



Shri Shivaji Education Society's,
MAHASATEE ARTS, COMMERCE & SCIENCE
COLLEGE,
Ulga, Karwar, Uttarkannada, Karnataka-581328
Students' Grievance Redressal Committee (SGRC)

Students' Grievance Redressal Committee (SGRC) Policy Document

As per the University Grants Commission (UGC) guidelines (Gazette notification CG-DL-E-11042023-245095 dt 11 April 2023), a Students' Grievance Redressal Committee (SGRC) has been constituted at Mahasatee Arts, Commerce and Science College Ulga with a commitment to maintain a conducive academic environment for all our students. The SGRC aims to look into the complaints lodged by any student and redress it as per requirement. Students can reach out to SGRC with their grievances, if any, regarding academic matters related to their study in the campus through the online grievance form.

AIMS:

The Student Grievance Redressal Committee (SGRC) attends to the grievances and complaints made by students regarding academic matters, library and other facilities for the students. Using an unbiased approach, the Committee ensures effective solution to the grievances. The Committee enables the students to express their grievances by initiating and following the grievance redressal procedure in accordance with the rules and regulations of the SMHGGDCW. The committee meets periodically, examines the nature and pattern of the grievances and redresses it accordingly. Any student with a genuine grievance may approach Student Grievance Redressal Committee to submit her grievances.

Composition of the Students' Grievance Redressal Committee (SGRC):

1. Dr. V.V.Nayak , Principal
2. Dr. I.R.Kajagar- IQAC Co-ordinator
3. Miss. S.S.Gaonkar – Chairman
4. Miss. Priyanka Naik – Member
5. Shri. Raghvendra Naik - Member
6. Shri. Prasad Naik – Office Member

The SGRC has been constituted to address and resolve grievances and concerns raised by our students promptly and fairly as mentioned in the University Grants Commission (Redressal of Grievances of Students) Regulations.

OBJECTIVES

- To maintain the dignity of the institution by promoting cordial Student-Student relationship and Student-Teacher relationship.
- To ensure effective solution to the students' grievances with an impartial and fair approach and in complete confidentiality.
- To investigate the reason of dissatisfaction.
- To enlighten the students on their duties and responsibilities.
- Encouraging the students to express their grievances/problems freely and frankly, without any fear of being victimized.
- To document students' grievances/complaints and to ensure reasonable solutions for further improvement of academic and administrative environment in the University.

Students' Grievance Redressal Committee (SGRC)
Mahasataee Arts, Commerce and Science College, Ulga

PROCEDURES

The bonafided students may submit their grievances ,if any ,in the suggestion box/complaint box placed in the college Entrance or through email (sesmahasateek@gmail.com). The Student Grievance Redressal Committee shall receive and redress the grievances on the following issues:

- Non-publication of a prospectus by the institution, in accordance with the provisions of these regulations;
- Publication by the institution of any information in the prospectus, which is false or misleading, and not based on facts;
- 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;
- Non-payment 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 UGC/Govt. of West Bengal/Other agencies;
- 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 UGC;
- 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;
- Delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the University/UGC, from time to time;
- Complaints of alleged discrimination of against students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Minorities or persons with disabilities categories;
- 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;
- Any action initiated/taken contrary to the regulations and/or guidelines issued by the University/UGC and/or the regulatory body concerned.

DOCUMENTATION

The proceedings and the information of grievances shall be treated as confidential and can be viewed only by the members of Student Grievance Redressal Committee, for the purpose of investigation. In order to monitor the redressal process from time to time the Student Grievance Redressal Committee shall maintain a grievance register under the supervision of Chairperson of SGRC. The register will be treated as confidential and may not be accessed by anyone other than the members of SGRC.

STUDENTSGRIEVANCE REDRESSALFORM

The Student Grievance Redressal form is to be used only by students requesting a formal hearing for grievance redressal procedures. Aggrieved students are requested to download the form from the following link and to submit the same to the Student Grievance Redressal Committee (SGRC) of SMHGGDCW in the suggestion Box or through email.



H. D. Doley
PRINCIPAL
MAHASATEO ARTS,
COM. & SCI. COLLEGE
ULGA, KARWAR - 581 329

STUDENT GRIEVANCE REDRESSAL COMMITTEE (SGRC)

Shri Shivaji Education Society's,
MAHASATEE ARTS, COMMERCE & SCIENCE COLLEGE,
Ulga, Karwar, Uttarkannada, Karnataka-581328

Phone No.: 08382-257033

E-mail: sesmahasateuk@gmail.com

Mobile No.: 7975117573/9483645037

Website: www.sesmacsc.co.in

Student Grievance Redressal form

Name of the Student	
Student ID	
UG	
Department with Semester	
Permanent/ Mailing Address	
Email	
Contact Number	
Details of grievances/ complaints with supporting documents if any	
Date and Time	
Signature	

Shri Shivaji Education Society's,
MAHASATEE ARTS, COMMERCE & SCIENCE COLLEGE,
Ulga, Karwar, Uttarkannada, Karnataka-581328

Phone No.:08382-257033
Mobile No.:7975117573/9483645037

E-mail:sesmahasateuk@gmail.com
Website:www.sesmacsc.co.in

ANNUAL REPORT 2023-24

SUMMARY

This annual report provides an overview of the activities of the Grievance Redressal Cell at Chandrabhan Sharma College for the academic year 2023-24. We are pleased to report that complaints were received during this period, demonstrating the effectiveness of our proactive measures in addressing concerns and ensuring a harmonious college environment. This report highlights the efforts made to prevent grievances and maintain a complaint-free campus.

INTRODUCTION

Give a succinct introduction to the college, its dedication to student welfare, and the role an efficient grievance resolution procedure plays in preserving a positive learning environment.

GRIEVANCE REDRESSAL CELL STRUCTURE AND FUNCTIONS:

Describe the make-up and responsibilities of the members of the grievance redressal cell. Describe the cell's mission, responsibilities, and legal standing with regard to resolving student complaints and fostering a fulfilling college experience. Describe the proactive steps taken to stop complaints and promote open dialogue.

Composition of the Students' Grievance Redressal Committee(SGRC):

1. Dr. V.V.Nayak , Principal
2. Dr. I.R.Kajagar- IQAC Co-ordinator
3. Miss. S.S.Gaonkar – Co-ordinator
4. Miss. Priyanka Naik – Member
5. Shri. Raghvendra Naik - Member
6. Shri. Prasad Naik – Office Member

GRIEVANCE REDRESSAL STATISTICS

Provide an overview of the absence of complaints during the reporting period. Include the following information:

- a) Number of formal complaints received - **Zero**
- b) Categories/types of grievances - **N/A**
- c) Measures taken to prevent grievances, such as - orientation programs, awareness campaigns etc

CONCLUSION

Throughout the academic year 2023-24, the Grievance Redressal Cell was essential in preserving a complaint-free and peaceful campus atmosphere. We are pleased to inform that no complaints were received throughout the reporting period thanks to our preventive initiatives, efficient communication methods, and commitment to student welfare. The lack of complaints is evidence of the effectiveness of our grievance resolution procedure, which emphasises open communication, openness, and prevention. Through the use of strategies like orientation programmes, counselling services, and awareness campaigns, we have created an environment where students are encouraged to voice their issues right away and seek a helpful resolution



[Handwritten Signature]
PRINCIPAL
MAHASATEO ARTS,
COM. & SCI. COLLEGE
ULGA, KAPWAR - 581 325



Shri Shivaji Education Society's,
**MAHASATEE ARTS, COMMERCE & SCIENCE
COLLEGE,**
Ulga, Karwar, UttaraKannada, Karnataka-581328

PhoneNo.:08382-257033

E-mail:sesmahasateek@gmail.com

MobileNo.:7975117573/9483645037

Website:www.sesmacsc.co.in

Orientation Programme 2023-24
3rd November 2023

On November 3, 2023, Shri Shivaji Education Society's Mahasatee Arts, Commerce & Science College hosted a combined **Orientation Program and Fresher's Day** for the academic year 2023-24. The event aimed to welcome and orient the new batch of students, ensuring a smooth transition into college life while fostering a sense of belonging and camaraderie.

The program commenced with a formal **orientation session**, where senior faculty members introduced the college's rich heritage, values, and traditions. Important information about the academic structure, available facilities, extracurricular opportunities, and support systems was shared to familiarize students with their new environment. Senior students shared their insights and experiences, offering helpful tips to navigate college life effectively.

Following the orientation, the atmosphere shifted to one of celebration and excitement with the **Freshers' Day segment**. Enthusiastic performances by senior students, including captivating dances, soulful singing, and engaging stand-up comedy acts, set a vibrant tone for the day.

Principal **Dr. Vinod Nayak** concluded the event with an inspiring address. He expressed his delight at the diversity and enthusiasm of the new students and encouraged them to strive for academic excellence while actively engaging in the college's extracurricular and social activities. His words emphasized personal growth and the importance of making meaningful memories during their journey at Mahasatee College.



V. Nayak
PRINCIPAL
MAHASATEE ARTS,
COM. & SCI. COLLEGE
ULGA, KAPWAR - 581 328

Shri Shivaji Education Society's,
MAHASATEE ARTS, COMMERCE & SCIENCE COLLEGE,
Ulga, Karwar, Uttarkannada, Karnataka-581328

Phone No.:08382-257033
Mobile No.:7975117573/9483645037

E-mail:sesmahasateuk@gmail.com
Website:www.sesmacsc.co.in

ANNUAL REPORT 2022-23

SUMMARY

This annual report provides an overview of the activities of the Grievance Redressal Cell at Chandrabhan Sharma College for the academic year 2022-23. We are pleased to report that complaints were received during this period, demonstrating the effectiveness of our proactive measures in addressing concerns and ensuring a harmonious college environment. This report highlights the efforts made to prevent grievances and maintain a complaint-free campus.

INTRODUCTION

Give a succinct introduction to the college, its dedication to student welfare, and the role an efficient grievance resolution procedure plays in preserving a positive learning environment.

GRIEVANCE REDRESSAL CELL STRUCTURE AND FUNCTIONS:

Describe the make-up and responsibilities of the members of the grievance redressal cell. Describe the cell's mission, responsibilities, and legal standing with regard to resolving student complaints and fostering a fulfilling college experience. Describe the proactive steps taken to stop complaints and promote open dialogue.

Composition of the Students' Grievance Redressal Committee(SGRC):

1. Dr. V.V.Nayak , Principal
2. Dr. I.R.Kajagar- IQAC Co-ordinator
3. Miss. S.S.Gaonkar – Co-ordinator
4. Miss. Priyanka Naik – Member
5. Shri. Raju Achari - Member
6. Shri. Prasad Naik – Office Member

GRIEVANCE REDRESSAL STATISTICS

Provide an overview of the absence of complaints during the reporting period. Include the following information:

- a) Number of formal complaints received - **Zero**
- b) Categories/types of grievances - **N/A**
- c) Measures taken to prevent grievances, such as - orientation programs, awareness campaigns etc

CONCLUSION

Throughout the academic year 2022-23 the Grievance Redressal Cell was essential in preserving a complaint-free and peaceful campus atmosphere. We are pleased to inform that no complaints were received throughout the reporting period thanks to our preventive initiatives, efficient communication methods, and commitment to student welfare. The lack of complaints is evidence of the effectiveness of our grievance resolution procedure, which emphasises open communication, openness, and prevention. Through the use of strategies like orientation programmes, counselling services, and awareness campaigns, we have created an environment where students are encouraged to voice their issues right away and seek a helpful resolution



W. Seel
PRINCIPAL
MAHASATEO ARTS,
COM. & SCI. COLLEGE
ULGA, KARWAR - 581 325



Shri Shivaji Education Society's,
MAHASATEE ARTS, COMMERCE & SCIENCE
COLLEGE,
Ulga, Karwar, UttaraKannada, Karnataka-581328

PhoneNo.:08382-257033

E-mail:sesmahasateuk@gmail.com

MobileNo.:7975117573/9483645037

Website:www.sesmacsc.co.in

Date:10.11.2022

ORIENTATION PROGRAMME –2022

Every student eagerly awaits the most remarkable event of their college journey, and for the academic year 2022-2023 batch at SSES's Mahasatee Arts, Commerce, and Science College, Ulga, the **Orientation Day combined with Fresher's Day** on November 9, 2022, was a truly memorable occasion. The day was filled with excitement, joy, music, enthusiasm, laughter, and happiness, marking the beginning of a new chapter for the freshers.

The program began with an **Orientation Session**, where the faculty and senior students formally welcomed the new batch. The college's rich history, vision, mission, and values were introduced, along with an overview of the academic curriculum, extracurricular opportunities, and support services. The session aimed to help the fresher's understand the ethos of the college and prepare them for a fulfilling journey ahead.

Following the orientation, the atmosphere turned lively with the **Fresher's Day celebrations**. A series of cultural performances by senior students, including energetic dances, soulful singing, and witty stand-up comedy acts, entertained the audience and brought smiles all around.

The event concluded with a motivational speech by the Principal, **Dr. Vinod Nayak**, who welcomed the students to the Mahasatee family. He encouraged them to embrace the opportunities available at the college, excel academically, and actively participate in co-curricular and extracurricular activities, emphasizing personal and professional growth.

The **Orientation and Freshers' Day** left an indelible mark on every student, setting a positive and vibrant tone for the academic journey ahead.





W. Beery
PRINCIPAL
MAHASATEE ARTS,
COM. & SCI. COLLEGE
ULGA, KARWAR - 581 328

Shri Shivaji Education Society's,
MAHASATEE ARTS, COMMERCE & SCIENCE COLLEGE,
Ulga, Karwar, Uttarkannada, Karnataka-581328

Phone No.:08382-257033
Mobile No.:7975117573/9483645037

E-mail:sesmahasateek@gmail.com
Website:www.sesmacsc.co.in

ANNUAL REPORT 2021-22

SUMMARY

This annual report provides an overview of the activities of the Grievance Redressal Cell at Chandrabhan Sharma College for the academic year 2021-22. We are pleased to report that complaints were received during this period, demonstrating the effectiveness of our proactive measures in addressing concerns and ensuring a harmonious college environment. This report highlights the efforts made to prevent grievances and maintain a complaint-free campus.

INTRODUCTION

Give a succinct introduction to the college, its dedication to student welfare, and the role an efficient grievance resolution procedure plays in preserving a positive learning environment.

GRIEVANCE REDRESSAL CELL STRUCTURE AND FUNCTIONS:

Describe the make-up and responsibilities of the members of the grievance redressal cell. Describe the cell's mission, responsibilities, and legal standing with regard to resolving student complaints and fostering a fulfilling college experience. Describe the proactive steps taken to stop complaints and promote open dialogue.

Composition of the Students' Grievance Redressal Committee(SGRC):

1. Dr. V.V.Nayak , Principal
2. Dr. I.R.Kajagar- IQAC Co-ordinator
3. Miss. S.S.Gaonkar – Co-ordinator
4. Miss. Priyanka Naik – Member
5. Shri. Raghvendra Naik - Member
6. Shri. Prasad Naik – Office Member

GRIEVANCE REDRESSAL STATISTICS

Provide an overview of the absence of complaints during the reporting period. Include the following information:

- a) Number of formal complaints received - **Zero**
- b) Categories/types of grievances - **N/A**
- c) Measures taken to prevent grievances, such as - orientation programs, awareness campaigns etc

CONCLUSION

Throughout the academic year 2021-22, the Grievance Redressal Cell was essential in preserving a complaint-free and peaceful campus atmosphere. We are pleased to inform that no complaints were received throughout the reporting period thanks to our preventive initiatives, efficient communication methods, and commitment to student welfare. The lack of complaints is evidence of the effectiveness of our grievance resolution procedure, which emphasises open communication, openness, and prevention. Through the use of strategies like orientation programmes, counselling services, and awareness campaigns, we have created an environment where students are encouraged to voice their issues right away and seek a helpful resolution



H. Seel
PRINCIPAL
MAHASATEO ARTS,
COM. & SCI. COLLEGE
ULGA, KARWAR - 581 325



Shri Shivaji Education Society's,
**MAHASATEE ARTS, COMMERCE & SCIENCE
COLLEGE,**

Ulga, Karwar, UttaraKannada, Karnataka-581328

PhoneNo.:08382-257033

E-mail:sesmahasateek@gmail.com

MobileNo.:7975117573/9483645037

Website:www.sesmacsc.co.in

Date: 13.11.2021

ORIENTATION PROGRAMME

SSES's Mahasatee Arts, Commerce, and Science College organized a combined **Orientation Day and Fresher's Day** on November 12, 2021, to warmly welcome the first-year B.A., B.Com., and B.Sc. students. The event served as an opportunity for seniors and juniors to bond and celebrate their shared journey as part of the Mahasatee family.

The day commenced with the **Orientation Program**, where the new students were introduced to the college's values, traditions, and academic structure. Faculty members provided a detailed overview of the curriculum, extracurricular opportunities, and facilities available at the college, ensuring the fresher's felt informed and prepared for the years ahead. Seniors also shared their experiences, offering guidance and tips to help the new students transition smoothly into college life.

Following the orientation, the atmosphere became festive with the **Fresher's Day celebrations**. Organized by the senior students, the event was filled with energy, excitement, and joy. Fresher's were warmly welcomed and encouraged to participate in fun-filled activities, including a talent show and ice-breaking games that fostered camaraderie among students.

The event concluded with an inspiring speech by the Principal, **Dr. Vinod Nayak**, who emphasized the importance of making the most of their time at college by excelling academically and engaging in co-curricular activities. He encouraged the students to build meaningful connections and work towards personal growth during their time at Mahasatee College. The combined **Orientation and Freshers' Day** not only provided essential guidance to the fresher's but also created cherished memories, setting a vibrant and welcoming tone for their academic journey.



V. Nayak
PRINCIPAL
MAHASATEE ARTS,
COM. & SCI. COLLEGE
ULGA, KARWAR - 581 328

Shri Shivaji Education Society's,
MAHASATEE ARTS, COMMERCE & SCIENCE COLLEGE,
Ulga, Karwar, Uttarkannada, Karnataka-581328

Phone No.:08382-257033
Mobile No.:7975117573/9483645037

E-mail:sesmahasateeuk@gmail.com
Website:www.sesmacsc.co.in

ANNUAL REPORT 2020-21

SUMMARY

This annual report provides an overview of the activities of the Grievance Redressal Cell at Chandrabhan Sharma College for the academic year 2020-21. We are pleased to report that complaints were received during this period, demonstrating the effectiveness of our proactive measures in addressing concerns and ensuring a harmonious college environment. This report highlights the efforts made to prevent grievances and maintain a complaint-free campus.

INTRODUCTION

Give a succinct introduction to the college, its dedication to student welfare, and the role an efficient grievance resolution procedure plays in preserving a positive learning environment.

GRIEVANCE REDRESSAL CELL STRUCTURE AND FUNCTIONS:

Describe the make-up and responsibilities of the members of the grievance redressal cell. Describe the cell's mission, responsibilities, and legal standing with regard to resolving student complaints and fostering a fulfilling college experience. Describe the proactive steps taken to stop complaints and promote open dialogue.

Composition of the Students' Grievance Redressal Committee(SGRC):

1. Dr. V.V.Nayak , Principal
2. Dr. I.R.Kajagar- IQAC Co-ordinator
3. Shri. P.G.Vernekar– Co-ordinator
4. Miss. Priyanka Naik – Member
5. Shri. Raghvendra Naik - Member
6. Shri. Prasad Naik – Office Member

GRIEVANCE REDRESSAL STATISTICS

Provide an overview of the absence of complaints during the reporting period. Include the following information:

- a) Number of formal complaints received - **Zero**
- b) Categories/types of grievances - **N/A**
- c) Measures taken to prevent grievances, such as - orientation programs, awareness campaigns etc

CONCLUSION

Throughout the academic year 2020-21, the Grievance Redressal Cell was essential in preserving a complaint-free and peaceful campus atmosphere. We are pleased to inform that no complaints were received throughout the reporting period thanks to our preventive initiatives, efficient communication methods, and commitment to student welfare. The lack of complaints is evidence of the effectiveness of our grievance resolution procedure, which emphasises open communication, openness, and prevention. Through the use of strategies like orientation programmes, counselling services, and awareness campaigns, we have created an environment where students are encouraged to voice their issues right away and seek a helpful resolution



[Handwritten Signature]
PRINCIPAL
MAHASATEE ARTS,
COM. & SCI. COLLEGE
ULGA, KAPWAR - 581 325

Shri Shivaji Education Society's,
MAHASATEE ARTS, COMMERCE & SCIENCE COLLEGE,
Ulga, Karwar, Uttarkannada, Karnataka-581328

Phone No.:08382-257033
Mobile No.:7975117573/9483645037

E-mail:sesmahasateek@gmail.com
Website:www.sesmacsc.co.in

ANNUAL REPORT 2019-20

SUMMARY

This annual report provides an overview of the activities of the Grievance Redressal Cell at Chandrabhan Sharma College for the academic year 2019-20. We are pleased to report that complaints were received during this period, demonstrating the effectiveness of our proactive measures in addressing concerns and ensuring a harmonious college environment. This report highlights the efforts made to prevent grievances and maintain a complaint-free campus.

INTRODUCTION

Give a succinct introduction to the college, its dedication to student welfare, and the role an efficient grievance resolution procedure plays in preserving a positive learning environment.

GRIEVANCE REDRESSAL CELL STRUCTURE AND FUNCTIONS:

Describe the make-up and responsibilities of the members of the grievance redressal cell. Describe the cell's mission, responsibilities, and legal standing with regard to resolving student complaints and fostering a fulfilling college experience. Describe the proactive steps taken to stop complaints and promote open dialogue.

Composition of the Students' Grievance Redressal Committee(SGRC):

1. Dr. V.V.Nayak , Principal
2. Dr. I.R.Kajagar- IQAC Co-ordinator
3. Shri. P.G.Vernekar- Co-ordinator
4. Miss. S.S.Gaonkar – Member
5. Shri. Prasad Naik – Office Member

GRIEVANCE REDRESSAL STATISTICS

Provide an overview of the absence of complaints during the reporting period. Include the following information:

- a) Number of formal complaints received - **Zero**
- b) Categories/types of grievances - **N/A**
- c) Measures taken to prevent grievances, such as - orientation programs, awareness campaigns etc

CONCLUSION

Throughout the academic year 2019-20, the Grievance Redressal Cell was essential in preserving a complaint-free and peaceful campus atmosphere. We are pleased to inform that no complaints were received throughout the reporting period thanks to our preventive initiatives, efficient communication methods, and commitment to student welfare. The lack of complaints is evidence of the effectiveness of our grievance resolution procedure, which emphasises open communication, openness, and prevention. Through the use of strategies like orientation programmes, counselling services, and awareness campaigns, we have created an environment where students are encouraged to voice their issues right away and seek a helpful resolution



W. Seel
PRINCIPAL
MAHASATEO ARTS,
COM. & SCI. COLLEGE
ULGA, KAPWAR - 581 325



Shri Shivaji Education Society's,
MAHASATEE ARTS, COMMERCE & SCIENCE
COLLEGE,
Ulga, Karwar, UttaraKannada, Karnataka-581328

PhoneNo.:08382-257033

E-mail:sesmahasateek@gmail.com

MobileNo.:7975117573/9483645037

Website:www.sesmacsc.co.in

Date: 28/07/2019

ORIENTATION PROGRAMME – 2019

Every student eagerly awaits the most remarkable event of their college journey, and for the academic year 2019-2020 batch at SSE Society's Mahasatee Arts, Commerce, and Science College, Karwar, the **Orientation Program combined with Fresher's Day** on July 27, 2019, was a truly memorable occasion. The event was filled with excitement, joy, music, enthusiasm, laughter, and happiness, marking a warm and vibrant beginning for the fresher's.

The day began with an **Orientation Session**, organized by the Department of Post-Graduation Studies, aimed at familiarizing the new students with the college's ethos, academic structure, and available resources. The session highlighted the importance of academic excellence, co-curricular involvement, and holistic development. Faculty members provided valuable insights into the opportunities at Mahasatee College, while senior students shared their experiences, offering guidance and encouragement to the fresher's.

As per tradition, the event commenced with an auspicious **prayer to the Almighty**, setting a positive and spiritual tone. The gathering was graced by the presence of the President, Principal, and esteemed faculty members. Principal **V.V. Nayak** welcomed the students with an inspiring speech, emphasizing the significance of building meaningful connections, striving for excellence, and embracing every opportunity for personal and professional growth.

Following the orientation, the event transitioned into the lively **Fresher's Day celebration**, where seniors and juniors bonded and united to celebrate being part of the Mahasatee family. A series of cultural performances, including music and dance, created an atmosphere of joy and togetherness.





Devi
PRINCIPAL
MAHASATEE ARTS,
COM. & SCI. COLLEGE
ULGA, KARWAR - 581 328



भारत का राजपत्र The Gazette of India

सी.जी.-डी.एल.-अ.-11042023-245095
CG-DL-E-11042023-245095

असाधारण
EXTRAORDINARY

भाग III—खण्ड 4
PART III—Section 4

प्राधिकार से प्रकाशित
PUBLISHED BY AUTHORITY

सं. 233]
No. 233]

नई दिल्ली, मंगलवार, अप्रैल 11, 2023/चैत्र 21, 1945
NEW DELHI, TUESDAY, APRIL 11, 2023/CHAITRA 21, 1945

विश्वविद्यालय अनुदान आयोग

अधिसूचना

नई दिल्ली, 11 अप्रैल, 2023

विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2023

F.1-13/2022(CPP-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 (छात्रों की शिकायतों का निवारण) विनियम, 2019 के अधिक्रमण में, विश्वविद्यालय अनुदान आयोग एतद्वारा निम्नलिखित नियम बनाता है, नामतः-

1. संक्षिप्त नाम, विनियोग और प्रारंभ:

- (क) इन विनियमों को विश्वविद्यालय अनुदान आयोग (छात्रों की शिकायतों का निवारण) विनियम, 2023 कहा जाएगा।
- (ख) वे ऐसे सभी उच्चतर शिक्षा संस्थानों पर लागू होंगे, जिन्हें किसी केंद्रीय अधिनियम अथवा राज्य अधिनियम के तहत स्थापित या निगमित गया हो और विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 2 के खंड (च) के तहत मान्यता-प्राप्त सभी उच्चतर शिक्षा संस्थानों तथा ऐसे सभी सम विश्वविद्यालय संस्थानों पर लागू होंगे जिन्हें तत्संबंध की धारा 3 के तहत विश्वविद्यालय घोषित किया गया हो।

- च) उपयुक्त मीडिया में प्रमुखता से प्रदर्शित कर और आयोग की वेबसाइट पर पोस्ट कर प्रवेश हेतु संभावित अभ्यर्थियों सहित जनसाधारण को सूचित करना तथा इस बाबत घोषणा करना कि संस्थान में शिकायतों के निवारण के लिए न्यूनतम मानक मौजूद नहीं हैं;
- छ) महाविद्यालय के मामले में, संबद्धता को वापस लेने के लिए संबद्ध विश्वविद्यालय को सिफारिश करना;
- ज) सम विश्वविद्यालय संस्थान के मामले में ऐसी कार्रवाई करना, जो आवश्यक, उचित एवं उपयुक्त हो;
- झ) सम विश्वविद्यालय संस्थान के मामले में सम विश्वविद्यालय संस्थान के रूप में घोषणा को वापस लिए जाने के लिए, यदि आवश्यक हो तो, केंद्र सरकार को सिफारिश करना;
- ञ) राज्य अधिनियम के अंतर्गत स्थापित अथवा निगमित विश्वविद्यालय के मामले में राज्य सरकार को आवश्यक एवं उचित कार्रवाई करने की सिफारिश करना;
- ट) गैर अनुपालना के लिए संस्थान के प्रति ऐसी कार्रवाई करना जो आवश्यक एवं उपयुक्त समझी जाए।

बशर्ते इन विनियमों के अंतर्गत आयोग की ओर से कोई कार्रवाई नहीं की जाएगी, जब तक कि संस्थान को अपनी स्थिति को स्पष्ट करने एवं उसके पक्ष को सुने जाने का अवसर नहीं दिया गया हो।

11. इन विनियमों में उल्लिखित कोई भी शर्त, विश्वविद्यालय अनुदान आयोग (छात्रोंकी शिकायत निवारण) विनियम, 2019 के प्रावधानोंके अंतर्गत 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) के विनियम, 2023 के अनुरूप की जाएगी।

प्रा. मनिष र. जोशी, सचिव

[विज्ञापन-III/4/असा./13/2023-24]

UNIVERSITY GRANTS COMMISSION

NOTIFICATION

New Delhi, the 11th April, 2023

University Grants Commission (Redressal of Grievances of Students) Regulations, 2023

F.1-13/2022 (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 (Redress of Grievances of Students) Regulations, 2019, the University Grants Commission hereby makes the following regulations, namely -

1. SHORT TITLE, APPLICATION, AND COMMENCEMENT:

- (a) These regulations shall be called as the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.
- (b) 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 and to all higher education institutions affiliated to a University.
- (c) They shall come into force from the date of their publication in the Official Gazette.

2. OBJECTIVE

To provide opportunities for redressal 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:

(1) In these regulations, unless the context otherwise requires-

- (a) "Act" means the University Grants Commission Act, 1956 (3 of 1956);
- (b) "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (c) "college" means any institution, so defined in clause (b) of sub-section (1) of section 12A of the Act.
- (d) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (e) "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.
- (f) "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 a 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. non-payment 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, subject to guidelines, if any, issued by the Commission, from time to time;
 - xiv. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minorities or persons with disabilities categories;
 - xv. denial of quality education as promised at the time of admission or required to be provided;
 - 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;
 - xvii. any action initiated/taken contrary to the statutes, ordinances, rules, regulations, or guidelines of the institution; and
 - xviii. any action initiated/taken contrary to the regulations and/or guidelines made/issued by the Commission and/or the regulatory body concerned.

- (g) "Institution" means a university as defined in sub-section (f) of Section 2 of the UGC Act, an institution declared as institution deemed to be university under Section 3 of the Act, and a college as defined under section 12A (1) (b) of the University Grants Commission Act, 1956.
- (h) "Ombudsperson" means the Ombudsperson appointed under these regulations;
- (i) "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;
- (j) "Student" means a person enrolled, or seeking admission to be enrolled, in any institution, to which these regulations apply, through any mode i.e., Formal / Open and Distance Learning (ODL) / Online;
- (k) "Students' Grievance Redressal Committee (SGRC)" means a committee constituted under these regulations, at the level of an institution; and
- (l) "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.

(2) Words and expressions used and not defined in these regulations but defined in the University Grants Commission Act, 1956 shall have the same meanings as respectively assigned to them in the Act.

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:
 - (a) 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;
 - (b) 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;
 - (c) 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;
 - (d) 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;
 - (e) 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;
 - (f) rules/regulations for imposition and collection of any fines in specified heads or categories, minimum and maximum fines may be imposed;
 - (g) 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;
 - (h) 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;
 - (i) 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 indifferent 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):

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Students' Grievance Redressal Committee (SGRC).
- (ii) Every Institution shall constitute such number of Students' Grievance Redressal Committees (SGRC), as may be required to consider grievances of the students, with the following composition, namely:
 - a) A Professor - Chairperson
 - b) Four Professors/Senior Faculty Members of the Institution as Members.
 - c) A representative from among students to be nominated on academic merit/excellence in sports/performance in co-curricular activities-Special Invitee.
- (iii) Atleast one member or the Chairperson shall be a woman and atleast one member or the Chairperson shall be from SC/ST/OBC category.
- (iv) The term of the chairperson and members shall be for a period of two years.
- (v) The term of the special invitee shall be one year.
- (vi) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (vii) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (viii) The SGRC shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.
- (ix) Any student aggrieved by the decision of the Students' Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.

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

- (i) Each University shall appoint Ombudsperson for redressal of grievances of students of the university and colleges/institutions affiliated with the university under these regulations.
- (ii) There shall be one or more part-time functionaries designated as Ombudspersons to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) The Ombudsperson shall be a retired Vice-Chancellor or a retired Professor (who has worked as Dean/HOD) and has 10 years' experience as a Professor at State/Central Universities/Institutions of National Importance/Deemed to be Universities or a former District Judge.
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his/her tenure as Ombudsperson, be in conflict of interest with the Institution where his/her personal relationship, professional affiliations or financial interest may compromise or reasonably appear to compromise, the independence of judgment towards the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he/she 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.
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the respective university and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (vii) The University may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour.
- (viii) 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 a retired 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-totalling of answer sheets from an examination, shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome or 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 Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- (iii) The Students' 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 Students' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.
- (vi) Institutions shall extend co-operation to the Ombudsperson or the Student Grievance Redressal Committee(s), in early redressal of grievances.
- (vii) The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, 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.
- (ix) The institution shall comply with the recommendations of the Ombudsperson.
- (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 Students' 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 wilfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Students' Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions till the institution complies with these Regulations to the satisfaction of the Commission, 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) declaring the institution ineligible to offer courses through Online/ODL mode for a specified period;
- (e) withdrawing / withholding / suspending the approval for offering courses through Online/ODL mode;
- (f) 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;
- (g) recommend to the affiliating University for withdrawal of affiliation, in case of a college;
- (h) take such action as it may deem necessary, appropriate and fit, in case of an institution deemed to be University;
- (i) 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;
- (j) recommend to the State Government to take necessary and appropriate action, in case of a University established or incorporated under a State Act;
- (k) 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 provided an opportunity of being heard to explain its position.

11. Nothing mentioned herein above 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 (Redress of Grievances of Students) Regulations, 2019; where after, the appointment of Ombudsperson shall be made as per University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

Prof. MANISH R. JOSHI, Secy.

[ADVT.-III/4/Exty./13/2023-24]