

GOVERNMENT OF INDIA
MINISTRY OF HUMAN RESOURCE DEVELOPMENT
DEPARTMENT OF HIGHER EDUCATION

LOK SABHA
UNSTARRED QUESTION No. 5927
TO BE ANSWERED ON 10.04.2017

Grievance Redressal by UGC

†5927. SHRI LAXMI NARAYAN YADAV:

Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

- (a) whether the Government is aware that University Grants Commission (UGC) has constituted any grievance redressal mechanism in the commission;
- (b) if so, the details thereof;
- (c) the total number of complaints received in this grievance redressal mechanism during the last three years along with the total complaints which have been disposed off; and
- (d) whether any official has been found guilty in these proceedings and if so, the details thereof and the action taken thereon?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT
(Dr. MAHENDRA NATH PANDEY)

(a) to (d): The University Grants Commission Grievance Redressal Regulations, 2012 prescribes for well defined systems and procedures for redressal of grievances of aggrieved students in Universities and Colleges. These regulations are mandatory for implementation by all Universities/affiliated Colleges in India. No separate State-wise database is maintained centrally on compliance or non-compliance of these regulations. However, UGC issues directions to Universities, from time to time, to effectively implement grievance redressal regulations. Further, as per these regulations, an Ombudsman is required to be appointed by each university to effectively address and resolve grievances lodged by students at University level.

The University Grants Commission has set up a public grievance cell which receives online public grievances for redressal on the Centralized Public Grievance

Redress And Monitoring System (CPGRAMS). As reported by UGC, out of 12,363 grievances received by it during the last three years, 12,002 grievances had been disposed of.

UGC has also launched a Student Grievance Redressal Portal (available at <http://ugc.ac.in/grievance/>) to ensure transparency in admissions, prevent unfair practices in higher educational institutions and provide effective mechanism for redressal of students' grievances. This Portal facilitates the students/complainants to lodge their grievance, send reminders and view the status of action taken on their grievances. Each University has a dedicated Nodal Officer for redressal of grievance and as soon as the student lodges a complaint, email ID, mobile number and other contact details of the designated Nodal Officer can be viewed. So far, 497 Universities have registered onto the portal and have appointed Nodal Officers for attending grievances lodged by students on the portal.
