

GOVERNMENT OF INDIA
MINISTRY OF EDUCATION
DEPARTMENT OF HIGHER EDUCATION

RAJYA SABHA
UNSTARRED QUESTION NO- 1470
ANSWERED ON- 12/03/2025

E-Samadhan Portal

1470 **Shri Ashokrao Shankarrao Chavan:**

Will the Minister of **Education** be pleased to state:

- (a) whether University Grants Commission(UGC) has launched an E-Samadhan portal for the student studying in higher education institutes across the country;
- (b) if so, the details thereof and salient features of the said portal;
- (c) whether UGC has prepared a work plan in which complaints of students regarding fee payment and withdrawal, courses offered and admission policy etc. against Government and private higher education institutes will be solved within 20 days and if so, details thereof; and
- (d) whether UGC has set up any monitoring mechanism for complaints registered by students on E-Samadhan against Universities not following the guidelines of UGC and if so, details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF EDUCATION
(DR. SUKANTA MAJUMDAR)

(a) to (d): The University Grants Commission (UGC) has informed that it has developed a dedicated Portal "*UGC e-Samadhan: A step forward: Service to Stake Holders*" to streamline the stakeholders grievance redressal mechanisms. This is a single window system for all the stakeholders for registering their complaints/ grievances on the portal and is available 24x7 on the click of mouse. The UGC e-Samadhan Portal offers a structured and efficient mechanism for resolving issues related to admissions, examinations, scholarships, refund of fees, and other aspects of academic life.

The user can register grievance by following simple procedure with the help of mail ID. After the complaint gets recorded, a docket number is allotted. The progress of the complaints is easily tracked using the docket numbers. The stipulated timeline to resolve students-related issues is 20 working days. This mechanism helps in identifying the institutions which are not responding to the grievances, for stringent measures by UGC.

In addition, the UGC has a dedicated Fee Nivaran Cell to resolve the fee refund grievances received from the students through different channels including e-Samadhan portal.
