक स्टाफ कॉलेजों (जिन्हें अब मानव संसाधन विकास केन्द्रों के रूप में पाया जाता है) (एचआरडीसी) और क्षमता निर्माण के क्षेत्रीय केन्द्रों द्वारा लिंग संबंधी सत्रों को अपने अभिमुखी एवं पुनश्चर्या पाठ्यक्रमों में निगमित करना चाहिए। अन्य सब विषयों से भी इसे प्राथमिकता दी जाए तथा इसे मुख्य धारा के रूप में विशेष रूप से बनाया जाए तथा इसके लिए "यूजीसी सक्षम" रिपोर्ट का उपयोग करें जिसमें, इस बारे में, प्रविधियों उपलब्ध कराई जाती हैं;
- (7) उच्चतर शैक्षिक संस्थानों में प्रशासकों के लिए संचालित अभिमुखी पाठ्यक्रमों में आवश्यक रूप से लैंगिक संवेदीकरण तथा लैंगिक उत्पीड़न की समस्याओं पर एक मापदण्ड होना चाहिए। उच्चतर शैक्षिक संस्थान के समस्त विभागों में मौजूद सदस्यों के लिए कार्यशालाएँ नियमित रूप से संचालित की जानी चाहिए;
- (8) समस्त उच्चतर शैक्षिक संस्थानों में परामर्श सेवाओं को संस्थानों के अन्तर्गत रखा जाना चाहिए और इसके लिए सुप्रशिक्षित पूर्णकालिक परामर्शदाता होने चाहिए;
- (9) कई उच्चतर शैक्षिक संस्थान जिनके विशाल परिसर हैं जिनमें प्रकाश संबंधी व्यवस्था बहुत अधूरी है तथा अन्य संस्थानों के लोगों के अनुभव अनुसार वे स्थान असुरक्षित समझे जाते हैं, वहाँ पर्याप्त प्रकाश व्यवस्था अवसंरचना एवं रख-रखाव का एक अनिवार्य अंग है;
- (10) पर्याप्त एवं अच्छी तरह से प्रशिक्षित सुरक्षा स्टाफ आवश्यक रूप से होना चाहिए जिसमें महिला सुरक्षा स्टाफ सदस्य अच्छी संख्या में हों, जिससे संतुलन बना रहे। सुरक्षा स्टाफ नियुक्ति के मामले में लैंगिक संवेदनशीलता प्रशिक्षण को एक शर्त के रूप में माना जाना चाहिए;
- (11) उच्चतर शैक्षिक संस्थान आवश्यक रूप से विश्वसनीय जन यातायात को सुनिश्चित करें— विशेष रूप से उच्चतर शैक्षिक संस्थानों के विस्तृत परिसरों के अन्दर विभिन्न विभागों के मध्य जैसे— छात्रावासों, पुस्तकालयों, प्रयोगशालाओं तथा मुख्यालय और विशेष रूप से वे स्थान जिन तक पहुँच पाना दैनिक शोधकर्ताओं के लिए कठिन है। सुरक्षा की कमी तथा उत्पीड़न बहुत बढ़ जाता है जब कर्मचारी और छात्र सुरक्षित जन यातायात पर निर्भर नहीं रहते हैं। कर्मचारी एवं छात्रों द्वारा पुस्तकालयों और प्रयोगशालाओं में देर रात तक काम करने और शाम के समय अन्य कार्यक्रमों में भाग लेने के लिए उच्चतर शैक्षिक संस्थानों द्वारा भरोसेमंद यातायात का प्रबन्ध किया जाना चाहिए;
- (12) आवासीय उच्चतर शैक्षिक संस्थानों द्वारा महिला छात्रावासों की संरचना को प्राथमिकता दी जाए। महिला छात्रावास, जो सभी प्रकार के उत्पीड़न से थोड़ी बहुत सुरक्षा प्रदान करते हैं, उस उच्च शिक्षा के सभी स्तरों पर, शहरी एवं ग्रामीण क्षेत्रों में बड़ी संख्या में उच्च शिक्षा इच्छुक युवा महिलाओं के लिए अत्यन्त जरूरी है;

- (13) युवा छात्रों की तुलना में छात्रावास में स्थित छात्राओं की सुरक्षा के मामले को बेदभाव पूर्ण नियमों का आधार नहीं बनाया जाना चाहिए। परिसर की सुरक्षा संबंधी नीतियों को महिला कर्मचारी एवं छात्राओं की सुरक्षात्मकता के रूप में नहीं बन जाना चाहिए, जैसे कि आवश्यकता से अधिक सर्वेक्षण या पुलिसिया निगरानी अथवा आने जाने की स्वतंत्रता में कटौती करना— विशेषकर महिला कर्मचारी एवं छात्राओं के लिए;
- (14) सभी उच्चतर शैक्षिक संस्थानों के लिए पर्याप्त स्वास्थ्य सुविधायें होनी अतिदेशात्मक हैं। महिलाओं के विषय में इस प्रक्रिया में लिंग संवेदी डाक्टर और नर्स तथा इसके साथ ही एक स्त्री रोग विशेषज्ञ की सेवाएँ उपलब्ध होनी चाहिए;
- (15) महाविद्यालयों में महिला विकास प्रकोष्ठ पुनः चालू किये जाने चाहिए एवं उन्हें धन दिया जाना चाहिए और इन्हें लैंगिक उत्पीड़न विरोधी समितियों तथा आन्तरिक शिकायत समिति के प्रकार्यों से पृथक करके स्वशासी रखा जाना चाहिए। उसके साथ ही वे आन्तरिक शिकायत केन्द्रों के परामर्श से अपनी गतिविधियाँ विस्तारित करेंगे जिनमें लैंगिक संवेदीकरण कार्यक्रम शामिल हैं तथा नियमित आधार पर लैंगिक उत्पीड़न विरोधी नीतियाँ परिसरों में प्रचारित प्रसारित करेंगे। 'सांस्कृतिक पृष्ठभूमि' एवं "औपचारिक अकादमिक स्थल" इन्हें परस्पर सहभागिता करनी चाहिए ताकि ये कार्यशालाएँ नवोन्मेषी, आकर्षक बने एवं मशीनी न हों;
- (16) छात्रावासों के वार्डन, अध्यक्ष, प्राचार्य, कुलपतियों, विधि अधिकारियों एवं अन्य कार्यकारी सदस्यों को नियमों के अथवा अध्यादेशों में संशोधनों द्वारा जबाबदेही के दायरे में यथाआवश्यक रूप से लाना चाहिए;

#### 4. शिकायत समाधान तन्त्रः—

- (1) लैंगिक उत्पीड़न के विरुद्ध प्रत्येक कार्यकारी प्राधिकारी लैंगिक संवेदीकरण के लिए एक आन्तरिक तन्त्र सहित एक आन्तरिक शिकायत समिति (आई.सी.सी.) का गठन करेंगे। आई.सी.सी. की निम्न संरचना होगीः—
- (अ) एक पीठासीन अधिकारी जो एक महिला संकाय सदस्य हो और जो एक वरिष्ठ पद पर (एक विश्वविद्यालय की स्थिति में प्रोफेसर से निम्न न हो तथा किसी महाविद्यालय की स्थिति में सह-प्रोफेसर अथवा रीडर से निम्न न हो) शैक्षिक संस्थान में नियुक्त हो तथा कार्यकारी प्राधिकारी द्वारा नामित हो:
- बशर्त यदि किसी स्थिति में कोई वरिष्ठ स्तर की महिला कर्मचारी उपलब्ध नहीं है तो पीठासीन अधिकारी को उप-अनुभाग 2(ओ) में दर्शाये कार्यस्थल के अन्य कार्यालय अथवा प्रशासनिक एकांश से उन्हें नामित किया जाएगा:
- “बशर्त यदि उस कार्यस्थल के अन्य कार्यालयों अथवा प्रशासनिक एकांशों में कोई वरिष्ठ स्तर की महिला कर्मचारी नहीं है तो अध्यक्ष अधिकारी को उसी नियोक्ता के कार्यस्थल से अथवा किसी अन्य विभाग या संगठन में से नामित किया जा सकता है”
- (ब) दो संकाय सदस्य एवं दो गैर-अध्यापनरत कर्मचारी जो अधिमानतः महिलाओं की समस्याओं के लिए प्रतिबद्ध हैं तथा जिन्हें सामाजिक कार्य अथवा कानूनी जानकारी है, उन्हें कार्यकारी प्राधिकारी द्वारा नामित किया जाना चाहिए;
- (स) यदि किसी मामले में छात्र शामिल हैं तो उसमें तीन छात्र हों जिन्हें स्नातक पूर्व, स्नातकोत्तर एवं शोधस्तर पर क्रमशः भर्ती किया जायेगा जिन छात्रों को पारदर्शी लोकतांत्रिक प्रणाली द्वारा चुना गया है;
- (द) गैर सरकारी संगठनों में से किसी एक में से अथवा किसी ऐसी सभा में से जो महिलाओं की समस्याओं के लिए प्रतिबद्ध हैं या एक ऐसा व्यक्ति हो जो लैंगिक उत्पीड़न से जुड़े मामलों का जानकार हो, जो कार्यकारी प्राधिकारी द्वारा नामित हो;
- (2) आन्तरिक शिकायत समिति के कुल सदस्यों में न्यूनतम आधे सदस्य महिलायें होनी चाहिए;
- (3) उच्चतर शैक्षिक संस्थानों में वरिष्ठ प्रशासनिक पदों पर नियुक्त व्यक्ति जैसे कुलपति, पदेन कुलपति, रेक्टर, कुलसचिव, डीन, विभागों के अध्यक्ष आदि आन्तरिक समिति के सदस्य नहीं होंगे ताकि ऐसे केन्द्र के प्रकार्य की स्वायत्तता सुनिश्चित रहे;



- (1) शिकायत मिलने पर आन्तरिक शिकायत समिति इसकी एक प्रति को प्रतिवादी को इसके प्राप्त होने से सात दिनों के भीतर भेजेगी,
  - (2) शिकायत की प्रति मिलने के बाद प्रतिवादी अपना उत्तर इस शिकायत के बारे में, समस्त दस्तावेजों की सूची, गवाहों के नामों एवं पतों के नामों एवं उनके पतों सहित दस दिन की अवधि में दाखिल करेगा,
  - (3) शिकायत प्राप्त होने के 90 दिनों के भीतर ही जाँच पड़ताल पूरी की जानी चाहिए। अनुशंसाओं सहित, यदि वे हों, तो, जाँच पड़ताल रिपोर्ट उस जाँच के पूरा होने के 10 दिनों के भीतर उच्चतर शैक्षिक संस्थान के कार्यकारी प्राधिकारी को प्रस्तुत की जानी चाहिए। इस शिकायत से जुड़े दोनों पक्षों के समक्ष इस जाँच के तथ्यों या सिफारिशों की प्रति दी जाएगी,
  - (4) जाँच रिपोर्ट प्राप्त होने के 30 दिनों के भीतर इस समिति की सिफारिशों पर उच्चतर शैक्षिक संस्थान के अध्यक्ष प्राधिकारी कार्यवाही करेंगे, यदि किसी भी पक्ष द्वारा उस अवधि में जाँच के विरुद्ध कोई अपील दायर न की गई हो;
  - (5) दोनों में से किसी भी पक्ष द्वारा आन्तरिक शिकायत समिति द्वारा प्रदान तथ्यों/अनुशंसाओं के विरुद्ध उच्चतर शैक्षिक संस्थान के कार्यकारी प्राधिकारी के समक्ष की गई अनुशंसाओं की तिथि से तीस दिन की अवधि में अपील दायर की जा सकती है,
  - (6) उच्चतर शैक्षिक संस्थान का कार्यकारी प्राधिकारी यदि आन्तरिक शिकायत समिति की सिफारिशों के अनुसार कार्य नहीं करने का निर्णय लेता है तो वह इसके बारे में लिखित रूप से कारण स्पष्ट करेगा जिन्हें आन्तरिक शिकायत समिति को तथा उस कार्यवाही से जुड़े दोनों पक्षों को भेजा जाएगा। यदि दूसरी ओर वह आन्तरिक शिकायत समिति द्वारा की गई सिफारिशों के अनुसार कार्य करने का निर्णय लेता है तो एक कारण बताओ नोटिस जिसका 10 दिनों के भीतर उत्तर भेजा जाना है— उसे उस पक्ष को भेजा जाएगा जिसके विरुद्ध कार्यवाही की जानी है। उच्चतर शैक्षिक संस्थान के कार्यकारी प्राधिकारी उस असन्तुष्ट व्यक्ति का पक्ष सुनने के पश्चात् ही आगे की कार्यवाही करेंगे;
  - (7) मामले को निपटाने के उद्देश्य से पीड़ित पक्ष एक सुलह का आग्रह कर सकता है। सुलह का आधार कोई आर्थिक समझौता नहीं होना चाहिए। यदि कोई सुलह का प्रस्ताव रखा जाता है तो यथास्थिति उच्चतर शैक्षिक संस्थान सुलह की प्रक्रिया को आन्तरिक शिकायत समिति के माध्यम से सुलभ कराएगा। किसी भी दण्डात्मक हस्तक्षेप की तुलना में, जहाँ तक संभव होता है, उस पीड़ित पक्ष की पूरी संतुष्टि के लिए उस पारस्परिक विरोध के समाधान को अधिमानता दी जाती है;
  - (8) पीड़ित पक्ष अथवा पीड़ित व्यक्ति अथवा गवाह अथवा अपराधकर्ता की पहचान सार्वजनिक नहीं की जाएगी या विशेष रूप से उस जाँच प्रक्रिया के दौरान इसे सार्वजनिक क्षेत्र में रखा जाएगा;
9. अन्तरिम समाधान:— उच्चतर शैक्षिक संस्थान,
- (अ) यदि आन्तरिक शिकायत केन्द्र सिफारिश करता है तो शिकायतकर्ता अथवा प्रतिवादी को अन्य किसी अनुभाग अथवा विभाग में स्थानान्तरित किया जा सकता है ताकि सम्पर्क अथवा अन्योन्य क्रिया में शामिल जोखिम कम से कम बना रहे;
  - (ब) पीड़ित पक्ष को, सम्पूर्ण स्तर संबंधी एवं अन्य हित लाभों के संरक्षण सहित तीन माह तक का अवकाश स्वीकृत कर दे;
  - (स) शिकायतकर्ता के किसी भी काम अथवा निष्पादन अथवा परीक्षण अथवा परीक्षाओं के संबन्ध में कोई बात प्रकट न करने के लिए प्रतिवादी को बाध्य कर दें;
  - (द) सुनिश्चित करें कि अपराधकर्ताओं को पीड़ित व्यक्तियों से दूरी बना कर रखनी चाहिए तथा यथा आवश्यक, यदि कोई प्रत्यक्ष धमकी है तो उनका परिसर में प्रवेश प्रतिबंधित कर दें;
  - (ई) लैंगिक उत्पीड़न की किसी शिकायत के परिणाम स्वरूप, शिकायतकर्ता को प्रतिशोध एवं उत्पीड़न से सुरक्षा प्रदान करने के लिए तथा एक अनुकूल वातावरण उपलब्ध कराने के लिए सख्त उपाय किये जाने चाहिए;
10. दण्ड एवं हरजाना:—
- (1) अपराधकर्ता यदि उच्चतर शैक्षिक संस्थान का कर्मचारी है तथा लैंगिक उत्पीड़न का दोषी पाया जाता है तो उसे संस्थान के सेवा नियमों के अनुसार दण्डित किया जाएगा;
  - (2) अपराध की गंभीरता को देखते हुए— यदि प्रतिवादी कोई छात्र है, तो उच्चतर शैक्षिक संस्थान:—
    - (अ) ऐसे छात्र के विशेषाधिकारों को रोक सकता है तो, जैसे—पुस्तकालय, सभागार, आवासीय आगारों, यातायात, छात्रवृत्ति, भत्तों एवं पहचान पत्र आदि तक पहुँच बनाना;





- (जी) यदि वह एक मानित विश्वविद्यालय संस्थान है तो केन्द्र सरकार को उस मानित विश्वविद्यालय के आहरण की अनुशंसा करना;
- (एच) यदि वह किसी राज्य अधिनियम के अन्तर्गत स्थापित अथवा नियमित विश्वविद्यालय है तो उसके इस स्तर को आहरित करने के लिए उपयुक्त राज्य सरकार को सिफारिश करना;
- (आई) जैसे कि विश्वविद्यालय अनुदान आयोग अधिनियम 1956 के अन्तर्गत प्रावधान किया जाना हो तदनुसार अपने अधिकारों के अनुसार यथोचित रूप से ऐसी समयावधि के लिए दण्ड प्रदान कर सकता है जिस समय तक वह संस्थान इन विनियमों में निर्धारित प्रावधानों का अनुपालन नहीं करता है;
- (जे) इन विनियमों के अन्तर्गत आयोग द्वारा उस समय तक कार्रवाई नहीं की जाएगी जब तक कि संस्थान को अपना पक्ष प्रस्तुत करने के लिए प्रदत्त सुअवसर के आधार पर उनकी सुनवाई कर ली गई हो;

[विज्ञापन—III/4/असा./53]

जसपाल एस. संघु, सचिव, यूजीसी

## MINISTRY OF HUMAN RESOURCE DEVELOPMENT

(University Grants Commission)

### NOTIFICATION

New Delhi, the 2nd May, 2016

#### University Grants Commission (Prevention, prohibition and redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015

**No. F. 91-1/2013(TFGS).**—In exercise of the powers conferred by clause (g) of sub-section (1) of section 26 of the University Grants Commission Act, 1956 (3 of 1956), read with sub-section (1) of Section 20 of the said Act, the University Grants Commission hereby makes the following regulations, namely:—

1. **Short title, application and commencement.**—(1) These regulations may be called the University Grants Commission (Prevention, prohibition and redressal of sexual harassment of women employees and students in higher educational institutions) Regulations, 2015.
  - (2) They shall apply to all higher educational institutions in India.
  - (3) They shall come into force on the date of their publication in the Official Gazette.
2. **Definitions.**—In these regulations, unless the context otherwise requires,—
  - (a) "aggrieved woman" means in relation to work place, a woman of any age whether employed or not, who alleges to have been subjected to any act of sexual harassment by the respondent;
  - (b) "Act" means the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (14 of 2013);
  - (c) "campus" means the location or the land on which a Higher Educational Institution and its related institutional facilities like libraries, laboratories, lecture halls, residences, halls, toilets, student centres, hostels, dining halls, stadiums, parking areas, parks-like settings and other amenities like health centres, canteens, Bank counters, etc., are situated and also includes extended campus and covers within its scope places visited as a student of the HEI including transportation provided for the purpose of commuting to and from the institution, the locations outside the institution on field trips, internships, study tours, excursions, short-term placements, places used for camps, cultural festivals, sports meets and such other activities where a person is participating in the capacity of an employee or a student of the HEI;

- (d) "Commission" means the University Grants Commission established under section 4 of the University Grants Commission Act, 1956 (3 of 1956);
- (e) "covered individuals" are persons who have engaged in protected activity such as filing a sexual harassment charge, or who are closely associated with an individual who has engaged in protected activity and such person can be an employee or a fellow student or guardian of the offended person;
- (f) "employee" means a person as defined in the Act and also includes, for the purposes of these Regulations trainee, apprentice (or called by any other name), interns, volunteers, teacher assistants, research assistants, whether employed or not, including those involved in field studies, projects, short-visits and camps;
- (g) "Executive Authority" means the chief executive authority of the HEI, by whatever name called, in which the general administration of the HEI is vested. For public funded institutions the Executive Authority means the Disciplinary Authority as indicated in Central Civil Services (Classification, Control and Appeal) Rules, 1965 or its equivalent rules;
- (h) "Higher Educational Institution" (HEI) means a university within the meaning of clause (j) 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 under section 3 of the University Grants Commission Act, 1956 (3 of 1956);
- (i) "Internal Complaints Committee" (ICC) means Internal Complaints Committee to be constituted by an HEI under sub regulation (1) of regulation 4 of these regulations. Any existing body already functioning with the same objective (like the Gender Sensitization Committee Against Sexual Harassment (GSCASH)) should be reconstituted as the ICC;
- Provided that in the latter case the HEI shall ensure that the constitution of such a Body is as required for ICC under these regulations. Provided further that such a Body shall be bound by the provisions of these regulations;
- (j) "protected activity" includes reasonable opposition to a practice believed to violate sexual harassment laws on behalf of oneself or others such as participation in sexual harassment proceedings, cooperating with an internal investigation or alleged sexual harassment practices or acting as a witness in an investigation by an outside agency or in litigation;
- (k) "sexual harassment" means-
- (i) "An unwanted conduct with sexual undertones if it occurs or which is persistent and which demeans, humiliates or creates a hostile and intimidating environment or is calculated to induce submission by actual or threatened adverse consequences and includes any one or more or all of the following unwelcome acts or behaviour (whether directly or by implication), namely;-
- any unwelcome physical, verbal or non verbal conduct of sexual nature;
  - demand or request for sexual favours;
  - making sexually coloured remarks
  - physical contact and advances; or
  - showing pornography"
- (ii) any one (or more than one or all) of the following circumstances, if it occurs or is present in relation or connected with any behaviour that has explicit or implicit sexual undertones-
- implied or explicit promise of preferential treatment as quid pro quo for sexual favours;
  - implied or explicit threat of detrimental treatment in the conduct of work;
  - implied or explicit threat about the present or future status of the person concerned;
  - creating an intimidating offensive or hostile learning environment;
  - humiliating treatment likely to affect the health, safety dignity or physical integrity of the person concerned;

- (l) "student" means a person duly admitted and pursuing a programme of study either through regular or distance mode, including short-term training programmes in a HEI;  
 Provided that a student who is in the process of taking admission in HEIs campus, although not yet admitted, shall be treated, for the purposes of these regulations, as a student of that HEI, where any incident of sexual harassment takes place against such student;  
 Provided that a student who is a participant in any of the activities in a HEI other than the HEI where such student is enrolled shall be treated, for the purposes of these regulations, as a student of that HEI where any incident of sexual harassment takes place against such student;
- (m) "third Party Harassment" refers to a situation where sexual harassment occurs as a result of an act or omission by any third party or outsider, who is not an employee or a student of the HEI, but a visitor to the HEI in some other capacity or for some other purpose or reason;
- (n) "victimisation" means any unfavourable treatment meted out to a person with an implicit or explicit intention to obtain sexual favour;
- (o) "workplace" means the campus of a HEI including-
- Any department, organisation, undertaking, establishment, enterprise, institution, office, branch or unit which is established, owned, controlled or wholly or substantially financed by funds provided directly or indirectly by the appropriate HEIs;
  - Any sports institute, stadium, sports complex or competition or games venue, whether residential or not used for training, sports or other activities relating thereof in HEIs;
  - Any place visited by the employee or student arising out of or during the course of employment or study including transportation provided by the Executive Authority for undertaking such journey for study in HEIs.

**3. Responsibilities of the Higher Educational Institution- (1) Every HEI shall,-**

- Wherever required, appropriately subsume the spirit of the above definitions in its policy and regulations on prevention and prohibition of sexual harassment against the employees and the students, and modify its ordinances and rules in consonance with the requirements of the Regulations;
- publicly notify the provisions against sexual harassment and ensure their wide dissemination;
- organise training programmes or as the case may be, workshops for the officers, functionaries, faculty and students, as indicated in the SAKSHAM Report (Measures for Ensuring the Safety of Women and Programmes for Gender Sensitization on Campuses) of the Commission, to sensitize them and ensure knowledge and awareness of the rights, entitlements and responsibilities enshrined in the Act and under these regulations;
- act decisively against all gender based violence perpetrated against employees and students of all sexes recognising that primarily women employees and students and some male students and students of the third gender are vulnerable to many forms of sexual harassment and humiliation and exploitation;
- publicly commit itself to a zero tolerance policy towards sexual harassment;
- reinforce its commitment to creating its campus free from discrimination, harassment, retaliation or sexual assault at all levels;
- create awareness about what constitutes sexual harassment including hostile environment harassment and quid pro quo harassment;
- include in its prospectus and display prominently at conspicuous places or Notice Boards the penalty and consequences of sexual harassment and make all sections of the institutional community aware of the information on the mechanism put in place for redressal of complaints pertaining to sexual

harassment, contact details of members of Internal Complaints Committee, complaints procedure and so on. Any existing body already functioning with the same objective (like the Gender Sensitization Committee Against Sexual Harassment (GSCASH)) should be reconstituted as the ICC; Provided that in the latter case the HEI shall ensure that the constitution of such a Body is as required for ICC under these regulations. Provided further that such a Body shall be bound by the provisions of these regulations;

- (i) inform employees and students of the recourse available to them if they are victims of sexual harassment;
- (j) organise regular orientation or training programmes for the members of the ICC to deal with complaints, steer the process of settlement or conciliation, etc., with sensitivity;
- (k) proactively move to curb all forms of harassment of employees and students whether it is from those in a dominant power or hierarchical relationship within HEIs or owing to intimate partner violence or from peers or from elements outside of the geographical limits of the HEI;
- (l) be responsible to bring those guilty of sexual harassment against its employees and students to book and initiate all proceedings as required by law and also put in place mechanisms and redressal systems like the ICC to curb and prevent sexual harassment on its campus;
- (m) treat sexual harassment as a misconduct under service rules and initiate action for misconduct if the perpetrator is an employee;
- (n) treat sexual harassment as a violation of the disciplinary rules (leading up to rustication and expulsion) if the perpetrator is a student;
- (o) ensure compliance with the provisions of these regulations, including appointment of ICC, within a period of sixty days from the date of publication of these regulations;
- (p) monitor the timely submission of reports by the ICC;
- (q) prepare an annual status report with details on the number of cases filed and their disposal and submit the same to the Commission.

**3.2 Supportive measures.**—(1) The rules, regulations or any such other instrument by which ICC shall function have to be updated and revised from time-to-time, as court judgments and other laws and rules will continue to revise the legal framework within which the Act is to be implemented.

- (2) The Executive Authority of the HEIs must mandatorily extend full support to see that the recommendations of the ICC are implemented in a timely manner. All possible institutional resources must be given to the functioning of the ICC, including office and building infrastructure (computers, photocopiers, audio-video, equipment, etc.), staff (typists, counselling and legal services) as, well as a sufficient allocation of financial resources.
- (3) Vulnerable groups are particularly prone to harassment and also find it more difficult to complain. Vulnerability can be socially compounded by region, class, caste, sexual orientation, minority identity and by being differently abled. Enabling committees must be sensitive to such vulnerabilities and special needs.
- (4) Since research students and doctoral candidates are particularly vulnerable the HEIs must ensure that the guidelines for ethics for Research Supervision are put in place.
- (5) All HEIs must conduct a regular and half yearly review of the efficacy and implementation of their anti-sexual harassment policy.

(6) All Academic Staff Colleges (now known as Human Resource Development Centres (HRDCs) and Regional Centres for Capacity Building (RCCBs) must incorporate sessions on gender in their orientation and refresher courses. This should be across disciplines, and preferably mainstreamed using the UGC SAKSHAM Report which provides indicative modules in this regard.

(7) Orientation courses for administrators conducted in HEIs must have a module on gender sensitization and sexual harassment issues. Regular workshops are to be conducted for all sections of the HEI community.

(8) Counselling services must be institutionalised in all HEIs and must have well trained full-time counsellors.

(9) Many HEIs having large campuses have a deficit in lighting and are experienced as unsafe places by the institutional community. Adequate lighting is a necessary aspect of infrastructure and maintenance.

(10) Adequate and well trained security including a good proportion or balance of women security staff is necessary. Security staff must receive gender sensitization training as a part of conditions of appointment.

(11) HEIs must ensure reliable public transport, especially within large campuses between different sections of the HEI, hostels, libraries, laboratories and main buildings, and especially those that do not have good access for day scholars. Lack of safety as well as harassment is exacerbated when employees and students cannot depend on safe public transport. Reliable transport may be considered by HEIs to enable employees and students to work late in libraries, laboratories and to attend programmes in the evenings.

(12) Residential HEIs should accord priority to construction of women's hostels. For the growing population of young women wishing to access higher education, hostel accommodation is desirable in both urban and rural areas and at all levels of higher education which provides a modicum of protection from harassment of all kinds.

(13) Concern for the safety of women students must not be cited to impose discriminatory rules for women in the hostels as compared to male students. Campus safety policies should not result in securitization, such as over monitoring or policing or curtailing the freedom of movement, especially for women employees and students.

(14) Adequate health facilities are equally mandatory for all HEIs. In the case of women this must include gender sensitive doctors and nurses, as well as the services of a gynaecologist.

(15) 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.

(16) Hostel Wardens, Provosts, Principals, Vice Chancellors, Legal Officers and other functionaries must be brought within the domain of accountability through amendments in the rules or Ordinances where necessary.

**4. Grievance redressal mechanism.**—(1) Every Executive Authority shall constitute an Internal Complaints Committee (ICC) with an inbuilt mechanism for gender sensitization against sexual harassment. The ICC shall have the following composition:-

- (a) A Presiding Officer who shall be a woman faculty member employed at a senior level (not below a Professor in case of a university, and not below an Associate Professor or Reader in case of a college) at the educational institution, nominated by the Executive Authority;

Provided that in case a senior level woman employee is not available, the Presiding Officer shall be nominated from other offices or administrative units of the workplace referred to in sub-section 2(o);

Provided further that in case the other offices or administrative units of the workplace do not have a senior level woman employee, the Presiding Officer shall be nominated from any other workplace of the same employer or other department or organization;"

- (b) two faculty members and two non-teaching employees, preferably committed to the cause of women or who have had experience in social work or have legal knowledge, nominated by the Executive Authority;
- (c) Three students, if the matter involves students, who shall be enrolled at the undergraduate, master's, and research scholar levels respectively, elected through transparent democratic procedure;
- (d) one member from amongst non-government organisations or associations committed to the cause of women or a person familiar with the issues relating to sexual harassment, nominated by the Executive Authority.
- (2) At least one-half of the total members of the ICC shall be women.
- (3) Persons in senior administrative positions in the HEI, such as Vice- Chancellor, Pro Vice-Chancellors, Rectors, Registrar, Deans, Heads of Departments, etc., shall not be members of ICCs in order to ensure autonomy of their functioning.
- (4) The term of office of the members of the ICC shall be for a period of three years. HEIs may also employ a system whereby one-third of the members of the ICC may change every year.
- (5) The Member appointed from amongst the non-governmental organizations or associations shall be paid such fees or allowances for holding the proceedings of the Internal Committee, by the Executive Authority as may be prescribed.
- (6) Where the Presiding Officer or any member of the Internal Committee:
- (a) contravenes the provisions of section 16 of the Act; or
- (b) has been convicted for an offence or an inquiry into an offence under any law for the time being in force is pending against him; or
- (c) he has been found guilty in any disciplinary proceedings or a disciplinary proceeding is pending against him; or
- (d) has so abused his position as to render his continuance in office prejudicial to the public interest,

such Presiding Officer or Member, as the case may be, shall be removed from the Committee and the vacancy so created or any casual vacancy shall be filled by fresh nomination in accordance with the provisions of this section."

5. Responsibilities of Internal Complaints Committee (ICC) - The Internal Complaints Committee shall:
- (a) provide assistance if an employee or a student chooses to file a complaint with the police;

- (b) provide mechanisms of dispute redressal and dialogue to anticipate and address issues through just and fair conciliation without undermining complainant's rights, and minimize the need for punitive approaches that lead to further resentment, alienation or violence;
- (c) protect the safety of the complainant by not divulging the person's identity, and provide the mandatory relief by way of sanctioned leave or relaxation of attendance requirement or transfer to another department or supervisor as required during the pendency of the complaint, or also provide for the transfer of the offender;
- (d) ensure that victims or witnesses are not victimised or discriminated against while dealing with complaints of sexual harassment; and
- (e) ensure prohibition of retaliation or adverse action against a covered individual because the employee or the student is engaged in protected activity.

6. **The process for making complaint and conducting Inquiry** – The ICC shall comply with the procedure prescribed in these Regulations and the Act, for making a complaint and inquiring into the complaint in a time bound manner. The HEI shall provide all necessary facilities to the ICC to conduct the inquiry expeditiously and with required privacy

7. **Process of making complaint of sexual harassment** - An aggrieved person is required to submit a written complaint to the ICC within three months from the date of the incident and in case of a series of incidents within a period of three months from the date of the last incident.

Provided that where such complaint cannot be made in writing, the Presiding Officer or any Member of the Internal Committee shall render all reasonable assistance to the person for making the complaint in writing:

Provided further that the ICC may, for the reasons to be accorded in the writing, extend the time limit not exceeding three months, if it is satisfied that the circumstances were such which prevented the person from filing a complaint within the said period."

Friends, relatives, Colleagues, Co-students, Psychologist, or any other associate of the victim may file the complaint in situations where the aggrieved person is unable to make a complaint on account of physical or mental incapacity or death.

8. **Process of conducting Inquiry-** (1) The ICC shall, upon receipt of the complaint, send one copy of the complaint to the respondent within a period of seven days of such receipt.

(2) Upon receipt of the copy of the complaint, the respondent shall file his or her reply to the complaint along with the list of documents, and names and addresses of witnesses within a period of ten days.

(3) The inquiry has to be completed within a period of ninety days from the receipt of the complaint. The inquiry report, with recommendations, if any, has to be submitted within ten days from the completion of the inquiry to the Executive Authority of the HEI. Copy of the findings or recommendations shall also be served on both parties to the complaint.

(4) The Executive Authority of the HEI shall act on the recommendations of the committee within a period of thirty days from the receipt of the inquiry report, unless an appeal against the findings is filed within that time by either party.

(5) An appeal against the findings or /recommendations of the ICC may be filed by either party before the Executive Authority of the HEI within a period of thirty days from the date of the recommendations.

(6) If the Executive Authority of the HEI decides not to act as per the recommendations of the ICC, then it shall record written reasons for the same to be conveyed to ICC and both the parties to the proceedings. If on the other hand it is decided to act as per the recommendations of the ICC, then a show cause notice, answerable within ten days, shall be served on the party against whom action is decided to be taken. The Executive Authority of the HEI shall proceed only after considering the reply or hearing the aggrieved person.

(7) The aggrieved party may seek conciliation in order to settle the matter. No monetary settlement should be made as a basis of conciliation. The HEI shall facilitate a conciliation process through ICC, as the





case may be, once it is sought. The resolution of the conflict to the full satisfaction of the aggrieved party wherever possible, is preferred to purely punitive intervention.

(8) The identities of the aggrieved party or victim or the witness or the offender shall not be made public or kept in the public domain especially during the process of the inquiry.

9. **Interim redressal**-The HEI may,

- (a) transfer the complainant or the respondent to another section or department to minimise the risks involved in contact or interaction, if such a recommendation is made by the ICC;
- (b) grant leave to the aggrieved with full protection of status and benefits for a period up to three months;
- (c) restrain the respondent from reporting on or evaluating the work or performance or tests or examinations of the complainant;
- (d) ensure that offenders are warned to keep a distance from the aggrieved, and wherever necessary, if there is a definite threat, restrain their entry into the campus;
- (e) take strict measures to provide a conducive environment of safety and protection to the complainant against retaliation and victimisation as a consequence of making a complaint of sexual harassment.

10. **Punishment and compensation**- (1) Anyone found guilty of sexual harassment shall be punished in accordance with the service rules of the HEI, if the offender is an employee.

(2) Where the respondent is a student, depending upon the severity of the offence, the HEI may,-

- (a) withhold privileges of the student such as access to the library, auditoria, halls of residence, transportation, scholarships, allowances, and identity card;
  - (b) suspend or restrict entry into the campus for a specific period;
  - (c) expel and strike off name from the rolls of the institution, including denial of readmission, if the offence so warrants;
  - (d) award reformatory punishments like mandatory counselling and, or, performance of community services.
- (3) The aggrieved person is entitled to the payment of compensation. The HEI shall issue direction for payment of the compensation recommended by the ICC and accepted by the Executive Authority, which shall be recovered from the offender. The compensation payable shall be determined on the basis of-
- (a) mental trauma, pain, suffering and distress caused to the aggrieved person;
  - (b) the loss of career opportunity due to the incident of sexual harassment;
  - (c) the medical expenses incurred by the victim for physical, psychiatric treatment;
  - (d) the income and status of the alleged perpetrator and victim; and
  - (e) the feasibility of such payment in lump sum or in instalments.

11. **Action against frivolous complaint.**—To ensure that the provisions for the protection of employees and students from sexual harassment do not get misused, provisions against false or malicious complaints have to be made and publicised within all HEIs. If the ICC concludes that the allegations made were false, malicious or the complaint was made knowing it to be untrue, or forged or misleading information has been provided during the inquiry, the complainant shall be liable to be punished as per the provisions of sub-regulations (1) of regulations 10, if the complainant happens to be an employee and as per sub-regulation (2)

of that regulation, if the complainant happens to be a student. However, the mere inability to substantiate a complaint or provide adequate proof will not attract attention against the complainant. Malicious intent on the part of the complainant shall not be established without an inquiry, in accordance with the procedure prescribed, conducted before any action is recommended.

**12. Consequences of non-compliance.**—(1) The Commission shall, in respect of any institution that will fully contravenes or repeatedly fails to comply with the obligations and duties laid out for the prevention, prohibition and redressal of sexual harassment of employees and students, take one or more of the following actions after providing due notice: -

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the University Grants Commission Act, 1956.
  - (b) removing the name of the university or college from the list maintained by the Commission under clause (f) of section 2 of said Act, 1956;
  - (c) withholding any grant allocated to the institution;
  - (d) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programmes of the Commission;
  - (e) informing the general public, including potential candidates for employment or admission, through a notice displayed prominently in the newspapers or other suitable media and posted on the website of the Commission, declaring that the institution does not provide for a zero tolerance policy against sexual harassment;
  - (f) recommending the affiliating university for withdrawal of affiliation, in case of a college;
  - (g) recommending the Central Government for withdrawal of declaration as an institution deemed to be university, in case of an institution deemed to be university;
  - (h) recommending the appropriate State Government for withdrawal of status as university in case of a university established or incorporated under a State Act.
  - (i) taking such other action within its powers as it may deem fit and impose such other penalties as may be provided in the University Grants Commission Act, 1956 for such duration of time till the institution complies with the provisions of these regulations.
- (2) No action shall be taken by the Commission under these regulations unless the Institution has been given an opportunity to explain its position and an opportunity of being heard has been provided to it.

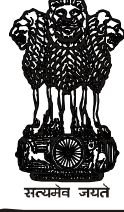
[Advt.-III/4/Exty./53]

JASPAL S. SANDHU, Secy. UGC

*Minalesh*

**I/C Principal**

**Uran Education Society's College of  
Management and Technology**



# भारत का राजपत्र The Gazette of India

असाधारण

EXTRAORDINARY

भाग III—खण्ड 4

PART III—Section 4

प्राधिकार से प्रकाशित

PUBLISHED BY AUTHORITY

सं. 146]

नई दिल्ली, सोमवार, मई 6, 2019/वैशाख 16, 1941

No. 146]

NEW DELHI, MONDAY, MAY 6, 2019/VAISAKHA 16, 1941

विश्वविद्यालय अनुदान आयोग

अधिसूचना

नई दिल्ली, 6 मई, 2019

फा. सं. 14-4/2012 (सीपीपी-II).—विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) की धारा 26 की उप-धारा (1) के खंड (छ) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए और विश्वविद्यालय अनुदान आयोग (शिकायत निवारण) विनियम, 2012 का अधिक्रमण करते हुए विश्वविद्यालय अनुदान आयोग एतद्वारा निम्नलिखित विनियम बनाता है, नामतः—

## 1. संक्षिप्त नाम, विनियोग और प्रारंभ :

- (क) इन विनियमों को विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2019 कहा जाएगा।
- (ख) वे ऐसे सभी उच्चतर शिक्षा संस्थानों पर लागू होंगे, जिन्हें किसी केन्द्रीय अधिनियम अथवा राज्य अधिनियम के तहत स्थापित अथवा निगमित किया गया हो, और विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 2 के खंड (च) के तहत मान्यता प्राप्त सभी संस्थानों तथा ऐसे सभी सम विश्वविद्यालय संस्थानों पर लागू होंगे जिन्हें तत्संबंध की धारा 3 के तहत विश्वविद्यालय घोषित किया गया हो।
- (ग) यह विनियम, भासकीय राजपत्र में प्रकाशित होने की तिथि से प्रभावी होंगे।

## 2. उद्देश्य:

किसी संस्थान में पहले से नामांकित छात्रों और साथ ही ऐसे संस्थानों में प्रवेश चाहने वाले छात्रों की कतिपय शिकायतों के निवारण के लिए अवसर प्रदान करना और इस संबंध में एक तंत्र स्थापित करना।

## 3. परिभाषा: जब तक कि इन विनियमों के संदर्भ में अन्यथा अपेक्षित न हो:

- (क) "अधिनियम" का अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 (1956 का 3) से है;
- (ख) "पीडित छात्र" से अभिप्राय किसी ऐसे छात्र से है जिसे इन विनियमों के तहत परिभाषित शिकायतों के संबंध में किसी मामले अथवा तत्संबंध किसी मामले में कोई शिकायत हो।

- (ग) "महाविद्यालय" से अभिप्राय अधिनियम की धारा 12क की उपधारा (1) के खंड (ख) में इस प्रकार से परिभाषित किसी संस्थान से है।
- (घ) "महाविद्यालयी छात्र शिकायत निवारण समिति" (सीएसजीआरसी) से अभिप्राय इन विनियमों के तहत किसी संस्थान के स्तर पर, जोकि महाविद्यालय हो, गठित किसी समिति से है।
- (ङ) "आयोग" से अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 4 के तहत स्थापित आयोग से है।
- (च) "घोषित प्रवेश नीति" का अभिप्राय संस्थान द्वारा पेशकश किए जा रहे किसी पाठ्यक्रम या अध्ययन कार्यक्रम में प्रवेश के लिए संस्थान की विवरणिका में प्रकाशित की गई किसी ऐसी नीति से है, जिसमें उसके अंतर्गत आने वाली प्रक्रियाएं भी शामिल हैं।
- (छ) "विभागीय छात्र शिकायत निवारण समिति" (डीएसजीआरसी) से अभिप्राय इन विनियमों के तहत किसी विश्वविद्यालय के किसी विभाग, विद्यालय या केंद्र के स्तर पर गठित किसी समिति से है।
- (ज) "शिकायत" का अभिप्राय, और इसमें निम्नवत् के संबंध में किसी पीड़ित छात्र द्वारा की गई शिकायत(तें) शामिल हैं, नामतः
- i. संस्थान की घोषित प्रवेश नीति के अनुरूप निर्धारित की गई योग्यता के विपरीत प्रवेश दिया जाना;
  - ii. संस्थान की घोषित प्रवेश नीति के तहत प्रक्रिया में अनियमितताएं;
  - iii. संस्थान की घोषित प्रवेश नीति के अनुरूप प्रवेश देने से इंकार किया जाना;
  - iv. इन विनियमों के उपबंधों के अनुरूप, संस्था द्वारा विवरणिका का प्रकाशन न किया जाना;
  - v. संस्थान द्वारा विवरणिका में ऐसी कोई जानकारी देना जोकि झूठी या भ्रामक हो, और तथ्यों पर आधारित नहीं हो;
  - vi. किसी छात्र द्वारा ऐसे संस्थान में प्रवेश लेने के प्रयोजन से जमा किए गए किसी दस्तावेज जोकि उपाधि, डिप्लोमा या किसी अन्य पुरस्कार के रूप में हो, को अपने पास रख लेना या वापस करने से इंकार करना ताकि ऐसे किसी पाठ्यक्रम या अध्ययन कार्यक्रम के संबंध में छात्र को किसी शुल्क अथवा शुल्कों, का भुगतान करने हेतु तैयार किया जा सके अथवा मजबूर किया जा सके जिसमें छात्र अध्ययन नहीं करना चाहता हो;
  - vii. संस्था की घोषित प्रवेश नीति में निर्धारित राशि से अधिक धनराशि की मांग करना;
  - viii. छात्रों की विभिन्न श्रेणियों के लिए प्रवेश में सीटों के आरक्षण के संबंध में वर्तमान में लागू किसी कानून का संस्थान द्वारा उल्लंघन किया जाए;
  - ix. ऐसे किसी संस्थान की घोषित प्रवेश नीति के तहत, अथवा आयोग द्वारा विहित किन्हीं शर्तों, यदि कोई हों तो, के तहत किसी भी छात्र हेतु ग्राह्य छात्रवृत्ति या वित्तीय सहायता का भुगतान नहीं किया जाना अथवा विलम्ब से भुगतान किया जाना;
  - x. संस्थान के शैक्षणिक कैलेंडर में, अथवा आयोग द्वारा विहित ऐसे किसी कैलेंडर में विनिर्दिष्ट अनुसूची से इतर परीक्षाओं के आयोजन में, अथवा परीक्षा के परिणामों की घोषणा में विलम्ब करना;
  - xi. विवरणिका में यथा उल्लिखित, अथवा संस्थान द्वारा लागू किसी कानून के किसी उपबंध के तहत यथा अपेक्षित छात्रों की सुविधा प्रदान करने में संस्थान द्वारा विफल रहना;
  - xii. छात्रों के मूल्यांकन के लिए संस्थान द्वारा अपनाई गई गैर- पारदर्शी अथवा अनुचित पद्धतियां;
  - xiii. ऐसे किसी छात्र को शुल्क के प्रतिदाय में विलंब करना, अथवा इंकार करना जोकि विवरणिका में उल्लिखित समय के भीतर, अथवा जैसा की आयोग द्वारा अधिसूचित किया जाए, के भीतर प्रवेश त्याग देता है;
  - xiv. अनुसूचित जाति, अनुसूचित जनजाति, अन्य पिछड़ा वर्ग, महिला, अल्पसंख्यक अथवा निशक्त श्रेणियों के छात्रों के कथित भेदभाव की शिकायत;
  - xv. प्रवेश दिए जाने के समय जैसा भरोसा दिलाया गया था अथवा प्रदान किए जाना अपेक्षित था के अनुरूप गुणवत्तापूर्ण शिक्षा प्रदान नहीं किया जाना; तथा

- xvi. छात्र के उत्पीड़न के अन्य मामले के अलावा जिन पर वर्तमान में लागू किसी कानून के दंडात्मक उपबंधों के तहत कार्रवाई की जानी हो, छात्र का उत्पीड़न किया जाना अथवा उसे निशाना बनाया जाना।
- (झ) “संस्थान” से अभिप्राय है, जैसा कि संदर्भ हो, अधिनियम के तहत किसी विश्वविद्यालय अथवा महाविद्यालय अथवा किसी सम विश्वविद्यालय संस्थान से है, अथवा किसी विशिष्ट विधा अथवा क्रियाकलाप हेतु किसी विश्वविद्यालय के तहत स्थापित किए गए किसी संस्थान से है।
- (ञ) “संस्थागत छात्र शिकायत निवारण समिति” (आईएसजीआरसी) का अभिप्राय इन विनियमों के तहत किसी विश्वविद्यालय के स्तर पर, ऐसी शिकायतों पर कार्यवाही करने के लिए गठित की गई समिति से है जो विश्वविद्यालय के किसी भी विभाग से संबन्धित नहीं हो, उदाहरण के लिए छात्रावास और सामान्य सुविधाएं।
- (ट) “लोकपाल” का अभिप्राय इन विनियमों के तहत नियुक्त लोकपाल से है;
- (ठ) “विवरणिका” का अभिप्राय और इसमें ऐसा कोई भी प्रकाशन शामिल है, चाहे वह मुद्रित स्वरूप में अथवा अन्यथा हो, जिसे जनसाधारण (जिसमें ऐसे संस्थान में प्रवेश पाने के इच्छुकों सहित) को एक संस्था से संबंधित निष्पक्ष और पारदर्शी जानकारी प्रदान करने के लिए ऐसे संस्थान अथवा किसी प्राधिकरण अथवा ऐसे संस्थान द्वारा ऐसा करने के लिए प्राधिकृत किए गए किसी व्यक्ति द्वारा जारी किया गया हो;
- (ड) “क्षेत्र” का अभिप्राय एक भौगोलिक क्षेत्र, जिसमें राज्य शामिल हैं, जिन्हें इन विनियमों को लागू करने हेतु सुकर बनाने के प्रयोजनार्थ ऐसा निर्धारित किया गया हो: नामतः, दक्षिण-पूर्वी क्षेत्र जिसमें आंध्र प्रदेश, तेलंगाना, पुडुचेरी, अंडमान और निकोबार और तमिलनाडु शामिल हैं; दक्षिण-पश्चिम क्षेत्र में केरल, कर्नाटक और लक्षद्वीप शामिल हैं; पश्चिमी क्षेत्र में महाराष्ट्र, गुजरात, गोवा, दादर और नगर हवेली, दमन और दीव शामिल हैं; मध्य क्षेत्र में छत्तीसगढ़, मध्य प्रदेश और राजस्थान शामिल हैं; उत्तरी क्षेत्र में जम्मू और कश्मीर, दिल्ली, हिमाचल प्रदेश, पंजाब, हरियाणा, दिल्ली, उत्तराखंड, उत्तर प्रदेश, उत्तराखंड और चंडीगढ़ शामिल हैं; पूर्वोत्तर क्षेत्र में असम, मेघालय, मिजोरम, मणिपुर, त्रिपुरा, अरुणाचल प्रदेश, सिक्किम और नागालैंड शामिल हैं, और पूर्वी क्षेत्र में पश्चिम बंगाल, बिहार, झारखंड और ओडिशा शामिल हैं।
- (ढ) “राज्य” का अभिप्राय संविधान की प्रथम अनुसूची में विनिर्दिष्ट किसी राज्य से है जिसमें संघ राज्य क्षेत्र भी शामिल है;
- (ण) “छात्र” से अभिप्राय किसी ऐसे संस्थान, जिसमें यह विनियम लागू होते हैं, में नामांकित किसी व्यक्ति, अथवा नामांकित होने के लिए प्रवेश प्राप्त के इच्छुक व्यक्ति से है;
- (त) “विश्वविद्यालय” से अभिप्राय अधिनियम की धारा 2 की खंड (च) में यथा परिभाषित किसी विश्वविद्यालय से है, अथवा जहां संदर्भ के अनुसार, तत्संबंध की धारा 3 के तहत इस प्रकार घोषित किए जाने वाला कोई सम विश्वविद्यालय संस्थान हो।
- (थ) “विश्वविद्यालय छात्र शिकायत निवारण समिति” (यूएसजीआरसी) से अभिप्राय विश्वविद्यालय के स्तर पर डीएसजीआरसी, आईएसजीआरसी अथवा सीएसजीआरसी के निर्णय के परिणामस्वरूप उपजी शिकायतों पर कार्रवाई करने के लिए इन विनियमों के तहत गठित किसी समिति से है।

#### 4. विवरणिका का अनिवार्य प्रकाशन, इसकी विषयवस्तु तथा मूल्य निर्धारण:

- प्रत्येक संस्थान, अपने पाठ्यक्रम या अध्ययन के किसी भी कार्यक्रम में प्रवेश आरंभ करने की तिथि से कम से कम साठ दिन की समाप्ति से पूर्व अपनी वेबसाइट पर एक विवरणिका प्रकाशित और/अथवा अपलोड करेगा, जिसमें इस तरह के संस्थान में प्रवेश लेने के इच्छुक व्यक्तियों और आम जनता की जानकारी के लिए निम्नवत् जानकारी अंतर्विष्ट होगी, नामतः:
  - प्रत्येक पाठ्यक्रम अथवा अध्ययन के कार्यक्रम के लिए, शिक्षण के घंटों, व्यावहारिक सत्रों और अन्य कार्य के साथ-साथ अध्ययन के कार्यक्रमों और पाठ्यक्रमों की सूची सहित उपयुक्त सांविधिक प्राधिकरण अथवा संस्थान, जैसा मामला हो, द्वारा विनिर्दिष्ट पाठ्यक्रम की व्यापक रूपरेखा;
  - जिस शिक्षा वर्ष हेतु प्रवेश दिए जाने का प्रस्ताव हो, उसके प्रत्येक पाठ्यक्रम अथवा अध्ययन के कार्यक्रम के संबंध में, उपयुक्त सांविधिक प्राधिकरण द्वारा अनुमोदित सीटों की संख्या;
  - संस्थान द्वारा विनिर्दिष्ट किसी विशेष पाठ्यक्रम अथवा अध्ययन कार्यक्रम में छात्र के रूप में प्रवेश के लिए व्यक्तियों की न्यूनतम और अधिकतम आयु सीमा सहित शैक्षिक योग्यता और पात्रता की शर्तें;

- (घ) इस प्रकार के प्रवेश के लिए आवेदन करने वाले योग्य उम्मीदवारों के चयन की प्रक्रिया, जिसमें प्रत्येक पाठ्यक्रम अथवा अध्ययन कार्यक्रम में प्रवेश के लिए ऐसे अभ्यर्थियों के चयन के लिए परीक्षा या इम्तहान के विवरण के संबंध में सभी संगत जानकारी और प्रवेश परीक्षा के लिए निर्धारित शुल्क की राशि शामिल है;
- (ङ) किसी पाठ्यक्रम या अध्ययन कार्यक्रम में अध्ययन करने के लिए ऐसे संस्थान में भर्ती किए गए छात्रों द्वारा देय शुल्क, जमा राशियों और अन्य प्रभारों के प्रत्येक घटक और ऐसे भुगतानों की अन्य निबंधन और शर्तें;
- (च) शास्त्रि लगाए जाने और संग्रहण किए जाने हेतु नियम/विनियम, विनिर्दिष्ट शीर्ष अथवा श्रेणियां, लगाए जाने वाली शास्त्रि की न्यूनतम और अधिकतम राशि;
- (छ) ऐसे संस्थानों में दाखिला लेने वाले छात्रों द्वारा यदि पाठ्यक्रम या अध्ययन कार्यक्रम के पूरा होने से पहले अथवा के बाद दाखिला छोड़ दिया जाता है तो छात्रों को प्रतिदाय किए जाने वाले शिक्षण शुल्क और अन्य प्रभारों का प्रतिशत, तथा समय सीमा जिसके भीतर तथा पद्धति जिससे छात्रों को ऐसा प्रतिदाय किया जाएगा;
- (ज) उनकी शैक्षिक योग्यता शिक्षण संकाय का विवरण, उनकी नियुक्ति का स्वरूप (नियमित/अभ्यागत/अतिथि) और उसके प्रत्येक सदस्य के शिक्षण अनुभव के साथ;
- (झ) भौतिक और शैक्षणिक बुनियादी ढांचे और छात्रावास और इसके शुल्क, पुस्तकालय, अस्पताल अथवा उद्योग, जहां छात्रों को व्यावहारिक प्रशिक्षण दिया जाना हो, सहित अन्य सुविधाओं के संबंध में जानकारी और विशेषरूप से छात्रों द्वारा संस्थान में प्रवेश प्राप्त करने पर प्राप्त होने वाली सुविधाओं का ब्योरा अंतर्विष्ट हो;
- (ञ) संस्थान के परिसर के भीतर अथवा बाहर छात्रों द्वारा अनुशासन बनाए रखने के संबंध में सभी संगत निदेश, और, विशेषरूप से किसी छात्र अथवा छात्रों की रैगिंग निषिद्ध करने संबंधी ऐसे अनुशासन को बनाए रखने और उनका उल्लंघन किए जाने के परिणामों और संगत सांविधिक विनियामक प्राधिकरण द्वारा इस संबंध में तैयार किए गए किसी विनियम के उपबंधों का उल्लंघन किए जाने के परिणामों का ब्योरा अंतर्विष्ट होगा; तथा
- (ट) आयोग द्वारा यथा विनिर्दिष्ट कोई अन्य जानकारी:

बशर्ते कि, प्रत्येक संस्थान इस विनियम के खंड (क) से (ट) में उल्लिखित जानकारी को अपनी वेबसाइट पर प्रकाशित/अपलोड करेगा, और विभिन्न समाचारपत्रों और अन्य मीडिया के माध्यम से प्रमुखता से प्रदर्शित करते हुए विज्ञापनों के माध्यम से इच्छुक छात्रों और आम जनता का ध्यान वेबसाइट पर इस तरह के प्रकाशन की ओर दिलाया जाएगा ।

2. प्रत्येक संस्थान अपनी विवरणिका की प्रत्येक मुद्रित प्रति का मूल्य निर्धारित करेगा, जोकि विवरणिका के प्रकाशन और वितरण की उचित लागत से अधिक नहीं होगी और विवरणिका के प्रकाशन, वितरण या बिक्री से कोई लाभ अर्जित नहीं किया जाएगा ।

#### 5. छात्र शिकायत निवारण समितियां (एसजीआरसी):

##### क. महाविद्यालयी छात्र शिकायत निवारण समिति (सीएसजीआरसी)

- (i) किसी भी पीड़ित छात्र की महाविद्यालय से संबंधित किसी भी शिकायत को निम्नलिखित संरचना वाली महाविद्यालयी छात्र शिकायत निवारण समिति (सीएसजीआरसी) को भेजा जाएगा:
- (क) महाविद्यालय का प्राचार्य— सभापति;
- (ख) प्राचार्य द्वारा शिक्षण संकाय से तीन वरिष्ठ सदस्यगणों को नामनिर्दिष्ट किया जाएगा— सदस्यगण;
- (ग) महाविद्यालय के छात्रों में से एक प्रतिनिधि, जिसे प्राचार्य द्वारा शैक्षणिक योग्यता/खेलकूद में उत्कृष्टता/सह-पाठ्य क्रियाकलापों में उसके निष्पादन के आधार पर नामनिर्दिष्ट किया जाएगा— विशेष आमंत्रित ।
- (ii) सदस्यगणों तथा विशेष आमंत्रित का कार्यकाल दो वर्षों का होगा ।
- (iii) बैठक के लिए गणपूर्ति, सभापति सहित परंतु विशेष आमंत्रित के अलावा, तीन सदस्यगणों की होगी ।
- (iv) शिकायतों पर विचार करते हुए सीएसजीआरसी नैसर्गिक न्याय के सिद्धांतों का पालन करेगी ।

- (v) सीएसजीआरसी रिपोर्ट को अपनी सिफारिशों, यदि कोई हो तो, के साथ संबद्ध करने वाले विश्वविद्यालय के कुलपति को शिकायत प्राप्त की तिथि से 15 दिनों की अवधि के भीतर भेजेगा तथा इसकी एक प्रति पीड़ित छात्र को भी भेजी जाएगी।

#### ख. विभागीय छात्र शिकायत निवारण समिति (डीएसजीआरसी)

- (i) किसी भी पीड़ित छात्र की विश्वविद्यालय के किसी भी विभाग, अथवा विद्यालय, अथवा केन्द्र से संबंधित किसी भी शिकायत को विभाग, विद्यालय अथवा केन्द्र, जैसा भी मामला हो, द्वारा गठित की जाने और निम्नलिखित संरचना वाली विभागीय छात्र शिकायत निवारण समिति (डीएसजीआरसी) को भेजा जाएगा, नामतः:
- (क) विभाग, विद्यालय, अथवा केन्द्र का अध्यक्ष, चाहे उसे किसी भी पदनाम से जाना जाए— सभापति;
- (ख) विभाग/विद्यालय/केन्द्र के बाहर से कुलपति द्वारा नामनिर्दिष्ट किए जाने वाले दो आचार्य— सदस्य;
- (ग) संकाय का सदस्य, जो शिकायत निवारण की प्रणाली से भली-भांति परिचित हो, को सभापति द्वारा नामनिर्दिष्ट किया जाएगा— सदस्य;
- (घ) महाविद्यालय के छात्रों में से एक प्रतिनिधि, जिसे कुलपति द्वारा शैक्षणिक योग्यता/खेलकूद में उत्कृष्टता/सह-पाठ्य क्रियाकलापों में उसके निष्पादन के आधार पर नामनिर्दिष्ट किया जाएगा— विशेष आमंत्रित
- (ii) सभापति, समिति के सदस्यों और विशेष आमंत्रित का कार्यकाल दो वर्षों का होगा।
- (iii) डीएसजीआरसी की बैठक के लिए गणपूर्ति, सभापति सहित परंतु विशेष आमंत्रित के अलावा, तीन सदस्यगणों की होगी।
- (iv) अपने समक्ष प्रस्तुत शिकायतों पर विचार करते हुए डीएसजीआरसी नैसर्गिक न्याय के सिद्धांतों का पालन करेगी।
- (v) डीएसजीआरसी अपनी रिपोर्ट को सिफारिशों, यदि कोई हों तो, के साथ संस्थान के मुखिया/ कुलपति को शिकायत प्राप्त की तिथि से 15 दिनों की अवधि के भीतर भेजेगा तथा इसकी एक प्रति पीड़ित छात्र को भी भेजी जाएगी।

#### ग. संस्थागत छात्र शिकायत निवारण समिति (आईएसजीआरसी)

- (i) जब शिकायत किसी विश्वविद्यालय के किसी शैक्षणिक विभाग, विद्यालय अथवा केन्द्र, जैसा भी मामला हो, से संबद्ध नहीं हो तो मामले को कुलपति महोदय द्वारा निम्नवत संरचना के साथ गठित की जाने वाली एक संस्थागत छात्र शिकायत निवारण समिति (आईएसजीआरसी) को भेजा जाएगा; नामतः:
- (क) संस्थान का सम-कुलपति/संकाय अध्यक्ष/वरिष्ठ आचार्य— सभापति;
- (ख) छात्र संकाय अध्यक्ष/संकाय अध्यक्ष, छात्र कल्याण— सदस्य;
- (ग) सभापति के अलावा एक वरिष्ठ शिक्षाविद्— सदस्य;
- (घ) कुलानुशासक/वरिष्ठ शिक्षाविद्— सदस्य
- (ङ) महाविद्यालय के छात्रों में से एक प्रतिनिधि, जिसे कुलपति द्वारा शैक्षणिक योग्यता/खेलकूद में उत्कृष्टता/सह-पाठ्य क्रियाकलापों में उसके निष्पादन के आधार पर नामनिर्दिष्ट किया जाएगा— विशेष आमंत्रित।
- (ii) समिति के सदस्यों का कार्यकाल दो वर्षों का होगा।
- (iii) आईएसजीआरसी की बैठक के लिए गणपूर्ति, सभापति सहित परंतु विशेष आमंत्रित के अलावा, तीन सदस्यगणों की होगी।
- (iv) अपने समक्ष प्रस्तुत शिकायतों पर विचार करते हुए आईएसजीआरसी नैसर्गिक न्याय के सिद्धांतों का पालन करेगी।
- (v) आईएसजीआरसी अपनी रिपोर्ट को सिफारिशों, यदि कोई हों तो, के साथ कुलपति को शिकायत प्राप्त की तिथि से 15 दिनों की अवधि के भीतर भेजेगा तथा इसकी एक प्रति पीड़ित छात्र को भी भेजी जाएगी।

### घ. विश्वविद्यालय छात्र शिकायत निवारण समिति (यूएसजीआरसी)

- (i) एक संबद्ध विश्वविद्यालय के कुलपति, उतनी संख्या में विश्वविद्यालय छात्र शिकायत निवारण समितियों (यूएसजीआरसी) का गठन करेंगे, जैसा कि एक या एक से अधिक सीएसजीआरसी या डीएसजीआरसी या आईएसजीआरसी द्वारा अनसुलझी शिकायतों पर विचार करने के लिए आवश्यक हो और प्रत्येक यूएसजीआरसी, महाविद्यालयों/विभागों/संस्थानों से उत्पन्न होने वाली शिकायतों पर, कुलपति द्वारा उसे प्रदत्त किए गए क्षेत्राधिकार क्षेत्र के आधार पर कार्यवाही कर सकता है।
  - क) विश्वविद्यालय का एक वरिष्ठ आचार्य— सभापति;
  - ख) संकाय अध्यक्ष, छात्र कल्याण अथवा समकक्ष – सदस्य;
  - ग) संबद्ध महाविद्यालयों से लिए गए दो प्राचार्य, जो कि समीक्षाधीन सीएसजीआरसी की रिपोर्टों से न जुड़े हों, कुलपति द्वारा नामित किए जाने वाले हैं— सदस्य;
  - घ) विश्वविद्यालय का एक आचार्य – सदस्य;
  - ङ) महाविद्यालय के छात्रों में से एक प्रतिनिधि, जिसे कुलपति द्वारा शैक्षणिक योग्यता/खेलकूद में उत्कृष्टता/सह-पाठ्य क्रियाकलापों में उसके निष्पादन के आधार पर नामनिर्दिष्ट किया जाएगा— विशेष आमंत्रित।
- (ii) सभापति तथा समिति के सदस्यों और विशेष आमंत्रित का कार्यकाल दो वर्षों का होगा।
- (iii) बैठक के लिए गणपूर्ति, सभापति सहित परंतु विशेष आमंत्रित के अलावा, तीन सदस्यगणों की होगी।
- (iv) अपने समक्ष शिकायतों पर विचार करते हुए यूएसजीआरसी नैसर्गिक न्याय के सिद्धांतों का पालन करेगी।
- (v) यूएसजीआरसी अपनी रिपोर्ट और सिफारिशें, यदि कोई हों तो, के साथ शिकायत से संबंधित महाविद्यालय के प्राचार्य/विभागाध्यक्ष/विद्यालय/संस्थान को शिकायत प्राप्ति की तिथि से 15 दिनों की अवधि के भीतर भेजेगी तथा इसकी एक प्रति पीड़ित छात्र को भी भेजी जाएगी।
- (vi) विश्वविद्यालय छात्र शिकायत निवारण समिति के निर्णय से व्यथित कोई भी छात्र, इस तरह के निर्णय की प्राप्ति की तिथि से पंद्रह दिनों की अवधि के भीतर, लोकपाल के समक्ष अपील कर सकता है।

### 6. लोकपाल की नियुक्ति, सेवाकाल, उसे पद से हटाया जाना और सेवा की शर्तें:

- (i) यूएसजीआरसी के निर्णयों के विरुद्ध सुनवाई करने और निर्णय देने और अपील करने के लिए एक या एक से अधिक अंशकालिक पदाधिकारियों को लोकपाल के रूप में नामित किया जाएगा;
 

बशर्ते कि, उस राज्य में स्थित सभी राज्य विश्वविद्यालयों (सार्वजनिक के साथ— साथ निजी विश्वविद्यालयों) के संबंध में एक राज्य के लिए एक से अधिक लोकपाल नहीं होंगे, जिन्हें राज्य सरकार द्वारा नियुक्त किया जाएगा;

बशर्ते आगे कि, एक क्षेत्र में स्थित केंद्रीय विश्वविद्यालयों और सम विश्वविद्यालय संस्थानों के लिए एक से अधिक लोकपाल नहीं होंगे, जिन्हें केंद्र सरकार द्वारा नियुक्त किया जाएगा।
- (ii) लोकपाल, शिक्षा अथवा अनुसंधान के क्षेत्र में प्रख्यात व्यक्ति होंगे, जो किसी विश्वविद्यालय के कुलपति रह चुके हों।
- (iii) किसी राज्य में राज्य विश्वविद्यालयों के लिए लोकपाल, उस राज्य के किसी भी विश्वविद्यालय के साथ हितों के टकराव में नहीं होगा; और उस क्षेत्र में स्थित केंद्रीय विश्वविद्यालयों और सम विश्वविद्यालयों हेतु लोकपाल, इस तरह की नियुक्ति से पहले अथवा उसके पश्चात्, उस क्षेत्र में स्थित विश्वविद्यालय अथवा सम विश्वविद्यालय संस्थान के साथ किसी भी तरह के हितों के टकराव में नहीं होंगे।
- (iv) एक राज्य सरकार इस प्रयोजनार्थ गठित एक खोज समिति द्वारा सुझाए गए तीन नामों के पैनल में से लोकपाल की नियुक्ति करेगी, जिसमें निम्नलिखित शामिल होंगे, नामतः
  - (क) राज्यपाल या उपराज्यपाल का एक नामित, जैसा भी मामला हो, जो उच्चतर शिक्षा के क्षेत्र में प्रतिष्ठित व्यक्ति हो— सभापति;
  - (ख) राज्य के राज्यपाल/संघ भासित राज्य के उपराज्यपाल द्वारा नामित किया जाने वाला राज्य सार्वजनिक विश्वविद्यालय का कुलपति— सदस्य;



- (ग) राज्य सरकार द्वारा नामित किया जाने वाला एक राज्य निजी विश्वविद्यालय का कुलपति— सदस्य;
- (घ) राज्य उच्चतर शिक्षा परिषद् का अध्यक्ष अथवा परिषद् के शैक्षणिक सदस्यों में से उनका नामिति— सदस्य;
- (ङ) उच्चतर शिक्षा के लिए उत्तरदायी राज्य सरकार के प्रधान सचिव/सचिव— सदस्य सचिव;
- (v) केंद्र सरकार इस प्रयोजनार्थ गठित एक खोज समिति द्वारा सुझाए गए तीन नामों के पैनल में से लोकपाल की नियुक्ति करेगी, जिसमें निम्नलिखित शामिल होंगे, नामतः
- (क) विश्वविद्यालय अनुदान आयोग के अध्यक्ष महोदय अथवा उनके नामिति— सभापति;
- (ख) किसी केन्द्रीय विश्वविद्यालय का कुलपति जिसे केन्द्र सरकार द्वारा नामनिर्दिष्ट किया जाएगा— सदस्य;
- (ग) किसी सम विश्वविद्यालय संस्थान का कुलपति जिसे केन्द्र सरकार द्वारा नामनिर्दिष्ट किया जाए— सदस्य;
- (घ) केन्द्र सरकार का नामिति जोकि संयुक्त सचिव के पद से नीचे न हो— सदस्य;
- (ङ) विश्वविद्यालय अनुदान आयोग के सचिव महोदय— सदस्य सचिव;
- (vi) लोकपाल को पद ग्रहण करने की तिथि से तीन वर्ष की अवधि अथवा सत्तर वर्ष की आयु होने तक, इनमें से जो भी पहले हो, के लिए नियुक्त किया जाएगा, और वह समान राज्य या क्षेत्र के लिए, जैसा कि मामला हो, एक और कार्यकाल के लिए पुनर्नियुक्ति होने के लिए पात्र होगा।
- (vii) सुनवाई का संचालन करने के लिए, लोकपाल को, यात्रा पर हुए किए गए व्यय की प्रतिपूर्ति सहित विश्वविद्यालय अनुदान आयोग द्वारा निर्धारित किए गए मानदंडों के अनुसार, प्रति दिन, प्रति बैठक के आधार पर शुल्क का भुगतान किया जाएगा।
- (viii) राज्य के लोकपाल के मामले में राज्य सरकार द्वारा और किसी क्षेत्र के लोकपाल के मामले में केन्द्र सरकार द्वारा लोकपाल को इन विनियमों के तहत यथा परिभाषित कदाचार या दुर्व्यवहार के आरोप सिद्ध होने पर पद से हटाया जा सकता है।
- (ix) कम से कम उच्च न्यायालय के न्यायाधीश के पद पर आसीन न्यायमूर्ति द्वारा की गई जांच के अलावा लोकपाल को पदच्युत करने हेतु कोई आदेश जारी नहीं किया जाएगा, और इस प्रकार की गई जांच में लोकपाल को सुनवाई का एक उचित अवसर भी प्रदान किया जाएगा।

#### 7. लोकपाल के कार्यकरण :

- (i) लोकपाल, छात्र द्वारा इन विनियमों के तहत उपबंधित सभी विकल्पों को अपनाने के पश्चात् ही पीड़ित छात्र की अपील की सुनवाई करेंगे।
- (ii) यद्यपि, परीक्षा के संचालन में अथवा मूल्यांकन की प्रक्रिया में गड़बड़ी के मुद्दों को लोकपाल के संदर्भित किया जा सकता है, तथापि, लोकपाल द्वारा उत्तर पुस्तिकाओं के पुनर्मूल्यांकन अथवा अंकों को पुनः योग करने हेतु कोई अपील अथवा आवेदन पर लोकपाल द्वारा सुनवाई नहीं की जाएगी, जब तक कि भेदभाव की किसी विशिष्ट घटना के परिणामों को प्रभावित करने वाली किसी विशिष्ट अनियमितता को इंगित नहीं किया जाता है।
- (iii) लोकपाल, कथित रूप से किए गए भेदभाव की शिकायतों की सुनवाई करने के लिए, न्याय— मित्र के रूप में किसी भी व्यक्ति की सहायता प्राप्त कर सकता है।
- (iv) लोकपाल पीड़ित छात्र(त्रों) से अपील प्राप्त होने के 30 दिनों के भीतर शिकायतों का समाधान के लिए सभी प्रयास करेगा।

#### 8. लोकपाल तथा छात्र शिकायत निवारण समितियों द्वारा शिकायतों के निवारण हेतु प्रक्रिया:

- (i) प्रत्येक संस्थान, इस अधिसूचना के जारी होने की तिथि से तीन माह की अवधि के भीतर एक ऑनलाइन पोर्टल तैयार करेगा, जहां कोई भी पीड़ित छात्र अपनी शिकायत के निवारण के लिए आवेदन कर सकता है।
- (ii) ऑनलाइन शिकायत प्राप्त होने पर संस्थान, ऑनलाइन शिकायत की प्राप्ति के 15 दिनों के भीतर अपनी टिप्पणियों सहित शिकायत को उपर्युक्त छात्र शिकायत निवारण समिति को भेजेगा।

- (iii) छात्र शिकायत निवारण समिति, जैसा भी मामला हो, शिकायत की सुनवाई के लिए एक तिथि निर्धारित करेगी जिसकी जानकारी संस्थान और पीड़ित छात्र को दी जाएगी।
- (iv) पीड़ित छात्र या तो व्यक्तिगत रूप से पेश हो सकता है अथवा अपना पक्ष रखने के लिए अपने किसी प्रतिनिधि को अधिकृत कर सकता है।
- (v) विश्वविद्यालय छात्र शिकायत निवारण समिति द्वारा समाधान नहीं की गई शिकायतों, को इन विनियमों में उपबंधित समयावधि के भीतर लोकपाल को भेजा जाएगा।
- (vi) संस्थान, शिकायतों के शीघ्र निपटान हेतु, लोकपाल अथवा छात्र शिकायत निवारण समिति(यों), जैसा भी मामला हो, सहयोग करेंगे; और ऐसा नहीं किए जाने पर लोकपाल द्वारा आयोग को जानकारी दी जा सकती है जो इन विनियमों के उपबंधों के अनुरूप कार्रवाई करेगा।
- (vii) लोकपाल, दोनों पक्षों को सुने जाने का एक उचित अवसर प्रदान करने के बाद, कार्यवाहियां समाप्त होने पर तत्संबंधी कारणों सहित, इस प्रकार का आदेश पारित करेगा, जैसा वह उपयुक्त समझे, ताकि शिकायत का समाधान हो सके और पीड़ित छात्र को जैसा उपयुक्त हो, राहत प्रदान की जा सके।
- (viii) संस्थान के साथ ही साथ पीड़ित छात्र को लोकपाल के हस्ताक्षर के तहत जारी की गई आदेश की प्रतियां उपलब्ध कराई जाएंगी और संस्थान, आदेश की प्रति को सामान्य जानकारी के लिए इसे अपनी वेबसाइट पर भी डालेगा।
- (ix) संस्थान, लोकपाल की सिफारिशों का अनुपालन करेगा और संस्थान द्वारा सिफारिशों का अनुपालन नहीं किए जाने के संबंध में लोकपाल, आयोग को जानकारी प्रदान करेगा।
- (x) जहां शिकायत झूठी या तुच्छ पाई जाती है उस स्थिति में लोकपाल शिकायतकर्ता के विरुद्ध उपर्युक्त कार्रवाई किए जाने की सिफारिश कर सकता है।

#### 9. लोकपाल और छात्र शिकायत निवारण समितियों के संबंध में जानकारी:

संस्थान अपनी वेबसाइट और अपनी विवरणिका में स्पष्टरूप से इसके क्षेत्राधिकार में आने वाली छात्र शिकायत निवारण समिति(यों) तथा अपील किए जाने के प्रयोजनार्थ लोकपाल के संबंध में सभी संगत जानकारियां उपलब्ध कराएगा।

#### 10. अनुपालन नहीं किए जाने के परिणाम:

आयोग, किसी भी संस्थान के संबंध में, जो जानबूझकर इन विनियमों का उल्लंघन करते हैं अथवा बार- बार लोकपाल अथवा शिकायत निवारण समिति(यों), जैसा भी मामला हो, की सिफारिशों को अनुपालन नहीं करते हैं, उनके विरुद्ध निम्नवत् एक अथवा एक से अधिक कार्यवाहियां कर सकते हैं, नामतः:

- (क) अधिनियम की धारा 12ख के तहत अनुदान प्राप्त करने के लिए उपयुक्तता की घोषणा को वापस लेना;
- (ख) संस्थान को आवंटित किसी भी अनुदान को रोका जा सकता है;
- (ग) आयोग के किसी भी सामान्य अथवा विशेष सहायता कार्यक्रम के तहत किसी भी सहायता को प्राप्त करने हेतु विचार किए जाने के लिए संस्थान को अयोग्य घोषित करना;
- (घ) उपयुक्त मीडिया में प्रमुखता से प्रदर्शित कर और आयोग की वेबसाइट पर पोस्ट कर संभावित अभ्यर्थियों सहित जनसाधारण को सूचित करना, तथा इस बाबत घोषणा करना की संस्थान में शिकायतों के निवारण के लिए न्यूनतम मानक मौजूद नहीं हैं;
- (ङ) महाविद्यालय के मामले में, संबद्धता को वापस लेने के लिए संबद्ध विश्वविद्यालय को सिफारिश करना;
- (च) सम विश्वविद्यालय संस्थान के मामले में इस प्रकार की कार्रवाई करना, जो आवश्यक, उपयुक्त और सटीक प्रतीत हो;
- (छ) सम विश्वविद्यालय संस्थान के मामले में सम विश्वविद्यालय संस्थान के रूप में घोषणा को वापस लिया जाने के लिए, यदि आवश्यक हो तो, केंद्र सरकार को सिफारिश करना;
- (ज) राज्य अधिनियम के तहत स्थापित अथवा निगमित विश्वविद्यालय के मामले में राज्य सरकार को आवश्यक और उचित कार्रवाई करने की सिफारिश करना;
- (झ) गैर-अनुपालन के लिए संस्थान के विरुद्ध ऐसी अन्य कार्रवाई करना जो आवश्यक और उचित समझी जाए।

बशर्ते कि, इस विनियमों के तहत आयोग द्वारा कोई कार्रवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति स्पष्ट करने के लिए अवसर नहीं दिया गया हो और उसे सुने जाने का अवसर प्रदान नहीं किया गया हो।

11. इन विनियमों में उल्लिखित कोई भी शर्त, विश्वविद्यालय अनुदान आयोग (शिकायत निवारण) विनियम, 2012 के उपबंधों के तहत नियुक्त किसी पदधारी लोकपाल के कार्यकाल की अवधि के दौरान उसके पद पर बने रहने को प्रतिकूल रूप से प्रभावित नहीं करेगी; कार्यकाल समाप्त होने के पश्चात् लोकपाल, की नियुक्ति विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) संबंधी विनियम, 2019 के अनुरूप की जाएगी।

प्रो. रजनीश जैन, सचिव

[विज्ञापन—III/4/असा./30/19]

## UNIVERSITY GRANTS COMMISSION

### NOTIFICATION

New Delhi, the 6th May, 2019

**F.No. 14-4/2012(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 (Grievance Redressal) Regulations, 2012, the University Grants Commission hereby makes the following regulations, namely -

#### 1. SHORT TITLE, APPLICATION AND COMMENCEMENT:

- These regulations shall be called as the University Grants Commission (Redress of Grievances of Students) Regulations, 2019.
- 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.
- They shall come into force from the date of their publication in the Official Gazette.

#### 2. OBJECTIVE:

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

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

- “Act” means the University Grants Commission Act, 1956 (3 of 1956);
- “aggrieved student” means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- “college” means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- “Collegiate Student Grievance Redressal Committee” (CSGRC) means a committee constituted under these regulations, at the level of an institution, being a college.
- “Commission” means the University Grants Commission established under section 4 of the UGC Act, 1956.
- “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.
- “Departmental Student Grievance Redressal Committee” (DSGRC) means a committee constituted under these regulations, at the level of a Department, School or Centre of a University.
- “grievance” means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

- i. 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 prospectus by the institution, in accordance with the provisions of these regulations;
  - v. 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;
  - vii. 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. nonpayment 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;
  - x. 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;
  - xi. 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;
  - xiii. delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, or as may be notified by the Commission;
  - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
  - xv. denial of quality education as promised at the time of admission or required to be provided; and
  - xvi. harassment or victimization of a student, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force.
- (i) “Institution” means, as the context may be, a University or a college, or an institution declared a deemed to be a University under the Act or an institution established within a University for a particular discipline or activity;
- (j) Institutional Student Grievance Redressal Committee” (ISGRC) means a committee constituted under these regulations at the level of the University, for dealing with grievances which do not belong to a department of the University e.g. hostels and common facilities.
- (k) “Ombudsperson” means the Ombudsperson appointed under these regulations;
- (l) “Prospectus” means and includes any publication, whether in print or otherwise, issued for providing fair and transparent information, relating to an institution, to the general public (including to those seeking admission in such institution) by such institution or any authority or person authorized by such institution to do so;

- (m) "Region" means a geographical territory, comprising of States, so determined, for the purpose of facilitating enforcement of these regulations; namely, South-Eastern Region comprising Andhra Pradesh, Telengana, Puducherry, Andaman and Nicobar, and Tamil Nadu; South-Western Region comprising Kerala, Karnataka, and Lakshadweep; Western Region comprising Maharashtra, Gujarat, Goa, Dadar and Nagar Haveli, Daman and Diu; Central Region comprising Chhattisgarh, Madhya Pradesh and Rajasthan; Northern Region comprising Jammu and Kashmir, Delhi, Himachal Pradesh, Punjab, Haryana, Uttar Pradesh, Uttarakhand and Chandigarh; North-Eastern Region comprising Assam, Meghalaya, Mizoram, Manipur, Tripura, Arunachal Pradesh, Sikkim and Nagaland; and Eastern Region comprising West Bengal, Bihar, Jharkhand and Odisha.
- (n) "State" means a State specified in the First Schedule to the Constitution and includes a Union territory;
- (o) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution to which these regulations apply;
- (p) "University" means a University so defined in clause (f) of section 2 of the Act or, where the context may be, an institution deemed to be University declared as such under Section 3 thereof.
- (q) "University Student Grievance Redressal Committee" (USGRC) means a committee constituted under these regulations, at the level of the university, for dealing with grievances arising out of decisions of the DSGRC, ISGRC or CSGRC.

#### 4. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:

- (1) Every 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:
- 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;
  - 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;
  - 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;
  - 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;
  - 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;
  - rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fine may be imposed.
  - 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;
  - details of the teaching faculty, including their educational qualifications, along with their type of appointment (Regular/visiting/guest) and teaching experience of every member thereof.
  - 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 is

to be imparted to the students and in particular the amenities 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, and, in particular such discipline relating to the prohibition of ragging of any student or students and the consequences thereof and for violating the provisions of any regulation in this behalf made by the relevant statutory regulatory authority; and
- (k) Any other information as may be specified by the Commission:

Provided that an institution shall publish/upload information referred to in clauses (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 being on the website through advertisements displayed prominently in different newspapers and through other media:

- (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):**

### **A. Collegiate Student Grievance Redressal Committee (CSGRC)**

- (i) A complaint from an aggrieved student relating to a college shall be addressed to the Collegiate Student Grievance Redressal Committee (CSGRC), with the following composition, namely:
  - a) Principal of the college – Chairperson;
  - b) Three senior members of the teaching faculty to be nominated by the Principal – Members;
  - c) A representative from among students of the college to be nominated by the Principal based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
- (ii) The term of the members and the special invitee shall be two years.
- (iii) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (iv) In considering the grievances before it, the CSGRC shall follow principles of natural justice.
- (v) The CSGRC shall send its report with recommendations, if any, to the Vice-Chancellor of the affiliating University and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

### **B. Departmental Student Grievance Redressal Committee (DSGRC)**

- (i) A complaint by an aggrieved student relating to a Department, or School, or Centre of a University shall be addressed to the Departmental Student Grievance Redressal Committee (DSGRC) to be constituted at the level of the Department, School, or Centre, as the case may be, and with the following composition, namely:
  - a) Head of the Department, School, or the Centre, by whatever designation known – Chairperson;
  - b) Two Professors, from outside the Department/School/Centre to be nominated by the Vice Chancellor – Members;
  - c) A member of the faculty, well-versed with the mechanism of grievance redressal to be nominated by the Chairperson – Member;
  - d) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

- (ii) The term of the Chairperson, members of the Committee, and the special invitee shall be of two years.
- (iii) The quorum for the meeting of DSGRC, including the Chairperson, but excluding the special invitee, shall be three.
- (iv) In considering the grievances before it, the DSGRC shall follow principles of natural justice.
- (v) The DSGRC shall submit its report with recommendations, if any, to the Head of the Institution/ Vice Chancellor, with a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

**C. Institutional Student Grievance Redressal Committee (ISGRC)**

- (i) Where a complaint does not relate to any academic Department, School or Centre of a University, as the case may be, the matter shall be referred to the Institutional Student Grievance Redressal Committee (ISGRC) to be constituted by the Vice Chancellor, with the following composition, namely:
  - (a) Pro-Vice Chancellor/Dean/Senior Professor of institution – Chairperson;
  - (b) Dean of students/Dean, Students Welfare – Member;
  - (c) One senior academic, other than the Chairperson – Member;
  - (d) Proctor/Senior academic – Member;
  - (e) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
- (ii) The term of the members of the committee shall be of two years.
- (iii) The quorum for the meetings of the ISGRC, including the Chairperson, but excluding the special invitee, shall be three.
- (iv) In considering the grievances before it, the ISGRC shall follow principles of natural justice.
- (v) The ISGRC shall send its report with recommendations, if any, to the Vice Chancellor, along with a copy thereof to the aggrieved student, within a period of 15 workings days from the date of receipt of the grievance.

**D. University Student Grievance Redressal Committee (USGRC)**

- (i) The Vice Chancellor of an affiliating University shall constitute such number of University Student Grievance Redressal Committees (USGRC), as may be required to consider grievances unresolved by one or more CSGRC or DSGRC or ISGRC and each USGRC may take up grievances arising from colleges/departments/ Institutions, on the basis of the jurisdiction assigned to it by the Vice Chancellor.
  - a) A senior Professor of the University – Chairperson;
  - b) Dean, Student Welfare or equivalent – Member;
  - c) Two Principals drawn from the affiliating colleges, other than those connected with reports of CSGRC under review, to be nominated by the Vice-Chancellor – Members;
  - d) One Professor of the University - Member;
  - e) A representative from among students of the college to be nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.
- (ii) The Chairperson, members and the special invitee shall have a term of two years.
- (iii) The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.

- (iv) In considering the grievances before it, the USGRC shall follow principles of natural justice.
- (v) The USGRC shall send its report and recommendations, if any, to the Principal of the College relating to the grievance/Head of the department/School/Institution with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance.
- (vi) Any student aggrieved by the decision of the University Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within in a period of fifteen days from the date of receipt of such decision.

**6. APPOINTMENT, TENURE, REMOVAL AND CONDITIONS OF SERVICES OF OMBUDSPERSON:**

- (i) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the USGRCs.

Provided that, there shall not be more than one ombudsperson for a State, in respect of all the State universities (Public as well as Private) in that State, who shall be appointed by the State Government;

Provided further that, there shall not be more than one Ombudsperson for a region, in respect of the Central universities and institutions deemed to be universities in that region, who shall be appointed by the Central Government.

- (ii) The Ombudsperson shall be a person of eminence in academics or research, who had been Vice-Chancellor of a University.
- (iii) The Ombudsperson for the State universities in a State, shall not be in any conflict of interest with any University in that State; and the Ombudsperson for the Central universities and institutions deemed to be universities in a region, shall not be in any conflict of interest with any University or institution deemed to be University in that region, either before or after such appointment.
- (iv) A State Government shall appoint the Ombudsperson from a panel of three names recommended by a search committee constituted for that purpose and consisting of the following, namely:
  - (a) A nominee of the Governor or Lt. Governor, as the case may be, who is a person of eminence in the field of higher education— Chairperson;
  - (b) A Vice Chancellor from a State Public University to be nominated by the Governor/LG of the State/UT - Member;
  - (c) A Vice Chancellor from a State Private University to be nominated by the State Government – Member;
  - (d) Chairperson of the State Council of Higher Education or his/her nominee from among the academic members of the Council— Member;
  - (e) Principal Secretary/Secretary to the State Government responsible for Higher Education— Member Secretary.
- (v) The Central Government shall appoint the Ombudsperson for a region from a panel of three names recommended by a search committee to be constituted for that purpose, and consisting of the following, namely:
  - (a) Chairperson, University Grants Commission or his/her nominee – Chairperson
  - (b) A Vice Chancellor of a Central University to be nominated by the Central Government – Member
  - (c) A Vice Chancellor of an institution deemed to be University to be nominated by the Central Government – Member
  - (d) A nominee of the Central Government, not below the rank of the Joint Secretary – Member
  - (e) Secretary, University Grants Commission – Member Secretary



- (vi) The Ombudsperson shall be appointed for a period of three years or until he 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 for the same State or region, as the case may be.
- (vii) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the University Grants Commission, and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (viii) The State Government, in the case of an Ombudsperson of a State, and the Central Government, in the case of an Ombudsperson of a region, may remove the Ombudsperson from office, on charges of proven misconduct or misbehavior as defined under these regulations.
- (ix) No order of removal of Ombudsperson shall be made except after an inquiry made in this regard by a person not below the rank of judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.

**7. FUNCTIONS OF OMBUDSPERSON:**

- (i) The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- (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-totaling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of 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:**

- (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 may submit an application seeking redressal of grievance.
- (ii) On receipt of an online complaint, the institution shall refer the complaint to the appropriate Student Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Student 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.
- (v) Grievances not resolved by the University Student Grievance Redressal Committee shall be referred to the Ombudsperson, within the time period provided in these regulations.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), as the case may be, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Commission, which shall take action in accordance with the provisions of these regulations.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for, 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, and the institution shall place it for general information on its website.

- (ix) The institution shall comply with the recommendations of the Ombudsperson; and the Ombudsperson shall report to the Commission any failure on the part of the institution to comply with the recommendations.
- (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 COMMITTEES:**

An institution shall furnish, prominently, on its website and in its prospectus, all relevant information in respect of the Student 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 willfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal Committee(s), as the case may be, 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) take such action as it may deem necessary, appropriate and fit, in case of an institution deemed to be University;
- (g) recommend to the Central Government, if required, for withdrawal of declaration as institution deemed to be a University, in case of an institution deemed to be University;
- (h) recommend to the State Government to take necessary and appropriate action, in case of a University established or incorporated under a State Act;
- (i) such other action as may be deemed necessary and appropriate against an 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.

- 11.** Nothing mentioned hereinabove in these regulations shall affect the continuance in office, during the currency of the term, of an incumbent Ombudsperson appointed under the provisions of the UGC (Grievance Redressal) Regulations, 2012; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redress of Grievances of Students) Regulations, 2019.

Prof. RAJNISH JAIN, Secy.

[ADVT.-III/4/Exty./30/19]



**DRAFT**

**UNIVERSITY GRANTS COMMISSION  
BAHADURSHAH ZAFAR MARG  
NEW DELHI – 110 002**

**NO. F 1-16/2007 (CPP-II)**

**April, 2009**

**UGC REGULATION ON CURBING THE MENACE OF RAGGING IN HIGHER  
EDUCATIONAL INSTITUTIONS, 2009**

In exercise of the powers conferred by Clause (g) of Sub-Section (1) of Section 26 of the University Grants Commission Act, 1956, the University Grants Commission hereby makes the following Regulations, namely -

**1. Title, commencement and applicability:-**

- 1.1. These regulations shall be called the "UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009".
- 1.2. They shall come into force with immediate effect.
- 1.3. They shall apply to all the universities established or incorporated by or under a Central Act, a Provincial Act or a State Act, to all institutions deemed to be university under Section 3 of the UGC Act, 1956, to all other higher educational institutions, including the departments, constituent units and all the premises (academic, residential, sports, canteen, etc) of such universities, deemed universities and other higher educational institutions, whether located within the campus or outside, and to all means of transportation of students whether public or private.

**2. Objective:-**

To root out ragging in all its forms from universities, colleges and other educational institutions in the country by prohibiting it by law, preventing its occurrence by following the provisions of these Regulations and punishing those who indulge in ragging as provided for in these Regulations and the appropriate law in force.

**3. Definitions:-** For the purposes of these Regulations:-

- 3.1. "college" means any institution, whether known as such or by any other name, which provides for a programme of study beyond 12 years of schooling for obtaining qualification from a university and which, in accordance with the rules and regulations of such university, is recognized as competent to provide for such programme of study and present students undergoing such programme of study for the examination for the award of such qualification.

- 3.2. "Head of the institution" means the 'Vice-Chancellor' in case of a university/deemed to be university, 'Principal' in case of a college, 'Director' in case of an institute.
- 3.3. "institution" means a higher educational institution (HEI), like a university, a college, an institute, etc. imparting higher education beyond 12 years of schooling leading to a degree (graduate, postgraduate and/or higher level) and/or to a university diploma.
- 3.4. "Ragging" means the following:  
Any conduct whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness any other student, indulging in rowdy or undisciplined activities which causes or is likely to cause annoyance, hardship or psychological harm or to raise fear or apprehension thereof in a fresher or a junior student or asking the students to do any act or perform something which such student will not 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 a junior student.
- 3.5. "Statutory/Regulatory body" means a body so constituted by a Central/ State Government legislation for setting and maintaining standards in the relevant areas of higher education, such as the All India Council for Technical Education (AICTE), the Bar Council of India (BCI), the Dental Council of India (DCI), the Distance Education Council (DEC), the Indian Council of Agricultural Research (ICAR), the Indian Nursing Council (INC), the Medical Council of India (MCI), the National Council for Teacher Education (NCTE), the Pharmacy Council of India (PCI), etc. and the State Higher Education Councils.
- 3.6. "University" means a university established or incorporated by or under a Central Act, a Provincial Act or a State Act, an institution deemed to be university under Section 3 of the UGC Act, 1956, or an institution specially empowered by an Act of Parliament to confer or grant degrees.

**4. Punishable ingredients of Ragging:-**

- Abetment to ragging;
- Criminal conspiracy to rag;
- Unlawful assembly and rioting while ragging;
- Public nuisance created during ragging;
- Violation of decency and morals through ragging;
- Injury to body, causing hurt or grievous hurt;
- Wrongful restraint;
- Wrongful confinement;
- Use of criminal force;
- Assault as well as sexual offences or unnatural offences;
- Extortion;
- Criminal trespass;
- Offences against property;
- Criminal intimidation;



- Attempts to commit any or all of the above mentioned offences against the victim(s);
- Physical or psychological humiliation;
- All other offences following from the definition of "Ragging".

#### **5. Measures for prohibition of ragging at the institution level:-**

- 5.1 The institution shall strictly observe the provisions of the Act of the Central Government and the State Governments, if any, or if enacted, considering ragging as a cognizable offence under the law on a par with rape and other atrocities against women and ill-treatment of persons belonging to the SC/ST, and prohibiting ragging in all its forms in all institutions.
- 5.2 Ragging in all its forms shall be totally banned in the entire institution, including its departments, constituent units, all its premises (academic, residential, sports, canteen, etc) whether located within the campus or outside and in all means of transportation of students whether public or private.
- 5.3 The institution shall take strict action against those found guilty of ragging and/or of abetting ragging.

#### **6 Measures for prevention of ragging at the institution level:-**

##### **6.1 Before admissions:-**

- 6.1.1 The advertisement for admissions shall clearly mention that ragging is totally banned in the institution, and anyone found guilty of ragging and/or abetting ragging is liable to be punished appropriately (for punishments, ref. section 8 below).
- 6.1.2 The brochure of admission/instruction booklet for candidates shall print in block letters these Regulations in full (including Annexures).
- 6.1.3 The 'Prospectus' and other admission related documents shall incorporate all directions of the Supreme Court and /or the Central or State Governments as applicable, so that the candidates and their parents/ guardians are sensitized in respect of the prohibition and consequences of ragging. If the institution is an affiliating university, it shall make it mandatory for the institutions under it to compulsorily incorporate such information in their 'Prospectus'.
- 6.1.4 The application form for admission/ enrolment shall have a printed undertaking, preferably both in English/Hindi and in one of the regional languages known to the institution and the applicant (English version given in Annexure I, Part I), to be filled up and signed by the candidate to the effect that he/she is aware of the law regarding prohibition of ragging as well as the punishments, and to the effect that he/she has not been expelled and/or debarred from admission by any institution and that he/she, if found guilty of the offence of ragging and/or abetting ragging, is liable to be punished appropriately.

- 6.1.5 The application form shall also contain a printed undertaking, preferably both in English/Hindi and in one of the regional languages known to the institution and the parent/ guardian (English version given in Annexure I, Part II), to be signed by the parent/ guardian of the applicant to the effect that he/ she is also aware of the law in this regard and agrees to abide by the punishment meted out to his/ her ward in case the latter is found guilty of ragging and/or abetting ragging.
- 6.1.6 The application for admission shall be accompanied by a document in the form of the School Leaving Certificate/Transfer Certificate/ Migration Certificate/ Character Certificate which shall include a report on the behavioral pattern of the applicant, so that the institution can thereafter keep intense watch upon a student who has a negative entry in this regard.
- 6.1.7 A student seeking admission to the hostel shall have to submit additional undertaking in the form of Annexure I (both Parts) along with his/ her application for hostel accommodation.
- 6.1.8 At the commencement of the academic session the Head of the Institution shall convene and address a meeting of various functionaries/agencies, like Hostel Wardens, representatives of students, parents/ guardians, faculty, district administration including police, to discuss the measures to be taken to prevent ragging in the Institution and steps to be taken to identify the offenders and punish them suitably.
- 6.1.9 To make the community at large and the students in particular aware of the dehumanizing effect of ragging, and the approach of the institution towards those indulging in ragging, big posters (preferably multicolored with different colours for the provisions of law, punishments, etc.) shall be prominently displayed on all Notice Boards of all departments, hostels and other buildings as well as at vulnerable places. Some of such posters shall be of permanent nature in certain vulnerable places.
- 6.1.10 The institution shall request the media to give adequate publicity to the law prohibiting ragging and the negative aspects of ragging and the institution's resolve to ban ragging and punish those found guilty without fear or favour.
- 6.1.11 The institution shall identify, properly illuminate and man all vulnerable locations.
- 6.1.12 The institution shall tighten security in its premises, especially at the vulnerable places. If necessary, intense policing shall be resorted to at such points at odd hours during the early months of the academic session.
- 6.1.13 The institution shall utilize the vacation period before the start of the new academic year to launch wide publicity campaign against ragging through posters, leaflets, seminars, street plays, etc.
- 6.1.14 The faculties/ departments/ units of the institution shall have induction arrangements (including those which anticipate, identify



and plan to meet any special needs of any specific section of students) in place well in advance of the beginning of the academic year with a clear sense of the main aims and objectives of the induction process.

## **6.2 On admission:-**

- 6.2.1 Every fresh student admitted to the institution shall be given a printed leaflet detailing when and to whom he/she has to turn to for help and guidance for various purposes (including Wardens, Head of the institution, members of the anti-ragging committees, relevant district and police authorities), addresses and telephone numbers of such persons/authorities, etc., so that the fresher need not look up to the seniors for help in such matters and get indebted to them and start doing things, right or wrong, at their behest. Such a step will reduce the freshers' dependence on their seniors.
- 6.2.2 The institution through the leaflet mentioned above shall explain to the new entrants the arrangements for their induction and orientation which promote efficient and effective means of integrating them fully as students.
- 6.2.3 The leaflet mentioned above shall also inform the freshers about their rights as bona fide students of the institution and clearly instructing them that they should desist from doing anything against their will even if ordered by the seniors, and that they have nothing to fear as the institution cares for them and shall not tolerate any atrocities against them.
- 6.2.4 The leaflet mentioned above shall contain a calendar of events and activities laid down by the institution to facilitate and complement familiarization of freshers with the academic environment of the institution.
- 6.2.5 The institution shall also organize joint sensitization programmes of 'freshers' and seniors.
- 6.2.6 Freshers shall be encouraged to report incidents of ragging, either as victims, or even as witnesses.

## **6.3 At the end of the academic year:-**

- 6.3.1 At the end of every academic year the Vice-Chancellor/ Dean of Students Welfare/ Director/ Principal shall send a letter to the parents/ guardians of the students who are completing the first year informing them about the law regarding ragging and the punishments, and appealing to them to impress upon their wards to desist from indulging in ragging when they come back at the beginning of the next academic session.
- 6.3.2 At the end of every academic year the institution shall form a 'Mentoring Cell' consisting of Mentors for the succeeding academic year. There shall be as many levels or tiers of Mentors as

the number of batches in the institution, at the rate of 1 Mentor for 6 freshers and 1 Mentor of a higher level for 6 Mentors of the lower level.

#### **6.4 Setting up of Committees and their functions:-**

- 6.4.1 The Anti-Ragging Committee:- The Anti-Ragging Committee shall be headed by the Head of the institution and shall consist of representatives of faculty members, parents, students belonging to the freshers' category as well as seniors and non-teaching staff. It shall monitor the anti-ragging activities in the institution, consider the recommendations of the Anti-Ragging Squad and take appropriate decisions, including spelling out suitable punishments to those found guilty.
- 6.4.2 The Anti-Ragging Squad:- The Anti-Ragging Squad shall be nominated by the Head of the institution with such representation as considered necessary and shall consist of members belonging to the various sections of the campus community. The Squad shall have vigil, oversight and patrolling functions. It shall be kept mobile, alert and active at all times and shall be empowered to inspect places of potential ragging and make surprise raids on hostels and other hot spots. The Squad shall investigate incidents of ragging and make recommendations to the Anti-Ragging Committee and shall work under the overall guidance of the said Committee.
- 6.4.3 Monitoring Cell on Ragging:- If the institution is an affiliating university, it shall have a Monitoring Cell on Ragging to coordinate with the institutions affiliated to it by calling for reports from the Heads of such institutions regarding the activities of the Anti-Ragging Committees, Squads, and Mentoring Cells, regarding compliance with the instructions on conducting orientation programmes, counseling sessions, etc., and regarding the incidents of ragging, the problems faced by wardens and other officials, etc. This Cell shall also review the efforts made by such institutions to publicize anti-ragging measures, cross-verify the receipt of undertakings from candidates/students and their parents/guardians every year, and shall be the prime mover for initiating action by the university authorities to suitably amend the Statutes or Ordinances or Bye-laws to facilitate the implementation of anti ragging measures at the level of the institution.

#### **6.5 Other measures:-**

- 6.5.1 The Annexures mentioned in sub-clauses 6.1.4, 6.1.5 and 6.1.7 of these Regulations shall be furnished at the beginning of each academic year by every student, that is, by freshers as well as seniors.





- 6.5.2 The institution shall arrange for regular and periodic psychological counseling and orientation for students (for freshers separately, as well as jointly with seniors) by professional counselors during the first three months of the new academic year. This shall be done at the institution and department/ course levels. Parents and teachers shall also be involved in such sessions.
- 6.5.3 Apart from placing posters mentioned in sub-clause 6.1.9 above at strategic places, the institution shall undertake measures for extensive publicity against ragging by means of audio-visual aids, by holding counseling sessions, workshops, painting and design competitions among students and other methods as it deems fit.
- 6.5.4 If the institution has B.Ed. and other Teacher training programmes, these courses shall be mandated to provide for anti-ragging and the relevant human rights appreciation inputs, as well as topics on sensitization against corporal punishments and checking of bullying amongst students, so that every teacher is equipped to handle at least the rudiments of the counseling approach.
- 6.5.5 Wardens shall be appointed as per the eligibility criteria laid down for the post reflecting both the command and control aspects of maintaining discipline, as well as the softer skills of counseling and communicating with the youth outside the class-room situations. Wardens shall be accessible at all hours and shall be provided with mobile phones. The institution shall review and suitably enhance the powers and perquisites of Wardens and authorities involved in curbing the menace of ragging.
- 6.5.6 The security personnel posted in hostels shall be under the direct control of the Wardens and assessed by them.
- 6.5.7 Private commercially managed lodges and hostels shall be registered with the local police authorities, and this shall be done necessarily on the recommendation of the Head of the institution. Local police, local administration and the institutional authorities shall ensure vigil on incidents that may come within the definition of ragging and shall be responsible for action in the event of ragging in such premises, just as they would be for incidents within the campus. Managements of such private hostels shall be responsible for not reporting cases of ragging in their premises.
- 6.5.8 The Head of the institution shall take immediate action on receipt of the recommendations of the Anti-Ragging Squad. He/ She shall also take action suo motto if the circumstances so warrant.
- 6.5.9 Freshers who do not report the incidents of ragging either as victims or as witnesses shall also be punished suitably.
- 6.5.10 Anonymous random surveys shall be conducted across the 1<sup>st</sup> year batch of freshers every fortnight during the first three months of the academic year to verify and cross-check whether the campus is indeed free of ragging or not. The institution may design its own methodology of conducting such surveys.

- 6.5.11 The burden of proof shall lie on the perpetrator of ragging and not on the victim.
- 6.5.12 The institution shall file an FIR with the police / local authorities whenever a case of ragging is reported, but continue with its own enquiry and other measures without waiting for action on the part of the police/ local authorities. Remedial action shall be initiated and completed within the one week of the incident itself.
- 6.5.13 The Migration / Transfer Certificate issued to the student by the institution shall have an entry, apart from those relating to general conduct and behaviour, whether the student has been punished for the offence of committing or abetting ragging, or not, as also whether the student has displayed persistent violent or aggressive behaviour or any inclination to harm others.
- 6.5.14 Preventing or acting against ragging shall be the collective responsibility of all levels and sections of authorities or functionaries in the institution, including faculty, and not merely that of the specific body/ committee constituted for prevention of ragging.
- 6.5.15 The Heads of institutions other than universities shall submit weekly reports to the Vice-chancellor of the university the institution is affiliated to or recognized by, during the first three months of new academic year and thereafter each month on the status of compliance with anti-ragging measures. The Vice Chancellor of each university shall submit fortnightly reports of the university, including those of the Monitoring Cell on Ragging in case of an affiliating university, to the Chancellor.
- 6.5.16 Access to mobile phones and public phones shall be unrestricted in hostels and campuses, except in class-rooms, seminar halls, library etc. where jammers shall be installed to restrict the use of mobile phones.

**6.6 Measures for encouraging healthy interaction between freshers and seniors:-**

- 6.6.1 The institution shall set up appropriate committees including the course-in-charge, student advisor, Warden and some senior students to actively monitor, promote and regulate healthy interaction between the freshers and senior students.
- 6.6.2 Freshers' welcome parties shall be organized in each department by the senior students and the faculty together soon after admissions, preferably within the first two weeks of the beginning of the academic session, for proper introduction to one another and where the talents of the freshers are brought out properly in the presence of the faculty, thus helping them to shed their inferiority complex, if any, and remove their inhibitions.
- 6.6.3 The institution shall enhance the student-faculty interaction by involving the students in all matters of the institution, except those relating to the actual processes of evaluation and of faculty appointments, so that the students shall feel that they are responsible partners in managing the



affairs of the institution and consequently the credit due to the institution for good work/ performance is due to them as well.

## **7. Measures at the UGC/ Statutory/ Regulatory body level:-**

### **7.1 Regulatory measures:-**

- 7.1.1 The UGC and other Statutory /Regulatory bodies shall make it mandatory for the institutions to compulsorily incorporate in their 'Prospectus' the directions of the Supreme Court and/or the Central or State Governments with regard to prohibition and consequences of ragging, and that non-compliance with the directives against ragging in any manner whatsoever shall be considered as lowering of academic standards by the erring institution making it liable for appropriate action.
- 7.1.2 The UGC (including NAAC and UGC Expert Committees visiting institutions for various purposes) and similar Committees of other Statutory/Regulatory bodies shall cross-verify that the institutions strictly comply with the requirement of getting the undertakings from the students and their parents/ guardians as envisaged under these Regulations.
- 7.1.3 The UGC and other funding bodies shall make it one of the conditions in the Utilization Certificate for sanctioning any financial assistance or aid to the institution under any of the general or special schemes that the institution has strictly complied with the anti-ragging measures and has a blemish-less record in terms of there being no incidents of ragging during the period pertaining to the Utilization Certificate.
- 7.1.4 The NAAC and other accrediting bodies shall factor in any incident of ragging in the institution while assessing the institution in different grades.

### **7.2 Incentives for curbing ragging:-**

- 7.2.1 The UGC shall consider providing special/ additional annual financial grants-in-aid to those eligible institutions which report a blemish-less record in terms of there being no incidents of ragging.
- 7.2.2 The UGC shall also consider instituting another category of financial awards or incentives for those eligible institutions which take stringent action against those responsible for incidents of ragging.
- 7.2.3 The UGC shall lay down the necessary incentive for the post of Warden in order to attract the right type of eligible candidates, and motivate the incumbents.

### **7.3 Monitoring mechanism to ensure compliance:-**

Apart from the monitoring mechanism built in under different sub-clauses of these Regulations, there shall also be the following monitoring mechanism:

7.3.1 The UGC shall constitute an Inter-Council Committee for prevention of Ragging consisting of representatives of the AICTE, the IITs, the NITs, the IIMs, the MCI, the DCI, the NCI, the ICAR and such other bodies which have to deal with higher education to coordinate and monitor the anti-ragging movement across the country and to make certain policy decisions. The said Committee shall meet at least twice a year in the normal course.

7.3.2 The UGC shall also have an Anti-Ragging Cell within the Commission as an institutional mechanism to provide secretarial support for collection of information and monitoring, and to coordinate with the State level and university level Committees for effective implementation of anti-ragging measures.

## **8 Punishments:-**

### **8.1 At the institution level:-**

Depending upon the nature and gravity of the offence as established by the Anti-Ragging Committee of the institution, the possible punishments for those found guilty of ragging at the institution level shall be any one or any combination of the following:

- 8.1.1 Suspension from attending classes and academic privileges
- 8.1.2 Withholding/ withdrawing scholarship/ fellowship and other benefits
- 8.1.3 Debarring from appearing in any test/ examination or other evaluation process
- 8.1.4 Withholding results
- 8.1.5 Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc.
- 8.1.6 Suspension/ expulsion from the hostel
- 8.1.7 Cancellation of admission
- 8.1.8 Rustication from the institution for period ranging from 1 to 4 semesters
- 8.1.9 Expulsion from the institution and consequent debarring from admission to any other institution for a specified period
- 8.1.10 Fine ranging between Rupees 25,000/- and Rupees 1 lakh
- 8.1.11 Collective punishment: When the persons committing or abetting the crime of ragging are not identified, the institution shall resort to collective punishment.

### **8.2 At the university level in respect of institutions under it:-**

If an institution under a university (being constituent of, affiliated to or recognized by it) fails to comply with any of the provisions of these Regulations



and fails to curb ragging effectively, the university may impose any one or any combination of the following penalties on it:

- 8.2.1 Withdrawal of affiliation/ recognition or other privileges conferred on it
- 8.2.2 Prohibiting such institution from presenting any students then undergoing any programme of study therein for the award of any degree/diploma of the university
- 8.2.3 Withholding grants allocated to it by the university, if any
- 8.2.4 Withholding any grants channellised through the university to the institution
- 8.2.5 Any other appropriate penalty within the powers of the university.

### **8.3 At the appointing authority level:-**

The authorities of the institution, particularly the Head of the institution, shall be responsible to ensure that no incident of ragging takes place in the institution. In case any incident of ragging takes place, the Head shall take prompt and appropriate action against the person(s) whose dereliction of duty lead to the incident. The authority designated to appoint the Head shall, in its turn, take prompt and appropriate action against the Head.

### **8.4 At the UGC/Statutory/Regulatory body level:-**

If an institution fails to curb ragging, the UGC/Statutory/Regulatory body concerned may impose any one or any combination of the following penalties on it:

- 8.4.1 Delisting the institution from section 12B of the UGC Act or any similar provision in the Act of the Statutory/Regulatory body concerned
- 8.4.2 Withholding any grants allocated to it
- 8.4.3 Declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programmes of the UGC/Statutory/ Regulatory body concerned
- 8.4.4 Declaring that the institution does not have the minimum academic standards and warning the potential candidates for admission accordingly through public notice and posting on the UGC Website/ Website of the Statutory/Regulatory body concerned.
- 8.4.5 Taking such other action within its powers as it may deem fit and impose such other penalties as provided till such time as the institution achieves the objective of curbing ragging.
- 8.4.6 Collaborating with one another to work out other possible deterrents.

-:0:-

**ANNEXURE I, Part I**

**UNDERTAKING BY THE CANDIDATE/STUDENT**

1. I, \_\_\_\_\_  
S/o. D/o. of Mr./Mrs./Ms. \_\_\_\_\_  
have carefully read and fully understood the law prohibiting ragging and the  
directions of the Supreme Court and the Central/State Government in this regard.



2. I have received a copy of the UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009, and have carefully gone through it.
3. I hereby undertake that
  - I will not indulge in any behavior or act that may come under the definition of ragging,
  - I will not participate in or abet or propagate ragging in any form,
  - I will not hurt anyone physically or psychologically or cause any other harm.
4. I hereby agree that if found guilty of any aspect of ragging, I may be punished as per the provisions of the UGC Regulations mentioned above and/or as per the law in force.
5. I hereby affirm that I have not been expelled or debarred from admission by any institution.

Signed this \_\_\_\_\_ day of \_\_\_\_\_ month of \_\_\_\_\_ year

Signature

Name:

Address:

## ANNEXURE I, Part II

### UNDERTAKING BY PARENT/GUARDIAN

1. I, \_\_\_\_\_  
F/o. M/o. G/o \_\_\_\_\_,  
have carefully read and fully understood the law prohibiting ragging and the directions of the Supreme Court and the Central/State Government in this

regard as well as the UGC Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009.

2. I assure you that my son/ daughter/ ward will not indulge in any act of ragging.
3. I hereby agree that if he/she is found guilty of any aspect of ragging, he/she may be punished as per the provisions of the UGC Regulations mentioned above and/or as per the law in force.

Signed this \_\_\_\_\_ day of \_\_\_\_\_ month of \_\_\_\_\_ Year

Signature

Name:

Address:





University Grant Commission

**Decisions agreed upon in the Central Inter-Council/Statutory Bodies, State Councils of Higher Education and Education Secretary of State Government in the meeting held 13<sup>th</sup> April, 2009 in UGC, New Delhi.**

The following were present:-

**UGC:**

Prof. Sukhadeo Thorat, Chairman  
Dr. R.K. Chauhan, Secretary.  
Dr. C.S. Meena, JS (CPP-II).  
Shri V.K. Jaiswal, US (CPP-II).

In Chair .

**Members of the UGC Committee for preparation of Regulations:-**

Prof. K.P.S Unni  
Dr. R.P. Gangurde  
Prof. Virbala Aggarwal

**Representatives of the Statutory Councils:**

Medical Council Of India  
National Council of Teacher Education  
Indian Council of Agricultural Research  
Distant Educational Council  
Dental Council of India  
Pharmacy Council of India  
Bar Council of India

**Representative of the State Governments:-**

A.P. Council of Higher Education  
H.P. Government,  
Punjab Government ,  
U.P. Government

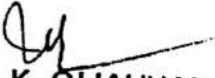
Following decisions were taken:-

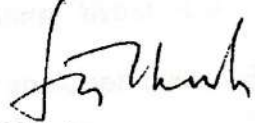
- a) The participants discussed the Draft Regulations for Prevention of Ragging and made various suggestions. Most of the suggestions were agreed and it was decided that these suggestions would be incorporated in the Regulations after taking into account the legal provisions. The UGC expert committee may do the same preferably by 20<sup>th</sup> April, 2009.
- b) The various Councils generally agreed with draft Regulations and decided that they would frame their Regulations taking the UGC Regulations as the base and only add some additional provisions to address the specific issues peculiar to each one of them



- c) The Council agreed that they will make effort to finalize their Regulations latest by the end of May duly approved by their respective statutory bodies.
- d) The members agreed to constitute an Inter-Council Committee for prevention of Ragging to address the issue relating to ragging which are of national importance and to sort out the issue of overlapping and cross cutting issues. The Committee will meet at least twice a year.
- e) The UGC will finalize the Regulations by next week and send to various councils for follow up action at their end. These will also be placed on the UGC Website for the convenience of the Councils.
- f) The UGC would get the approval of the Commission by circulation, which is expected by the end of April, 2009.
- g) The participants discussed the Monitoring mechanism proposed by Edcil and the presentation made by Prof. Raj Kachroo. The Ed.Cil was requested to finalize the same duly approved by the Ministry of HRD urgently so that the mechanism could also be brought to the notice of Universities and colleges along with these Regulations. The Ed. Cil would sent the communication to all the statutory bodies/councils for the monitoring mechanism agreed by it.
- h) These Regulations would be in place before the commencement of the next academic year in June 2009.

The meeting ended with a vote of thanks to the Chair.

  
(R. K. CHAUHAN)  
13. 11. 2008

  
(SUKHADEO THORAT)



**UNIVERSITY GRANTS COMMISSION  
BAHADLURSHAH ZAFAR MARG  
NEW DELHI-110002**

F.1-16/2007(CPP-II)

List of participants of meeting of UGC Expert Committee on Regulation to curb the menace of ragging in Higher Educational Institutions-2009 held in UGC Office, New Delhi on 13.4.2009 with State/UT Higher Education Secretary, Professional Councils, State Council of Higher Education

Members UGC Expert Committee

1. Prof. KPS Unny  
Former Registrar, JNU, Brindavan  
Near DP office, West Yakkara Road  
Palakkad-678014 (Kerala)  
Phone 09895865526, [kpsunny39@gmail.com](mailto:kpsunny39@gmail.com)
  2. Prof. Virbala Aggarwal  
H.P. Univ.  
Shimla-171005  
Phone 09418168234
  3. Dr. R.P.Gangurde,  
Former Addl. Secretary, UGC  
C-13/26, Sector 38, Kendriya Vihar  
Nerul, New Mumbai-400706
  4. Prof. M.Z. Khan  
UGC Consultant  
B-59, City Apartments  
Vasundhara Enclave  
Delhi-110096
- Special invitee

Special invitee

Mr.Raj Kachroo  
Aman Movement

Present (UGC)

1. Prof. S.K.Thorat, Chairman, UGC
2. Dr. R.K.Chauhan, Secretary, UGC
3. Dr.C.S.Meena, Joint Secretary, UGC
4. Sh. A.N.Sharma, Deputy Secretary UGC
5. Sh. V.K.Jaiswal, Under Secretary, UGC
6. Smt. Lalitha Ganeshan, S.O., UGC

Professional Councils

1. Dr. Prem Kumar,  
Additional Secretary  
Medical Council of India  
Pocket- 14, Sector-8  
Dwarka Phase-1  
New Delhi-110077
2. Prof. SVS Choudhary  
Vice Chairman  
National Council for Teacher Education  
Hans Bhavan, Wing II,  
1, Bahadursha Zafar Marg  
New Delhi-110002
3. Shri C.L. Bhatia  
Consultant  
Dental Council of India, Aiwan E Galib Marg  
Kotla Road  
Temple Lane  
New Delhi-110002
4. Shri Shiv Kumar  
Section Officer  
Dental Council of India, Aiwan E Galib Marg  
Kotla Road  
Temple Lane  
New Delhi-110002
5. Ms. Archana Mudgal  
Pharmacy Council of India  
Kotla Road, Aiwan E Ghalib Marg  
New Delhi-110002  
Phone 23239184
6. Sh. J.R. Sharma  
Joint Secretary  
Bar Council of India  
21, Rouse Avenue, Institutional Area  
New Delhi-110002



7. Sh. S.K.Mitra  
Deputy Secretary (Education)  
Indian Council of Agricultural Research, Krishi Bhavan  
Dr. Rajendra Prasad Road, New Delhi-110114  
Phone 25848033, [Sujitkmitra@gmail.com](mailto:Sujitkmitra@gmail.com)
8. Dr. S.S.Bisht  
CSO  
Indira Gandhi National Open University  
New Delhi-110068  
Phone: 9868106047, 29533237, 29572121 (O)
9. Sh. D .Singh  
Director  
Edcil , India Ltd., Noida  
Phone- 0120-2512008, 9971409065

State Council of Higher Education

1. Prof. K.C.Reddy  
Chairman  
Andhra Pradesh State Council of Hr. Education  
Opposite Mahavir Hospital  
Masab Tank, Hyderabad-500028  
Phone 9866726222, 040- 23417030

State Education Secretary

1. Dr. Narinder Dhillon  
DPI College, Punjab  
Phone- 0172-2703549, 9814085651
2. Shri P.C.Dhiman  
Secretary (Education Dept)  
Govt. of Himachal Pradesh  
H.P. Secretariat, Shimla-171002
3. Sh. Prabhat Sinha  
Spl. Secretary  
Dept. of Higher Education  
Govt. of U.P., Lucknow  
Phone- 09415171471, 0522-2238601

College

4. Dr. Vijay Shanker  
Principal  
Govt. P.G.College, Badalpur  
GB Nagar, U.P.  
Phone: 9873885480  
[Shankerfiji@yahoo.co.in](mailto:Shankerfiji@yahoo.co.in)

*Minakshi*  
I/C Principal  
Uran F  
ion Society's College of  
Management and Technology



ज्ञान-विज्ञान विमुक्तये

प्रा. मनिष र. जोशी  
सचिव

Prof. Manish R. Joshi  
Secretary



सत्यमेव जयते



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

D.O. No.1-15/2009 (ARC) pt.III

24<sup>th</sup> May, 2023/ 03 ज्येष्ठ, 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, the UGC had notified "Regulations on Curbing the Menace of Ragging in Higher Educational Institutions, 2009". The Regulations are available on the UGC website i.e. [www.ugc.ac.in](http://www.ugc.ac.in). These regulations are mandatory for all higher educational institutions in the country.

As multiple mechanisms are required to ensure a ragging-free campus, here are some recommendations and action steps which are required to be deployed in your esteemed university and all institutions under your ambit.

**A. Basic Measures:**

1. Constitution of anti-ragging committee, anti-ragging squad, setting up of Anti-Ragging Cell and adequate publicity for these measures through various media are to be undertaken.
2. Mention of anti-ragging warning in the institution's prospectus and information booklets /brochures shall be ensured.
3. To create E-admission booklet or brochure, E-leaflets giving details on guidance in case of ragging to admitted students instead of print/hard copy of your institutions.
4. Updating websites of institutions with the complete address and contact details of nodal officers related to anti-ragging committee.
5. In compliance with the UGC Regulations and its 2<sup>nd</sup> Amendment regarding submission of undertaking by each student and every parent, an online undertaking in every academic year to be submitted.
6. UGC has notified 3<sup>rd</sup> Amendment in UGC Regulations on 29<sup>th</sup> June, 2016 to expand the definition of ragging by including the following:

"3. (i) Any act of physical or mental abuse (including bullying and exclusion) targeted at another student (fresher or otherwise) on the ground of colour, race, religion, caste, ethnicity, gender (including transgender), sexual orientation, appearance, nationality, regional origins, linguistic identity, place of birth, place of residence or economic background."

7. Installing CCTV cameras at vital points.

**B. Counseling and monitoring measures**

1. Regular interaction and counseling with the students can detect early signs of ragging and identification of trouble-triggers.
2. Surprise inspection at hostels, students accommodation, canteens, rest-cum-recreation rooms, toilets, bus-stands and any other measure which would augur well in preventing/quelling ragging and any uncalled for behaviour/incident shall be undertaken.

**C. Creative Dissemination of the idea of ragging-free campus**

1. Events like Anti-Ragging workshops, seminars and other creative avenues to spread the idea.
2. Safety and security apps without affecting the privacy of individuals can be creatively deployed.

वसुधैव कुटुम्बकम्

ONE EARTH • ONE FAMILY • ONE FUTURE

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

Ph. 011 23234288/23230337 | Fax. 011 2323 8858 | E-mail. secy.ugc@nic.in

## CONTINUATION SHEET

### D. Using other UGC initiated measures

1. 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](mailto:helpline@antiragging.in).
2. For any other information regarding ragging, please visit the UGC website i.e. [www.ugc.ac.in](http://www.ugc.ac.in) & [www.antiragging.in](http://www.antiragging.in).
3. UGC also drives an Anti-Ragging Media Campaign through different modes and UGC has got developed the following entities to promote anti-ragging which are available on UGC website i.e. [www.ugc.ac.in](http://www.ugc.ac.in).
  - a. UGC has developed 05 TVCs of 30 seconds each from different perspective i.e. Parents, Victim and Offenders.
  - b. UGC has designed and distributed posters amongst Universities/Regulatory Authorities/Councils/IITs/NITs/Other educational institutions for the prominent display. (Copy attached).
  - c. UGC has consecutively organized 02 Anti-Ragging Competitions for students/faculty /general public for the wider awareness of the menace of ragging.

You are requested to adopt these steps and to implement the recommendations of the committee on "Psychosocial Study of Ragging in Selected Educational Institutions in India" (available on UGC website).

You are also requested to implement the revised procedure for students to file 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. **(Please note that the student will not receive pdf affidavits and he/she is not required to print & sign it as it used to be in the earlier case).**

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.

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:	<input type="text"/>
--	----------------------

Universities are also requested to fill online compliance on [www.antiragging.in](http://www.antiragging.in) and also immediately instruct all the colleges under their purview to follow it.

With kind regards,

Yours sincerely,



(Manish Joshi)

**The Vice-Chancellor of all Universities**

**The Principal of all Colleges**

**Encl: As above**

Copy to:-

1. All Regulatory Authorities (As per list attached)
2. UGC, Regional Offices (As per list attached)
3. Ms. Jasleen Kaur, Under Secretary, Ministry of Education, ([jasleen.kaur@nic.in](mailto:jasleen.kaur@nic.in)).
4. DS(website), UGC (for uploading on (i) UGC website, (ii) Under ragging related circulars and (iii) Twitter handle of UGC).



(Manish Joshi)

**University of Mumbai**  
No. DSD/05/of 2019

**Dr. Sunil Patil**  
I/c Director



**Department of Students' Development**  
**Vidyapeeth Vidyarthi Bhavan,**  
**'B' Road, Churchgate**  
**Mumbai – 400 020**  
**Tel. No. 2204 28 59**

**CIRCULAR**

To,  
The Principals/Directors  
of the Affiliated Colleges/Recognized Institutions  
of the University of Mumbai

**Subject: Constitution of College Grievance Redressal Cell (CGRC)**  
**as per maharaYT/ Saasana rajap~ AsaaQaarNa Baaga caar baÊ**  
**AsaaQaarNa k`maaMk 67**

Sir/Madam,

As per directives received from the University Authorities, I am directed to inform your goodself that as per maharaYT/ Saasana rajap~ AsaaQaarNa Baaga caar baÊ AsaaQaarNa k`maaMk 67, dated February 27, 2019, each Affiliated College and Recognized Institution of the University of Mumbai has to constitute a **College Grievance Redressal Cell (CGRC)**. All grievances of students relating to College/Institution shall first be addressed to College Grievance Redressal Cell (CGRC) to be constituted at the level of College/Institution by following below given steps:

1. Affiliated College/Recognized Institution shall constitute College Grievance Redressal Cell (CGRC). The composition of CGRC shall be as follows:
  - a. Principal of the College or Head/Director of the Recognized Institution – **Chairperson**
  - b. One Senior Faculty Member Nominated by the Principal of the College or Head/Director of the Recognized Institution – **Member**
  - c. One Senior Faculty Member Nominated by the Principal of the College or Head/Director of the Recognized Institution – **Member Secretary**

The tenure of all the members of CGRC shall be of two years.

2. Affiliated College/Recognized Institution shall create a Portal on their website where student shall register their grievances online with necessary documents.
3. Affiliated College/Recognized Institution shall upload the information of functioning of CGRC on the portal.
4. Affiliated College/Recognized Institution shall give wide publicity to College Grievance Redressal Cell (CGRC) among all students, teachers, administrative staff and non-teaching staff of their College/Institution through various means like, Website, Prospectus, Notices, Electronic Gadgets, etc.
5. The concerned student of the Affiliated College/Recognized Institution shall register his/her complaint on the portal available on the website of his/her College/Institution.



6. The Member Secretary of CGRC shall maintain the documentation of the grievances of students who have registered their grievances on the portal of the College/Institution.
7. The Member Secretary shall prepare the Agenda for the meeting of the College Grievance Redressal Cell (CGRC) in consultation with the Chairperson and shall communicate to all members prior to the meeting.
8. The committee shall resolve the grievance of the complainant student by giving an opportunity of hearing to all the concerned parties and following principles of natural justice.
9. The Member Secretary shall convene meeting of College Grievance Redressal Cell (CGRC) in consultation with the Chairperson in order to redress the grievances registered on portal within 15 days of its receiving.
10. The Member Secretary shall prepare Minutes and Action Taken Report for College Grievance Redressal Cell (CGRC).
11. The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.
12. The Member Secretary shall communicate the Minutes and Action Taken Report of each meetings of CGRC for the information to the Director, Students' Development, University of Mumbai by an email on **cgrc@mu.ac.in**
13. The Member Secretary will prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai by an email on **cgrc@mu.ac.in**
14. If the concerned student is not satisfied with the decision of the College Grievance Redressal Cell (CGRC) then he/she can appeal to University Grievance Redressal Cell (UGRC) which comes under Department of Students' Development within 30 days. The Member Secretary shall communicate this to all students who have registered their grievances on the portal. The student desire to appeal on the decision given by CGRC shall register his/her grievance/s on the portal available on the website of University of Mumbai, **www.mu.ac.in** with all supporting documents within 30 days.
15. The procedure and directives for functioning of College Grievance Redressal Cell (CGRC) are enclosed here for information and necessary action at your end.

Mumbai  
May 14, 2019

**Dr. Sunil Patil**  
**I/c Director, DSD**

**University of Mumbai**  
**DEPARTMENT OF STUDENTS' DEVELOPMENT**

**PROCEDURE AND DIRECTIVES FOR FUNCTIONING OF  
COLLEGE GRIEVANCE REDRESSAL CELL (CGRC)**

**A. Role and Functions of CGRC**

The CGRC shall exercise the following role and perform the following functions, namely-

- 1) To receive the applications of the students from the portal available on the website of College / Institute and process them further.
- 2) To attend all applications relating to the grievances of the students.
- 3) To entertain and consider the grievances of the students. It may hear the students in person by giving opportunities of hearing.
- 4) To hear all the concerned parties and settle grievances as early as possible.
- 5) To counsel the students whenever necessary to resolve their grievances.
- 6) To give advice to the students through correspondence.
- 7) The CGRC shall not discuss with any sub-judice grievances.
- 8) It shall make efforts to settle the disputes amicably.
- 9) To prepare and submit the recommendations relating to the redressal of grievances to the concerned.
- 10) To consider and submit recommendations and suggestion in respect of reforms in the working of various sections/units/departments/cells of the College/Institution relating to the redressal of grievances of students.
- 11) To prepare Minutes and Action Taken Report of the meeting of CGRC and submit it to the Director, Students' Development, University of Mumbai.
- 12) To prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai.

**B. Role of the Chairperson of CGRC**

- 1) The Principal of Affiliated College or Head / Director of Recognized Institution shall be the Chairperson of CGRC. In absence of Principal / Head / Director, the Incharge of the College / Institution shall be the Chairperson of CGRC with prior permission of his/her Management/Higher Authorities.
- 2) The Chairperson shall finalize the date of meeting of CGRC in discussion with Member Secretary.
- 3) The Chairperson shall preside over the meeting of CGRC.

**C. Role of the Member Secretary of CGRC**

- 1) The Member Secretary shall be the Primary Officer of the CGRC. He shall be the custodian of all accounts and records, if any, placed at the disposal of the Cell.
- 2) The Member Secretary shall prepare the Agenda for a meeting of the CGRC in consultation with the Chairperson and shall communicate the Agenda with all necessary documents of students to all members prior to the meeting through an email.
- 3) The Member Secretary shall convene meetings of CGRC in consultation with the Chairperson in order to redress the grievances registered on portal within 15 days of its receiving.
- 4) He shall also attend the meetings and shall be responsible for maintaining a record of the minutes of the proceedings of the meetings.
- 5) He shall prepare Action Taken Report on the previous meeting of CGRC.
- 6) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.

- 7) The Member Secretary shall communicate the Minutes and Action Taken Report of each meetings of CGRC for the information to the Director, Students' Development, University of Mumbai by an email on **cgrc@mu.ac.in**
- 8) The Member Secretary shall prepare Annual Report regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai by an email on **cgrc@mu.ac.in**
- 9) The Member Secretary shall discharge such other duties and functions related to grievances of the students as the Chairperson and the Director, Students' Development assign to him from time to time.

#### **D. Meetings of CGRC**

- 1) The CGRC shall meet regularly as per the exigency in order to redress the grievances registered on portal within 15 days of its receiving. If there are no grievances, the CGRC shall meet once in every semester.
- 2) The Member Secretary may directed by the Chairperson to convene a meeting of the CGRC at the place, date and time to be fixed in consultation with him/her.
- 3) Every meeting of the CGRC shall be numbered serially.
- 4) The Notice of the meeting shall be issued by the Member Secretary well in advance, in consultation with the Chairperson and shall communicate to all members with its Agenda and necessary documents prior to the meeting through an email.
- 5) However, any non-receipt of notice by the members shall not invalidate the proceedings of the meeting.
- 6) In case of a meeting being called urgently the Notice and Agenda with necessary documents may be distributed to the members during the meeting. The procedure of any such meeting shall be such as the CGRC may determine.
- 7) In case the grievance is against any of the members of the CGRC, the concerned member shall abstain himself from the proceeding on such issue. However, the concerned student shall have choice to approach the (University Grievance Redressal Cell (UGRC) for the Redressal of his/her grievance.

#### **E. Venue of the Meeting of CGRC**

- 1) The Meeting of the CGRC shall be held in the premises of the College/Institution during the working days and working time of the College/Institution.
- 2) The Member Secretary shall communicate venue, date and time of meeting of CGRC to all members of CGRC and students who have registered their grievances prior to the meeting.

#### **F. Quorum of the Meeting of CGRC**

The Quorum for the meeting of CGRC shall be two, including Chairperson.

#### **G. Decisions by Majority of the Meeting of CGRC**

All matters of any meeting of the CGRC shall be decided by majority of the members present and voting and, in case of a tie, the person presiding shall have a second or casting vote.

#### **H. Minutes**

- 1) The draft Minutes of the meetings shall be prepared by the Member Secretary in consultation with the Chairperson and confirm it from all members within 7 days after the meeting.
- 2) The Minutes shall contain a record of the decisions taken and resolutions passed by the CGRC in the meeting and the discussions of the meeting shall not ordinarily form part of the Minutes.
- 3) The Member Secretary shall submit the confirmed minutes of the meeting of CGRC to the Director, Students' Development, University of Mumbai by an email on **cgrc@mu.ac.in**

**I. Action Taken Report**

- 1) After the confirmation of the minutes, the Member Secretary shall report to the CGRC the Action Taken Report on the resolutions or decisions or directions given in the previous meetings of the CGRC.
- 2) The Member Secretary shall submit Action Taken Report on the meeting of CGRC to Director, Students' Development, University of Mumbai by an email on [cgrc@mu.ac.in](mailto:cgrc@mu.ac.in)

**J. Attendance of Members**

- 1) Member Secretary shall maintain the record of Attendance of each meeting of CGRC.
- 2) Every member shall sign the Attendance Sheet during every meeting.

**K. Appearance before CGRC**

The complainant student may appear in person. If he/she is incapable to attend / represent his/her grievances, then his/her representative (preferably parents) other than legal practitioner may be authorized to present his/her case in any proceedings before the CGRC.

**L. Language of Proceedings of Meetings of CGRC**

Preferably Marathi language may be used in the proceedings of meetings of CGRC. The complainant student can request for any other language to the CGRC.

**M. Nature of Applications to be Entertained by the CGRC**

The grievances or common grievances of students related to College / Institution only shall be considered by the CGRC.

**N. Registration of Grievances on the Portal**

- 1) Any student desiring redressal of his grievance/s may register his/her grievance/s online on the portal available on website of his/her College/Institution.
- 2) The student shall fill all the information required for registration and upload the supporting documents.
- 3) The grievances with insufficient/incomplete information shall not be entertained by CGRC.

**O. Disposal of Applications**

- 1) On receipt of an Applications of Grievances of Students, the Member Secretary shall scrutinize the applications in consultation with Chairperson of the CGRC and prepare the Agenda of Meeting.
- 2) Non-accepted applications shall be communicated to the student in writing by Member Secretary.
- 3) The Member Secretary shall communicate the date, time and venue of the Meeting to the students who have registered their grievances on the portal before the meeting with the help of Administrative Staff of the Department / Institution.
- 4) The Member Secretary may request the applicant student to supply further information as may be necessary and also discuss the grievance personally with the applicant.
- 5) The Member Secretary may request all the parties related to grievance to give clarification in writing with necessary documents and send it to all members through an email along with the Agenda.
- 6) The Member Secretary shall present each complaint before the CGRC as per the Agenda with all necessary documents given by the students during the meeting.
- 7) The CGRC shall redress all the grievances as per the Agenda by giving an opportunity of hearing to all the concerned parties and by following principles of natural justice.

- 8) The Member Secretary shall communicate a copy of Order/Decision/Resolution to all the students whose grievances were mentioned in the Agenda.

**P. Non-Entertainment of Application**

- 1) No applications for redressal of grievances shall be entertained, if the CGRC is satisfied that-
  - a. The applicant has knowingly made false statement or furnished false information as regards to place of residence, educational qualifications, etc.
  - b. In an application, there is no prima facie case for considering it.
  - c. The Application is frivolous or fictitious.
  - d. The matter is sub-judice in any court of law.
  - e. If there is gross delay.
  - f. Having regard to all the circumstances of the case, it is otherwise not reasonable to consider the application.
- 2) In case of any false or frivolous complaint, the CGRC may recommend appropriate action against the complainant student.

**Q. Processing of Applications**

- 1) The Member Secretary shall prepare requisite number of sets of all the applications received online/personally from the students and documents of other parties on which complaint has been made and send it to all members of CGRC prior to the meeting through an email and handover its hardcopies to all members of CGRC at the time of meeting.
- 2) The CGRC shall consider the case on the basis of the noting prepared by the Member Secretary.
- 3) The CGRC shall deal with the case on the basis of the Provisions of the Act, Rules, Regulations, Statutes, Ordinances, Circulars and Directions of the University and on the basis of natural justice, equity and good conscience.
- 4) The CGRC shall hear the all the concerned parties related to the complaint in person / individually / collectively whatever the requirement of the case by following principles of natural justice.
- 5) Efforts shall be made to settle the grievances amicably after hearing all parties.
- 6) Efforts shall be made to settle the grievances within 15 days of its receiving.

**R. Consideration of Applications**

- 1) Each member of the CGRC shall study the applications/cases sent to them in advance.
- 2) Applications shall be discussed in the Meeting and further line of action shall be decided.
- 3) The concerned student/s or any other person or teaching staff or administrative staff or non-teaching staff or official who is concerned with the grievances of the student/s may be called during the meeting of the CGRC whenever necessary and they may be heard in person.
- 4) If the CGRC finds it necessary it may refer any matter to an expert and obtain his / her opinion.
- 5) After following all the procedures enumerated under sub-rules R. (1) to (4) above, the CGRC may formulate its recommendations on the Application.

**S. Recommendations for Final Action**

- 1) The Member Secretary shall communicate a copy of Order/Decision/Resolution to all the students whose grievances were mentioned in the Agenda.
- 2) The Chairman and Member Secretary shall see the implementation of resolutions/decisions made during the meeting of CGRC on top priority basis.

- 3) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.
- 4) If the CGRC comes to the conclusion that any of the employees/officials is involved in misconduct, they can recommend departmental enquiry against him/her.

#### **T. Pursuing the Matter**

- 1) The Chairman and Member Secretary shall keep in touch with the concerned sections/units/departments/cells and see that the decision is implemented immediately.
- 2) After the decision is finally implemented the same shall be incorporated in the Action Taken Report and submit it to all the members of CGRC at the next meeting.
- 3) The Member Secretary shall upload the Decisions/Resolutions/Minutes/Action Taken Report of CGRC on the portal.

#### **U. Appeal on the Decisions**

- 1) The student may prefer an appeal on the decision given by CGRC to University Grievance Redressal Cell (UGRC) within 30 days from the receipt of the decision of the CGRC.
- 2) In such case the student shall apply again on the portal available on the website of University of Mumbai, [www.mu.ac.in](http://www.mu.ac.in) within 30 days from the receipt of the decision of the CGRC.

#### **V. Miscellaneous**

##### **a) Staff of the CGRC**

The Principal/Head/Director shall assign one Administrative Staff (Junior Clerk) and Peon for working of CGRC.

##### **b) Publicity**

The Chairperson and Member Secretary of CGRC shall give due publicity to the functioning of the CGRC through various modes of publicity like, Website, Prospectus, Notices, Electronic Gadgets, etc. for the information of the Students, Teaching Staff, Administrative Staff and Non-Teaching Staff.

##### **c) Powers to give Directions**

The Director, Students' Development, University of Mumbai may from time to time, issue directions to the CGRC to carry out its purposes effectively and the CGRC shall be bound to carry out such directions.

#### **W. Annual Report**

The Member Secretary shall prepare Annual Report as per the format given below regarding working of the CGRC and submit it to the Director, Students' Development, University of Mumbai by an email on [cgrc@mu.ac.in](mailto:cgrc@mu.ac.in)

1	Full Name of the Affiliated College / Recognized Institution	
2	Abbreviated Name of the Affiliated College / Recognized Institution	
3	Address of the College / Institution	
4	District	
5	Landline No. of the College / Institution	
6	Email of the College / Institution	

7	Name of the Principal / Head / Director	
8	Mobile No. of the Principal / Head / Director	
9	Landline No. of the Principal / Head / Director	
10	Email of the Principal / Head / Director	
11	Name of the Member Secretary	
12	Designation of the Member Secretary	
13	Mobile No. of the Member Secretary	
14	Landline No. of the Member Secretary (If any)	
15	Email of the Member Secretary	
16	No. of Applications Received on Portal	
17	No. of Scrutinized Applications	
18	No. of Applications Presented before the CGRC	
19	No. of Resolved Applications	
20	No. of Un-resolved Applications	
21	No. of Applications Referred to the Experts for an Opinion	
22	No. of Applications Sent to University Grievance Redressal Cell (UGRC)	
23	No. of Frivolous Applications	
24	No. of Pending Applications	
25	No. of the Meetings of CGRC Held	
26	No. of the Meetings Adjourned for Want of Quorum	
27	Average No. of Members of CGRC Present for the Meetings	
28	Total Annual Expenses of the Meetings, If Any, Incurred by the CGRC	
29	Any other Information	

Date:	Place:
-------	--------

Name and Signature of the  
Member Secretary

Seal of the College /  
Institution

Name and Signature of the  
Chairperson with Seal