

GOVERNMENT OF INDIA  
MINISTRY OF EDUCATION  
DEPARTMENT OF HIGHER EDUCATION

**LOK SABHA**  
**UNSTARRED QUESTION NO-1613**  
ANSWERED ON- 10/03/2025

**Introduction of dedicated Portal for Redressal of Student's Grievances**

**1613. Shri M K Raghavan:**

Will the Minister of Education be pleased to state:

- (a) whether the Government has observed that higher educational institutions are collecting students' certificates during admission and withholding them due to non-clearance of arrears of fees;
- (b) if so, the details thereof including steps taken by the Government to prevent such kind of activities by the institutions;
- (c) whether the Government has any plans to introduce a dedicated portal for registering complaints against such higher educational institutions; and
- (d) if so, the details thereof?

**ANSWER**

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

(a) & (b): The University Grants Commission (UGC) has informed that it has issued notifications and advisories for adoption of standard operating procedures to prohibit coercive and profiteering institutional practices in the matters related to refund of fees in case of withdrawal from the programmes and retention of original certificates at the time of and/or after admission.

The All India Council for Technical Education (AICTE) has informed that point No. 6.45 of its Approval Process Handbook 2024-2027 and public notice issued on 25.08.2017 inter-alia provide for return of certificates to students. AICTE has also issued a circular dated 16.02.2021 directing AICTE approved Technical Institutions not to withhold the original educational certificates of students after due verification.

Further, in the UGC (Redressal of Grievances of Students), Regulations, 2023 and the AICTE (Redressal of Grievance of Students) Regulations, 2019 complaint(s) made by an aggrieved student in respect of 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, has been defined as one of the grievances.

(c) & (d): To streamline the stakeholders grievance redressal mechanisms, the UGC has developed a dedicated Portal "*UGC e-Samadhan: A step forward: Service to Stake Holders*". 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.

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