



Sharad Gramin Bahuudeshiya Shikshan Sanstha, Deoli  
**MARIYA ARTS AND SCIENCE COLLEGE, DEOLI**

(Recognized by Govt. of Maharashtra & Affiliated to R.T.M. Nagpur University, Nagapur)

Mariya Campus, Near Tahsil Office, Pulgaon Road, Dist. Wardha -442101

Ph.: 9579190333 email:[mariyacollegedeoli@gmail.com](mailto:mariyacollegedeoli@gmail.com) [www.mariyacollege.com](http://www.mariyacollege.com)

## Criterion 5 - Student Support and Progression

### 5.1 Student Support

5.1.4 The institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

- 1.Implementation of guidelines of statutory/regulatory bodies
- 2.Organisation wide awareness and undertakings on policies with zero tolerance
- 3.Mechanisms for submission of online/offline students' grievances
- 4.Timely redressal of the grievances through appropriate committees

**Proof w.r.t Organisation wide awareness and undertakings on policies with zero tolerance**



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महाराष्ट्र शासन  
शिक्षण संचालनालय, (उच्च शिक्षण)  
महाराष्ट्र राज्य, मध्यवर्ती इमारत, पुणे-४११ ००१  
Web : [www.dirhe.org](http://www.dirhe.org)  
E-mail : [info@dirhe.org.in](mailto:info@dirhe.org.in)

क्र. ८५१३/१२२४ दिनांक ३०.११.२०१२

५ JUN 2013

सर्व विभागीय सहसंचालक उच्च शिक्षण  
कुलसचिव सर्व अकृषी विद्यापीठे  
सर्व प्राचार्य /संचालक शासकीय संस्था/महाविद्यालये

विषय -न्यायमूर्ती धर्मोपकारी समितीचा तृतीय अंतरिम अहवाल व मा.सर्वोच्च न्यायालयाने  
सिद्धील अपिल क्र.८५१३/१२२४ दिनांक ३०.११.२०१२ रोजी दिलेल्या निर्णयाच्या  
अनुषंगाने/खिलाफातील तौलिक आल्यावर रोखण्यासाठी शैक्षणिक संस्था/महाविद्यालये  
यांनी कार्यवाही करून पूर्णतः आहवाल सादर करणेबाबत.

संदर्भ- शासन पत्र क्र.इएरसीटी-२०१३/प्र.क्र.७१/१३/आस्था-१ दिनांक ३०.मे.२०१३.

उपरोक्त विषयी संदर्भात शासन पत्र तथा सर्वोच्च न्यायालयाने विषयांकोट प्रकरणी दिलेल्या अपिल क्र  
८५१३/१२२ मधील परिच्छेद क्र.३२ मधील मुद्दा क्र. ३ व ६ चे अवलोकन व काराव सोबत (सोबत घ्या  
घटविण्यात येत आहे ) सादर निकासाच्या अनुषंगाने न्या.धर्मोपकारी समितीने सादर समितीच्या तृतीय  
अंतरिम अहवालातील या विभागातील संबंधित कार्येकर शासनास सुचवलेल्या मुद्दा क्र.१३ व २० बाबत  
तात्काळ कार्यवाही करावी व याबाबतचा अहवाल स्वरीत संचालनालयास सादर करण्यात यावा.  
सादर समितीने शासनास खालील मुद्द्यांच्या अनुषंगाने कार्यवाही करणेबाबत शिफारस केलेली आहे.

(१)मुद्दा क्र. १३. नुसार राज्यातील प्रायेश शैक्षणिक संस्थेत तक्रार निवारण कक्ष स्थापन करण्याबाबत सुचना  
दिलेली आहे.याकरीता ,प्रायेश शैक्षणिक संस्थेत तक्रार निवारण कक्ष स्थापन करण्यात यावा.

(२) मुद्दा क्र.२०. अन्यत्र येऊन नसलेल्या शिक्षण संस्थांना शासनाने अनुमती देऊ नये अशी शिफारस करण्यात  
आलेली आहे. सादर मुद्द्याच्या अनुषंगाने घोरणात्मक निर्णय घेण्याच्या अनुषंगाने आपले सविस्तर आभिप्राय  
शासनास सादर करण्याबाबत कळविण्यात आलेले आहे.

३) सर्वोच्च न्यायालय सिद्धील अपिलेट नं.८५१३/२०१२ निर्णय दिनांक ३०.११.१२ परिच्छेद क्र.३२ मधील  
अ.क्र. ३ व ६ खालील प्रमाणे आहेत.

मुद्दा क्र.३ persons in change of the educational insituations place of  
worship,cinema theaters ,railway station ,bus stands have to take steps  
as they deen fit to prevent eve teasing ,within their precients and on a  
complaint being made they.

सुचना suitable bonds cautioning such at of eve-teasing be exhibited in  
all public places including precints of educational insituations bus  
stands,railway statfor ,cinema theaters,public service vechicles place of  
worship.etc.



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**राष्ट्रसंत तुकडोजी महाराज नागपूर विद्यापीठ**  
 (विद्युत-दूरदर्शनद्वारे प्रसारित शिक्षण विभागाची अधिसूचना क्रमांक ५२१ दिनांक १ जून २०१६, १९१९ इतर उच्च शिक्षण व  
 व्यावसायिक विद्यापीठ अधिनियम, २०१६ (सन २०१६ या वर्षात राष्ट्र विद्यापीठ अधिनियम क्रमांक ६) द्वारे संशोधित विद्यापीठ)  
 (आस्थापना शाखा)

छत्रपती शिवाजी महाराज इरावतकीच परिसर, स्वयंभूनाथ दागोर मार्ग, नागपूर - ४४० ००१.  
 दूरध्वनी : ०२०२-२५२२९१९ फॅक्स : ०२०२-२५२५७०२

**अधिसूचना**

क्रमांक: रातुमनामि/आस्था/१८/२०१६ दिनांक २१ जून २०१६

या अधिसूचनेमध्ये सर्व संघर्षीतांच्या माहितीसह सूचित करण्यात येते की, उच्चस्तरीय शैक्षणिक संस्थांमध्ये गटित करणारी व विद्यार्थ्यांच्या शैक्षणिक प्रक्रियेचे निपटारण, विरोध व सुधारणा याबाबत कीट जबाबदाऱ्या मानून संशोधन विभाग संकल्प (विद्यापीठ अनुदान आयोग) द्वारे दिनांक २ मे २०१६ रोजी निर्धारित अधिसूचनेतील कलम ३(१)(अ)(ब)(द) व महाराष्ट्र सार्वजनिक विद्यापीठ अधिनियम, २०१६ च्या कलम १२(१) प्रसार या कूलगुरूजी, राष्ट्रसंत तुकडोजी महाराज नागपूर विद्यापीठाच्या कार्यरत शैक्षणिक सोपण व शिगणेद अत्याचार विरोधी संरक्षण समिती खालील प्रमाणे गटित केली आहे. यानुसार यापूर्वी, विद्यापीठाच्या कार्यरत शैक्षणिक सोपण व शिगणेद अत्याचार विरोधी संरक्षण समितीत डॉ. मंडकिनी पाटील यांच्या अध्यक्षतेखाली गटित समिती स्थापन करण्यात आली आहे, याची सूचना सर्व संघर्षीतांनी नोंद घ्यावी.

१.	डॉ. स्नेहा देशपांडे संयोजक व विभाग प्रमुख, कार्यरत विभाग राष्ट्रसंत तुकडोजी महाराज नागपूर विद्यापीठ, नागपूर.	(अध्यक्ष)
२.	डॉ. प्रतिष्ठा खोब्रागडे सहायक प्राध्यापक, राष्ट्रसंत तुकडोजी महाराज नागपूर विद्यापीठाचे डॉ. वाकराटोच आधेदकर विधी महाविद्यालय, नागपूर.	(सदस्य)
३.	डॉ. सुषमा जंभुळकर सहायक प्राध्यापक, युवविज्ञान विभाग राष्ट्रसंत तुकडोजी महाराज नागपूर विद्यापीठ, नागपूर.	(सदस्य)
४.	बी.मती अर्जुन भोयर सहायक शिक्षक (विद्युत) राष्ट्रसंत तुकडोजी महाराज नागपूर विद्यापीठ, नागपूर.	(सदस्य)
५.	डॉ. अनिल शिरेखान सहायक शिक्षक (विद्युत) राष्ट्रसंत तुकडोजी महाराज नागपूर विद्यापीठ, नागपूर.	(सदस्य)
६.	डॉ. रुपा गुरुनानी विलंबी शिर्डीस, १००, गोकुळीत, हिल रोड, नागपूर - ४४०००१.	(सदस्य)

मा. कूलगुरूजी आदेशान्वये  
 (डॉ. पुरुषोत्तम मेळाग)  
 कूलधनिक

प्रतिलिपी माहितीसाठी अप्रेषित :

१. विद्यापीठाच्या कार्यरत शैक्षणिक सोपण व शिगणेद अत्याचार विरोधी संरक्षण समितीचे सर्व सदस्य.
२. नागपूर शैक्षणिक विद्यापीठाच्या कार्यरत शैक्षणिक सोपण व शिगणेद अत्याचार विरोधी संरक्षण समितीचे सर्व सदस्य.
३. विद्यापीठ शैक्षणिक विभागाचे सर्व विभाग प्रमुख.
४. विद्यापीठ संशोधन व संशोधन महाविद्यालयांचे सर्व प्राचार्य व संचालक.
५. विद्यापीठातील सर्व अधिकारी व प्रशासक.

(प्रदीप महाडम)  
 सहायक शिक्षक (विद्युत)



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प्रा. मनिष र. जोशी  
सचिव

**Prof. Manish R. Joshi**  
Secretary



सत्यमेव जयते



विश्वविद्यालय अनुदान आयोग  
**University Grants Commission**  
(मिन्स्रा पंचायत, भारत सरकार)  
(Ministry of Education, Govt. of India)

D.O.No.F.1-74/2016 (ARC)

July 5, 2023/आषाढ 14, 1945

Dear Madam/Sir,

In order to prevent ragging UGC has framed regulation on curbing the menace of ragging in higher educational institutions. These regulations are mandatory and all institutions are required to take necessary steps for its implementation in toto including the monitoring mechanism as per provisions in the above regulations and ensure its strict compliance. The UGC has also taken several proactive steps including effective launch of Media Campaign for preventing ragging. Films in ragging are also uploaded on UGC website for use by higher education institutions.

As a step further, UGC has decided that from this year **Anti Ragging Day would be observed on 12<sup>th</sup> August followed by Anti Ragging Week from 12<sup>th</sup> August to 18<sup>th</sup> August.** This initiative is one of the tools of the Commission in increasing awareness against ragging. It is further desired to adopt the following activities during the celebration of Anti Ragging Day/Week:

- Introduction/Orientation programme on Anti Ragging.
- Conduct various competitions such as slogan & essay writing, poster making, and logo designing on Anti Ragging and distribute certificates/prizes to encourage the students/faculty/non-teaching staff to promote Anti Ragging.
- Events like Anti-Ragging workshops, seminars and other creative avenues to spread the idea.
- TVCs, short films and documentary movies may be shown to students and faculty. (Available on UGC websites i.e. [www.ugc.ac.in](http://www.ugc.ac.in) & [www.antiragging.in](http://www.antiragging.in))

The Universities and Colleges are requested to share the details of the weeklong activities amongst students, faculty and other stakeholders with a request for their active participation. Details of celebration/participation activities may please be shared on the website i.e. [www.antiragging.in](http://www.antiragging.in). You are also requested to instruct your affiliated colleges/institutions to follow the suit.

With kind regards,

Yours sincerely,

(Manish Joshi)

To,  
The Vice-Chancellors of all the Universities  
(Central, State, Deemed & Private Universities)



बहादुरशाह जफ़र मार्ग, नई दिल्ली-110002 | Bahadur Shah Zafar Marg, New Delhi-110002  
Ph.: 011-23236288/23239337 | Fax : 011-2323 8858 | E-mail : [secy.ugc@nic.in](mailto:secy.ugc@nic.in)





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 <b>प्रो. आलोक प्रकाश मित्तल</b> सदस्य सचिव <b>Prof. Alok Prakash Mittal</b> Member Secretary	 सत्यमेव जयते	<b>अखिल भारतीय तकनीकी शिक्षा परिषद्</b> (एनएच आरडीएस विकास विभाग, भारत सरकार) (Ministry of Human Resource Development, Govt. of India) नेशनल मॉडर्न मार्ग, वॉशिंग्टन कुरु, नई दिल्ली-110070 टेलीफोन: 011-26131487 ई-मेल: <a href="mailto:ma@aicte-india.org">ma@aicte-india.org</a>
<p>F.No. : 1-101/PGRC/AICTE/Regulation/2019 <span style="float: right;">Dated: 22/07/2019</span></p> <p style="text-align: center;"><b>Public Notice</b> on DRAFT</p> <p style="text-align: center;"><b>All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019</b></p> <p>AICTE has notified All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulations, 2012 in official Gazette of India on 25<sup>th</sup> May, 2012. In supersession of these Regulations, AICTE has prepared a draft "All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019". These Regulations are aimed at addressing and effectively resolving grievances of students related to the AICTE approved Technical Institutions.</p> <p>The draft All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019 is available on AICTE website for inviting suggestions. The feedback and comments on the above draft All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019, may be sent to AICTE via e-mail <a href="mailto:pubgrv@aicte-india.org">pubgrv@aicte-india.org</a> on or before 20<sup>th</sup> August, 2019.</p> <p style="text-align: right;">   <b>Member Secretary, AICTE</b> </p>		



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**Draft**

**ALL INDIA COUNCIL FOR TECHNICAL EDUCATION**  
New Delhi, the ..... July, 2019

**NOTIFICATION**

**F.No. 1-101/PGRC/AICTE/Regulation/2019-** In exercise of the power conferred under clause (1) of Section 23 of the All India Council for Technical Education, Act, 1987 (52 of 1987), and in supersession of the All India Council for Technical Education (Establishment of Mechanism for Grievance Redressal) Regulation 2012, the All India Council for Technical Education makes the following Regulations, namely:

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

- a. These regulations shall be called as the All India Council for Technical Education (Redressal of Grievance of Students) Regulations, 2019.
- b. They shall apply to all Technical Institutions recognized or approved by the All India Council for Technical Education as per Section 10(k) of the All India Council for Technical Education Act, 1987.
- 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: IN THESE REGULATIONS, UNLESS THE CONTEXT OTHERWISE REQUIRES:**

- (a) "Act" means the All India Council for Technical Education Act, 1987;
- (b) "Council " means the All India Council for Technical Education
- (c) "UGC" means University Grants Commission
- (d) "Technical Education" means programs of education as defined under section 2(g) of the All India Council for Technical Education, Act, 1987
- (e) "Technical Institution" means an Institution as defined under section 2(h) of the All India Council for Technical Education, Act, 1987;
- (f) "aggrieved student" means a student, who has any complaint in the matters relating to or connected with the grievances defined under these regulations.
- (g) "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;
- (h) "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;



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- 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. 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 Council;
  - 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 Council;
  - 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 Council;
  - xiv. complaints of alleged discrimination of students from Scheduled Castes, 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 students, other than cases of harassment, which are to be proceeded against under the penal provisions of any law for the time being in force; and
- (i) "Student Grievance Redressal Committee" means a Committee constituted under these Regulations;
- (j) "Ombudsperson" means the Ombudsperson appointed under these regulations;
- (k) "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;





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- (l) "Region " means a geographical territory, comprising of States, so determined, for the purpose of facilitating enforcement of these regulations; namely, Central Region comprising Madhya Pradesh, Gujarat and Chhattisgarh; Eastern Region comprising Andaman and Nicobar, Sikkim, Orissa, Jharkhand, Assam, Manipur, Nagaland, Mizoram, Tripura, Meghalaya, Arunachal Pradesh, West Bengal; Northern Region comprising Bihar, Uttar Pradesh, Uttarakhand; North West Region comprising Chandigarh, Haryana, Jammu and Kashmir, Delhi, Punjab, Rajasthan, Himachal Pradesh; Southern Region comprising Tamil Nadu, Puducherry; South Central Region comprising Andhra Pradesh, Telengana; South Western Region comprising Karnataka, Lakshadweep, Kerala; and Western Region comprising Goa, Maharashtra, Daman and Diu, Dadra and Nagar Haveli.
- (m) "State" means a State specified in the First Schedule to the Constitution and includes a Union territory;
- (n) "Students "means a person enrolled, or seeking admission to be enrolled, in any institution to which these regulations apply;

**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 specified heads or categories, minimum and maximum fine;
  - 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;





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- 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, an 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 Council;

Provided that an institution shall publish / upload information referred to in items (a) to (k) of this regulations, on its website, and the attention of prospective students and the general public shall be drawn to such publication 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 COMMITTEE (SGRC):**

- (i) A complaint from an aggrieved student relating to the institution shall be addressed to the Chairperson, Student Grievance Redressal Committee (SGRC).
- (ii) Every AICTE approved institution shall constitute Student Grievance Redressal Committee (SGRC) 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 and out of three one member shall be female and other from SC/ST/OBC category;
  - 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.
- (iii) The term of the members and the special invitee shall be of two years.
- (iv) The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
- (v) In considering the grievances before it, the SGRC shall follow principles of natural justice.
- (vi) The SGRC shall send its report with recommendations, if any, to the concerned institution and a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.



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- (vii) Any student aggrieved by the decision of the Student 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 affiliating University, Technical University, Private University, Deemed to be University shall appoint Ombudsperson for redressal of grievances of students under the UGC (Redress of Grievances of Students) Regulations, 2019.
- (ii) There shall be one or more part-time functionaries designated as Ombudsperson to hear, and decide on, appeals preferred against the decisions of the SGRCs.
- (iii) For institution who are offering diploma level course(s) and are affiliated to Board of Technical Education (BTE), the concerned Directorate of Technical Education (DTE) shall appoint an Ombudsperson for redressal of grievances of student.
- (iv) For Institution who are not affiliated to any University and offering Diploma, Post Diploma, Post Graduate Certificate, Post Graduate Diploma Course (s) in Management, Computer Applications & Travel and Tourism, the Council shall appoint an Ombudsperson for redressal of grievances of student.
- (iii) The Ombudsperson shall be a Retired District Judge or a retired Vice Chancellor or Professor (who has worked as Dean/HOD and 10 years' experience as professor at State/Central Universities/Institution of eminence).
- (iv) The Ombudsperson shall not, at the time of appointment, during one year before appointment, or in the course of his tenure as ombudsperson, be in a conflict of interest with the Institution where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the Institution.
- (v) The Ombudsperson shall be appointed for a period of three years or until he or 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 for the same State or region, as the case may be.
- (vi) For conducting the hearings, the Ombudsperson shall be paid a sitting fee, per diem, in accordance with the norms fixed by the Council, and shall, in addition, be eligible for reimbursement of the expenditure incurred on conveyance.
- (vii) The State Government, in the case of an Ombudsperson of a State, and the Council (for Council appointed Ombudsperson), may remove the Ombudsperson from office, on charges of proven misconduct or misbehaviour as defined under these regulations.
- (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 judge of the High Court in which a reasonable opportunity of being heard is given to the Ombudsperson.



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**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 reevaluation 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 person may appear either in person or authorize a representative to present the case.
- (v) Grievances not resolved by the 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, in early redressal of grievances; and failure to do so may be reported by the Ombudsperson to the Council, 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 Council 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.





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**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 Council shall in respect of any Technical institution, which wilfully contravenes or repeatedly fails to comply with the recommendation of the Ombudsperson or the Student Grievance Redressal Committee, as the case may be, proceed to take one or more of the following actions, namely:

- (a) withdrawal of approval granted to the Technical Institution;
- (b) withdrawal of declaration of fitness or entitlement to receive grants or financial assistance from the Council;
- (c) withholding any grant allocated to the Technical Institution;
- (d) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Council;
- (e) informing the general public, including potential candidates for admission, through a notice displayed prominently in suitable media and posted on the website of Council, declaring that the institution does not possess the minimum standards for redressal of grievances;
- (f) recommend to the affiliating university for withdrawal of affiliation, in case of a university affiliated institution or DTE affiliated institution;
- (g) 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 Council 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.

**(Prof. Alok Prakash Mittal)**  
**Member Secretary**





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प्रो. रजनीश जैन  
 सचिव

Prof. Rajnish Jain  
 Secretary



उच्चशिक्षण आयोग

विश्वविद्यालय अनुदान आयोग  
 University Grants Commission

उच्चशिक्षण विभाग, भारत सरकार  
 (Ministry of Human Resource Development, Govt. of India)

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

27<sup>th</sup> June, 2019

Respected Sir/Madam,

In pursuance to the Judgment of the Hon'ble Supreme Court of India dated 08.05.2009 in Civil Appeal No. 8877/2009, 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. Updating websites of institutions with the complete address and contact details of nodal officers related to anti-ragging committee.
4. 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.
5. 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."

6. 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.

Contd...2



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**UNIVERSITY GRANTS COMMISSION**  
**Bahadurshah Zafar Marg**  
**New Delhi-110002**

No. F. 1-127/2011 (Anti Ragging)

**PUBLIC NOTICE**

**CURBING THE MENACE OF RAGGING IN HIGHER EDUCATIONAL INSTITUTIONS**

It is brought to the notice of the Institutions, students and other various stakeholders that ragging is a criminal offence and UGC has framed regulations, on curbing the menace of ragging in higher educational institution, in order to prohibit, prevent and eliminate the scourge of ragging. The regulations have been notified vide No. F. 1-16/2009 (CPP-II) dated 21.10.2009 and are available on UGC website [www.ugc.ac.in](http://www.ugc.ac.in).

The above mentioned regulations are mandatory and shall apply to all Universities established or incorporated by or under a Central Act, a Provincial Act or a State/Union Territory Act and all Institutions recognized by or affiliated to such Universities and all Institutions deemed to be Universities under Section (3) of the UGC Act, 1956 with effect from 4<sup>th</sup> July, 2009 i.e. the date of its Publication in the official Gazette. **All institutions are required to take necessary steps for its implementation in to including the monitoring mechanism as per provisions provided in the above regulation and ensure its strict compliance.** The following preventive measures for Anti-Ragging should also be strictly followed:-

- 1) The Institutions may erect suitable hoardings/bill boards/banners in prominent places within the campus to exhort the students to prevent or not to indulge in ragging and also indicating therein the names of the officials and their telephone numbers to be contacted in case of ragging.
- 2) All Educational Institutions should form an Anti-Ragging-Committee and squads and dedicated cadre of wardens and professional counselors to ensure that the directions of Hon'ble Supreme Court of India and Justice Raghavan Committee recommendations are followed without exception.



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- 3) An affidavit must be obtained from every Student, Parent/Guardian separately as per clause (m & n) of Regulation 6.2.
- 4) The Institution may also undertake other forms of campaign as it may consider appropriate for prevention of ragging.
- 5) UGC has uploaded a film on anti-ragging on its website. All universities and colleges are requested to download the same and give wide publicity amongst the students, before the start of the academic session. Besides, this may be constantly monitored during the entire period of the academic session.

Any violation of UGC regulations as cited above or if any Institution fails to take adequate steps to prevent ragging or act in accordance with these regulations or fails to punish perpetrators of incidents of ragging suitably, UGC shall call for punitive action against erring institutions.

Students in distress owing to ragging related incidents can access the toll free helpline 1800-180-5522.

**SECRETARY**





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UNIVERSITY GRANTS COMMISSION  
 UGC REGULATIONS ON CURBING THE MENACE OF RAGGING IN  
 HIGHER EDUCATIONAL INSTITUTIONS, 2009.

(under Section 26 (1)(g) of the University Grants Commission Act, 1956)

New Delhi-110002, the 17th June 2009

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

**PREAMBLE.**

In view of the directions of the Hon'ble Supreme Court in the matter of "University of Kerala v/s. Council, Principals, Colleges and others" in SLP no. 24295 of 2006 dated 16.05.2007 and that dated 8.05.2009 in Civil Appeal number 887 of 2009, and in consideration of the determination of the Central Government and the University Grants Commission to prohibit, prevent and eliminate the scourge of ragging including any conduct by any student or students whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student, or indulging in rowdy or indisciplined activities by any student or students which causes or is likely to cause annoyance, hardship or psychological harm or to raise fear or apprehension thereof in any fresher or any other student or asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or embarrassment so as to adversely affect the physique or psyche of such fresher or any other student, with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any fresher or any other student, in all higher education institutions in the country, and thereby, to provide for the healthy development, physically and psychologically, of all students, the University Grants Commission, in consultation with the Councils, brings forth this Regulation.

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;

8--139 G/2009





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THE GAZETTE OF INDIA, JULY 4, 2009 (ASADHA 13, 1931)

[PART III—Sec. 4

**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 from the date of their publication in the Official Gazette.

1.3 They shall apply to all the institutions coming within the definition of an University under sub-section (f) of section (2) of the University Grants Commission Act, 1956, and to all institutions deemed to be a university under Section 3 of the University Grants Commission Act, 1956, to all other higher educational institutions, or elements of such universities or institutions, including its departments, constituent units and all the premises, whether being academic, residential, playgrounds, canteen, or other such premises of such universities, deemed universities and higher educational institutions, whether located within the campus or outside, and to all means of transportation of students, whether public or private, accessed by students for the pursuit of studies in such universities, deemed universities and higher educational institutions.

**2. Objectives.-**

To prohibit any conduct by any student or students whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student, or indulging in rowdy or indisciplined activities by any student or students which causes or is likely to cause annoyance, hardship or psychological harm or to raise fear or apprehension thereof in any fresher or any other student or asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or embarrassment so as to adversely affect the physique or psyche of such fresher or any other student, with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any fresher or any other student; and thereby, to eliminate ragging in all its forms from universities, deemed universities and other higher educational institutions in the country by prohibiting it



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under these Regulations, preventing its occurrence and punishing those who indulge in ragging as provided for in these Regulations and the appropriate law in force.

**3. What constitutes Ragging.**— Ragging constitutes one or more of any of the following acts:

- a. any conduct by any student or students whether by words spoken or written or by an act which has the effect of teasing, treating or handling with rudeness a fresher or any other student;
- b. indulging in rowdy or indisciplined activities by any student or students which causes or is likely to cause annoyance, hardship, physical or psychological harm or to raise fear or apprehension thereof in any fresher or any other student;
- c. asking any student to do any act which such student will not in the ordinary course do and which has the effect of causing or generating a sense of shame, or torment or embarrassment so as to adversely affect the physique or psyche of such fresher or any other student;
- d. any act by a senior student that prevents, disrupts or disturbs the regular academic activity of any other student or a fresher;
- e. exploiting the services of a fresher or any other student for completing the academic tasks assigned to an individual or a group of students.
- f. any act of financial extortion or forceful expenditure burden put on a fresher or any other student by students;
- g. any act of physical abuse including all variants of it: sexual abuse, homosexual assaults, stripping, forcing obscene and lewd acts, gestures, causing bodily harm or any other danger to health or person;
- h. any act or abuse by spoken words, emails, post, public insults which would also include deriving perverted pleasure, vicarious or sadistic thrill from actively or passively participating in the discomfiture to fresher or any other student ;
- i. any act that affects the mental health and self-confidence of a fresher or any other student

with or without an intent to derive a sadistic pleasure or showing off power, authority or superiority by a student over any fresher or any other student.



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**4. Definitions.-**

- 1) In these regulations unless the context otherwise requires,-
- a) "Act" means, the University Grants Commission Act, 1956 (3 of 1956);
  - b) "Academic year" means the period from the commencement of admission of students in any course of study in the institution up to the completion of academic requirements for that particular year.
  - c) "Anti-Ragging Helpline" means the Helpline established under clause (a) of Regulation 8.1 of these Regulations.
  - d) "Commission" means the University Grants Commission;
  - e) "Council" means a body so constituted by an Act of Parliament or an Act of any State Legislature for setting, or co-ordinating or 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.
  - f) "District Level Anti-Ragging Committee" means the Committee, headed by the District Magistrate, constituted by the State Government, for the control and elimination of ragging in institutions within the jurisdiction of the district.
  - g) "Head of the institution" means the Vice-Chancellor in case of a university or a deemed to be university, the Principal or the Director or such other designation as the executive head of the institution or the college is referred.
  - h) "Fresher" means a student who has been admitted to an institution and who is undergoing his/her first year of study in such institution.
  - i) "Institution" means a higher educational institution including, but not limited to an university, a deemed to be university, a college, an institute, an institution of national importance set up by an Act of Parliament or a constituent unit of such institution, imparting higher education beyond 12 years of schooling leading to, but not necessarily culminating in, a degree (graduate, postgraduate and/or higher level) and/or to a university diploma.





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j) "NAAC" means the National Academic and Accreditation Council established by the Commission under section 12(ccc) of the Act;

k) "State Level Monitoring Cell" means the body constituted by the State Government for the control and elimination of ragging in institutions within the jurisdiction of the State, established under a State Law or on the advice of the Central Government, as the case may be.

(2) Words and expressions used and not defined herein but defined in the Act or in the General Clauses Act, 1897, shall have the meanings respectively assigned to them in the Act or in the General Clauses Act, 1897, as the case may be.

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

- a) No institution or any part of it thereof, including its elements, including, but not limited to, the departments, constituent units, colleges, centres of studies and all its premises, whether academic, residential, playgrounds, or canteen, whether located within the campus or outside, and in all means of transportation of students, whether public or private, accessed by students for the pursuit of studies in such institutions, shall permit or condone any reported incident of ragging in any form; and all institutions shall take all necessary and required measures, including but not limited to the provisions of these Regulations, to achieve the objective of eliminating ragging, within the institution or outside,
- b) All institutions shall take action in accordance with these Regulations against those found guilty of ragging and/or abetting ragging, actively or passively, or being part of a conspiracy to promote ragging.

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

6.1 An institution shall take the following steps in regard to admission or registration of students; namely,

- a) Every public declaration of intent by any institution, in any electronic, audio-visual or print or any other media, for admission of students to any course of study shall expressly provide that ragging is totally prohibited in the institution,

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and anyone found guilty of ragging and/or abetting ragging, whether actively or passively, or being a part of a conspiracy to promote ragging, is liable to be punished in accordance with these Regulations as well as under the provisions of any penal law for the time being in force.

- b) The brochure of admission/instruction booklet or the prospectus, whether in print or electronic format, shall prominently print these Regulations in full.

Provided that the institution shall also draw attention to any law concerning ragging and its consequences, as may be applicable to the institution publishing such brochure of admission/instruction booklet or the prospectus.

Provided further that the telephone numbers of the Anti-Ragging Helpline and all the important functionaries in the institution, including but not limited to the Head of the institution, faculty members, members of the Anti-Ragging Committees and Anti-Ragging Squads, District and Sub-Divisional authorities, Wardens of hostels, and other functionaries or authorities where relevant, shall be published in the brochure of admission/instruction booklet or the prospectus.

- c) Where an institution is affiliated to a University and publishes a brochure of admission/instruction booklet or a prospectus, the affiliating university shall ensure that the affiliated institution shall comply with the provisions of clause (a) and clause (b) of Regulation 6.1 of these Regulations.
- d) The application form for admission, enrolment or registration shall contain an affidavit, mandatorily in English and in Hindi and/or in one of the regional languages known to the applicant, as provided in the English language in Annexure I to these Regulations, to be filled up and signed by the applicant to the effect that he/she has read and understood the provisions of these Regulations as well as the provisions of any other law for the time being in force, and is aware of the prohibition of ragging and the punishments prescribed, both under penal laws as well as under these Regulations and also affirm to the effect that he/she has not been expelled and/or debarred by any institution and further aver that he/she would not indulge, actively or passively, in the act or abet the act of ragging and if found guilty of ragging and/or abetting ragging, is liable to be proceeded against under these Regulations or under any penal law or any



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other law for the time being in force and such action would include but is not limited to debarment or expulsion of such student.

- e) The application form for admission, enrolment or registration shall contain an affidavit, mandatorily in English and in Hindi and/or in one of the regional languages known to the parents/guardians of the applicant, as provided in the English language in Annexure I to these Regulations, to be filled up and signed by the parents/guardians of the applicant to the effect that he/she has read and understood the provisions of these Regulations as well as the provisions of any other law for the time being in force, and is aware of the prohibition of ragging and the punishments prescribed, both under penal laws as well as under these Regulations and also affirm to the effect that his/her ward has not been expelled and/or debarred by any institution and further aver that his/her ward would not indulge, actively or passively, in the act or abet the act of ragging and if found guilty of ragging and/or abetting ragging, his/her ward is liable to be proceeded against under these Regulations or under any penal law or any other law for the time being in force and such action would include but is not limited to debarment or expulsion of his/her ward.
- f) The application for admission shall be accompanied by a document in the form of, or annexed to, the School Leaving Certificate/Transfer Certificate/Migration Certificate/Character Certificate reporting on the inter-personal/social behavioural pattern of the applicant, to be issued by the school or institution last attended by the applicant, so that the institution can thereafter keep watch on the applicant, if admitted, whose behaviour has been commented in such document.
- g) A student seeking admission to a hostel forming part of the institution, or seeking to reside in any temporary premises not forming part of the institution, including a private commercially managed lodge or hostel, shall have to submit additional affidavits countersigned by his/her parents/guardians in the form prescribed in Annexure I and Annexure II to these Regulations respectively along with his/her application.
- h) Before the commencement of the academic session in any institution, the Head of the Institution shall convene and address a meeting of various functionaries/agencies, such as Hostel Wardens, representatives of students,



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parents/ guardians, faculty, district administration including the police, to discuss the measures to be taken to prevent ragging in the institution and steps to be taken to identify those indulging in or abetting ragging and punish them.

- i) The institution shall, 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, prominently display posters depicting the provisions of penal law applicable to incidents of ragging, and the provisions of these Regulations and also any other law for the time being in force, and the punishments thereof, shall be prominently displayed on Notice Boards of all departments, hostels and other buildings as well as at places, where students normally gather and at places, known to be vulnerable to occurrences of ragging incidents.
- j) 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.
- k) The institution shall identify, properly illuminate and keep a close watch on all locations known to be vulnerable to occurrences of ragging incidents.
- l) The institution shall tighten security in its premises, especially at vulnerable places and intense policing by Anti-Ragging Squad, referred to in these Regulations and volunteers, if any, shall be resorted to at such points at odd hours during the first few months of the academic session.
- m) The institution shall utilize the vacation period before the start of the new academic year to launch a publicity campaign against ragging through posters, leaflets and such other means, as may be desirable or required, to promote the objectives of these Regulations.
- n) 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 an aim to promote the objectives of this Regulation.
- o) Every institution shall engage or seek the assistance of professional counsellors before the commencement of the academic session, to be available





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when required by the institution, for the purposes of offering counselling to freshers and to other students after the commencement of the academic year.

- p) The head of the institution shall provide information to the local police and local authorities, the details of every privately commercially managed hostels or lodges used for residential purposes by students enrolled in the institution and the head of the institution shall also ensure that the Anti-Ragging Squad shall ensure vigil in such locations to prevent the occurrence of ragging therein.

6.2 An institution shall, on admission or enrolment or registration of students, take the following steps, namely:

- a) Every fresh student admitted to the institution shall be given a printed leaflet detailing to whom he/she has to turn to for help and guidance for various purposes including addresses and telephone numbers, so as to enable the student to contact the concerned person at any time, if and when required, of the Anti-Ragging Helpline referred to in these Regulations, Wardens, Head of the Institution, all members of the anti-ragging squads and committees, relevant district and police authorities-
- b) The institution, through the leaflet specified in clause (a) of Regulation 6.2 of these Regulations shall explain to the freshers, the arrangements made for their induction and orientation which promote efficient and effective means of integrating them fully as students with those already admitted to the institution in earlier years.
- c) The leaflet specified in clause (a) of Regulation 6.2 of these Regulations shall inform the freshers about their rights as bona fide students of the institution and clearly instructing them that they should desist from doing anything, with or against their will, even if ordered to by the seniors students, and that any attempt of ragging shall be promptly reported to the Anti-ragging Squad or to the Warden or to the Head of the institution, as the case may be.
- d) The leaflet specified in clause (a) of Regulation 6.2 of these Regulations 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.

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- e) The institution shall, on the arrival of senior students after the first week or after the second week, as the case may be, schedule orientation programmes as follows, namely; (i) joint sensitization programme and counselling of both freshers and senior students by a professional counsellor, referred to in clause (o) of Regulation 6.1 of these Regulations; (ii) joint orientation programme of freshers and seniors to be addressed by the Head of the institution and the anti-ragging committee; (iii) organization on a large scale of cultural, sports and other activities to provide a platform for the freshers and seniors to interact in the presence of faculty members; (iv) in the hostel, the warden should address all students; and may request two junior colleagues from the college faculty to assist the warden by becoming resident tutors for a temporary duration. (v) as far as possible faculty members should dine with the hostel residents in their respective hostels to instil a feeling of confidence among the freshers.
- f) The institution shall set up appropriate committees, including the course-in-charge, student advisor, Wardens and some senior students as its members, to actively monitor, promote and regulate healthy interaction between the freshers, junior students and senior students.
- g) Freshers or any other student(s), whether being victims, or witnesses, in any incident of ragging, shall be encouraged to report such occurrence, and the identity of such informants shall be protected and shall not be subject to any adverse consequence only for the reason for having reported such incidents.
- h) Each batch of freshers, on arrival at the institution, shall be divided into small groups and each such group shall be assigned to a member of the faculty, who shall interact individually with each member of the group every day for ascertaining the problems or difficulties, if any, faced by the fresher in the institution and shall extend necessary help to the fresher in overcoming the same.
- i) It shall be the responsibility of the member of the faculty assigned to the group of freshers, to coordinate with the Wardens of the hostels and to make surprise visits to the rooms in such hostels, where a member or members of the group are lodged; and such member of faculty shall maintain a diary of his/her interaction with the freshers under his/her charge.



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- j) Freshers shall be lodged, as far as may be, in a separate hostel block, and where such facilities are not available, the institution shall ensure that access of seniors to accommodation allotted to freshers is strictly monitored by wardens, security guards and other staff of the institution.
- k) A round the clock vigil against ragging in the hostel premises, in order to prevent ragging in the hostels after the classes are over, shall be ensured by the institution.
- l) It shall be the responsibility of the parents/guardians of freshers to promptly bring any instance of ragging to the notice of the Head of the Institution.
- m) Every student studying in the institution and his/her parents/guardians shall provide the specific affidavits required under clauses (d), (e) and (g) of Regulation 6.1 of these Regulations at the time of admission or registration, as the case may be, during each academic year.
- n) Every institution shall obtain the affidavit from every student as referred to above in clause (m) of Regulation 6.2 and maintain a proper record of the same and to ensure its safe upkeep thereof, including maintaining the copies of the affidavit in an electronic form, to be accessed easily when required either by the Commission or any of the Councils or by the institution or by the affiliating University or by any other person or organisation authorised to do so.
- o) Every student at the time of his/her registration shall inform the institution about his/her place of residence while pursuing the course of study, and in case the student has not decided his/her place of residence or intends to change the same, the details of his place of residence shall be provided immediately on deciding the same; and specifically in regard to a private commercially managed lodge or hostel where he/she has taken up residence.
- p) The Head of the institution shall, on the basis of the information provided by the student under clause (o) of Regulation 6.2, apportion sectors to be assigned to members of the faculty, so that such member of faculty can maintain vigil and report any incident of ragging outside the campus or en route while commuting to the institution using any means of transportation of students, whether public or private.



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q) The Head of the institution shall, at the end of each academic year, send a letter to the parents/guardians of the students who are completing their first year in the institution, informing them about these Regulations and any law for the time being in force prohibiting ragging and the punishments thereof as well as punishments prescribed under the penal laws, and appealing to them to impress upon their wards to desist from indulging in ragging on their return to the institution at the beginning of the academic session next.

6.3 Every institution shall constitute the following bodies; namely,

- a) Every institution shall constitute a Committee to be known as the Anti-Ragging Committee to be nominated and headed by the Head of the institution, and consisting of representatives of civil and police administration, local media, Non Government Organizations involved in youth activities, representatives of faculty members, representatives of parents, representatives of students belonging to the freshers' category as well as senior students, non-teaching staff; and shall have a diverse mix of membership in terms of levels as well as gender.
- b) It shall be the duty of the Anti-Ragging Committee to ensure compliance with the provisions of these Regulations as well as the provisions of any law for the time being in force concerning ragging; and also to monitor and oversee the performance of the Anti-Ragging Squad in prevention of ragging in the institution.
- c) Every institution shall also constitute a smaller body to be known as the Anti-Ragging Squad to be nominated by the Head of the Institution with such representation as may be considered necessary for maintaining vigil, oversight and patrolling functions and shall remain mobile, alert and active at all times.

Provided that the Anti-Ragging Squad shall have representation of various members of the campus community and shall have no outside representation.

- d) It shall be the duty of the Anti-Ragging Squad to be called upon to make surprise raids on hostels, and other places vulnerable to incidents of, and having the potential of, ragging and shall be empowered to inspect such places.
- e) It shall also be the duty of the Anti-Ragging Squad to conduct an on-the-spot enquiry into any incident of ragging referred to it by the Head of the institution



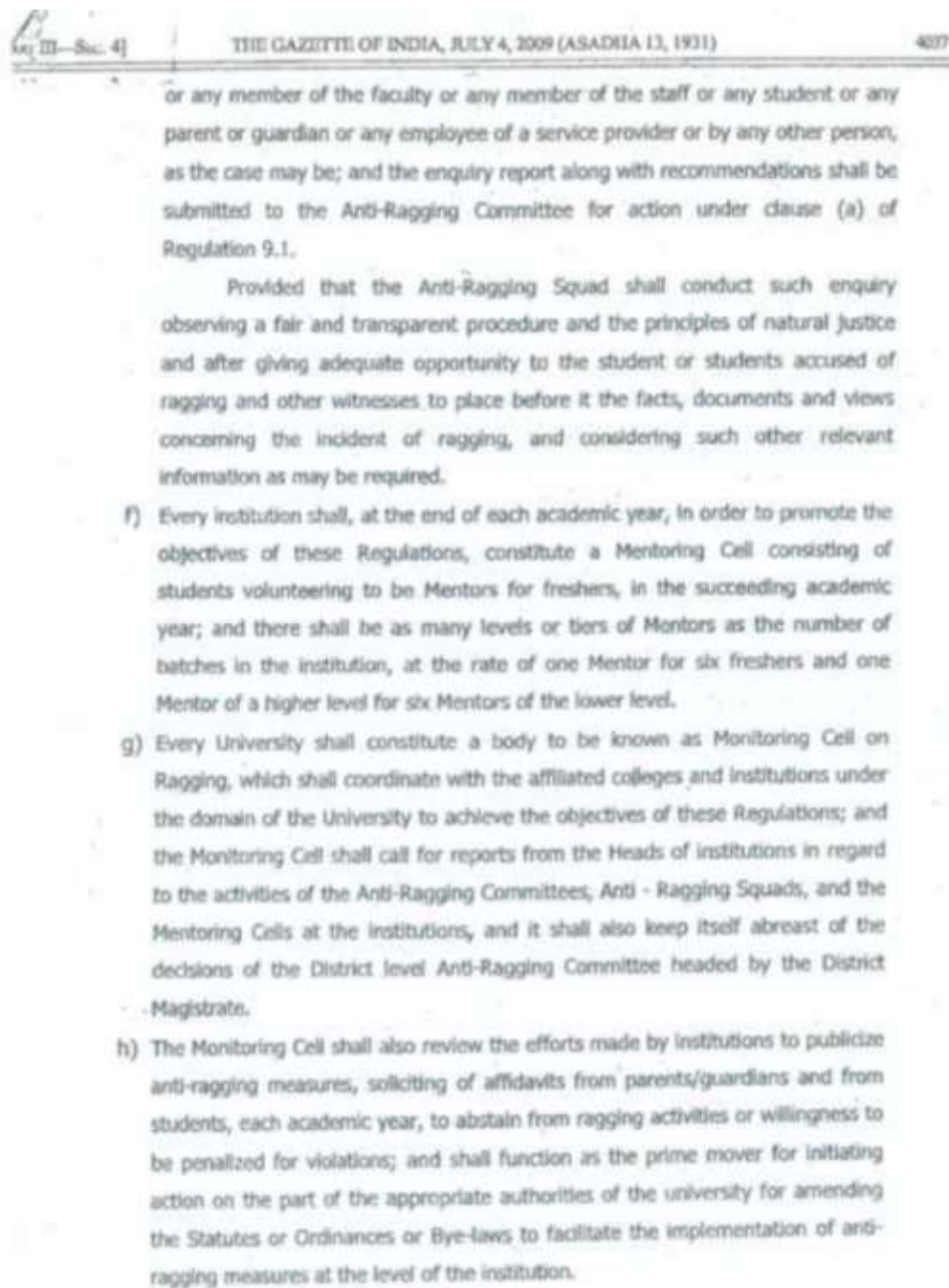


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6.4 Every institution shall take the following other measures, namely;

- a) Each hostel or a place where groups of students reside, forming part of the institution, shall have a full-time Warden, to be appointed by the institution as per the eligibility criteria laid down for the post reflecting both the command and control aspects of maintaining discipline and preventing incidents of ragging within the hostel, as well as the softer skills of counselling and communicating with the youth outside the class-room situation; and who shall reside within the hostel, or at the very least, in the close vicinity thereof.
- b) The Warden shall be accessible at all hours and be available on telephone and other modes of communication, and for the purpose the Warden shall be provided with a mobile phone by the institution, the number of which shall be publicised among all students residing in the hostel.
- c) The institution shall review and suitably enhance the powers of Wardens; and the security personnel posted in hostels shall be under the direct control of the Warden and their performance shall be assessed by them.
- d) The professional counsellors referred to under clause (o) of Regulation 6.1 of these Regulations shall, at the time of admission, counsel freshers and/or any other student(s) desiring counselling, in order to prepare them for the life ahead, particularly in regard to the life in hostels and to the extent possible, also involve parents and teachers in the counselling sessions.
- e) The institution shall undertake measures for extensive publicity against ragging by means of audio-visual aids, counselling sessions, workshops, painting and design competitions among students and such other measures, as it may deem fit.
- f) In order to enable a student or any person to communicate with the Anti-Ragging Helpline, every institution shall permit unrestricted access to mobile phones and public phones in hostels and campuses, other than in class-rooms, seminar halls, library, and in such other places that the institution may deem it necessary to restrict the use of phones.
- g) The faculty of the institution and its non-teaching staff, which includes but is not limited to the administrative staff, contract employees, security guards



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and employees of service providers providing services within the institution, shall be sensitized towards the ills of ragging, its prevention and the consequences thereof.

h) The institution shall obtain an undertaking from every employee of the institution including all teaching and non-teaching members of staff, contract labour employed in the premises either for running canteen or as watch and ward staff or for cleaning or maintenance of the buildings/lawns and employees of service providers providing services within the institution, that he/she would report promptly any case of ragging which comes to his/her notice.

i) The institution shall make a provision in the service rules of its employees for issuing certificates of appreciation to such members of the staff who report incidents of ragging, which will form part of their service record.

j) The institution shall give necessary instructions to the employees of the canteens and messing, whether that of the institution or that of a service provider providing this service, or their employers, as the case may be, to keep a strict vigil in the area of their work and to report the incidents of ragging to the Head of the institution or members of the Anti-Ragging Squad or members of the Anti-Ragging Committee or the Wardens, as may be required.

k) All Universities awarding a degree in education at any level, shall be required to ensure that institutions imparting instruction in such courses or conducting training programme for teachers include inputs relating to anti-ragging and the appreciation of the relevant human rights, as well as inputs on topics regarding sensitization against corporal punishments and checking of bullying amongst students, so that every teacher is equipped to handle at least the rudiments of the counselling approach.

l) Discreet random surveys shall be conducted amongst the freshers every fortnight during the first three months of the academic year to verify and cross-check whether the institution is indeed free of ragging or not and for the purpose the institution may design its own methodology of conducting such surveys.

m) The institution shall cause to have an entry, apart from those relating to general conduct and behaviour, made in the Migration/Transfer Certificate issued to the student while leaving the institution, as to whether the student has been





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punished for committing or abetting an act of ragging, as also whether the student has displayed persistent violent or aggressive behaviour or any inclination to harm others, during his course of study in the institution.

n) Notwithstanding anything contained in these Regulations with regard to obligations and responsibilities pertaining to the authorities or members of bodies prescribed above, it shall be the general collective responsibility of all levels and sections of authorities or functionaries including members of the faculty and employees of the institution, whether regular or temporary, and employees of service providers providing service within the institution, to prevent or to act promptly against the occurrence of ragging or any incident of ragging which comes to their notice.

o) The Heads of institutions affiliated to a University or a constituent of the University, as the case may be, shall, during the first three months of an academic year, submit a weekly report on the status of compliance with Anti-Ragging measures under these Regulations, and a monthly report on such status thereafter, to the Vice-Chancellor of the University to which the institution is affiliated to or recognized by.

p) 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 State Level Monitoring Cell.

**7. Action to be taken by the Head of the institution.-** On receipt of the recommendation of the Anti Ragging Squad or on receipt of any information concerning any reported incident of ragging, the Head of institution shall immediately determine if a case under the penal laws is made out and if so, either on his own or through a member of the Anti-Ragging Committee authorised by him in this behalf, proceed to file a First Information Report (FIR), within twenty four hours of receipt of such information or recommendation, with the police and local authorities, under the appropriate penal provisions relating to one or more of the following, namely:

- i. Abetment to ragging;
- ii. Criminal conspiracy to rag;
- iii. Unlawful assembly and rioting while ragging;



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- iv. Public nuisance created during ragging;
- v. Violation of decency and morals through ragging;
- vi. Injury to body, causing hurt or grievous hurt;
- vii. Wrongful restraint;
- viii. Wrongful confinement;
- ix. Use of criminal force;
- x. Assault as well as sexual offences or unnatural offences;
- xi. Extortion;
- xii. Criminal trespass;
- xiii. Offences against property;
- xiv. Criminal intimidation;
- xv. Attempts to commit any or all of the above mentioned offences against the victim(s);
- xvi. Threat to commit any or all of the above mentioned offences against the victim(s);
- xvii. Physical or psychological humiliation;
- xviii. All other offences following from the definition of "Ragging".

Provided that the Head of the institution shall forthwith report the occurrence of the incident of ragging to the District Level Anti-Ragging Committee and the Nodal officer of the affiliating University, if the institution is an affiliated institution.

Provided further that the institution shall also continue with its own enquiry initiated under clause 9 of these Regulations and other measures without waiting for action on the part of the police/local authorities and such remedial action shall be initiated and completed immediately and in no case later than a period of seven days of the reported occurrence of the incident of ragging.

**8. Duties and Responsibilities of the Commission and the Councils.-**

8.1 The Commission shall, with regard to providing facilitating communication of information regarding incidents of ragging in any institution, take the following steps, namely;



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- a) The Commission shall establish, fund and operate, a toll-free Anti-Ragging Helpline, operational round the clock, which could be accessed by students in distress owing to ragging related incidents.
- b) Any distress message received at the Anti-Ragging Helpline shall be simultaneously relayed to the Head of the Institution, the Warden of the Hostels, the Nodal Officer of the affiliating University, if the incident reported has taken place in an institution affiliated to a University, the concerned District authorities and if so required, the District Magistrate, and the Superintendent of Police, and shall also be web enabled so as to be in the public domain simultaneously for the media and citizens to access it.
- c) The Head of the institution shall be obliged to act immediately in response to the information received from the Anti-Ragging Helpline as at sub-clause (b) of this clause.
- d) The telephone numbers of the Anti-Ragging Helpline and all the important functionaries in every institution, Heads of institutions, faculty members, members of the anti-ragging committees and anti ragging squads, district and sub-divisional authorities and state authorities, Wardens of hostels, and other functionaries or authorities where relevant, shall be widely disseminated for access or to seek help in emergencies.
- e) The Commission shall maintain an appropriate data base to be created out of affidavits, affirmed by each student and his/her parents/guardians and stored electronically by the institution, either on its or through an agency to be designated by it; and such database shall also function as a record of ragging complaints received, and the status of the action taken thereon.
- f) The Commission shall make available the database to a non-governmental agency to be nominated by the Central Government, to build confidence in the public and also to provide information of non compliance with these Regulations to the Councils and to such bodies as may be authorised by the Commission or by the Central Government.

8.2 The Commission shall take the following regulatory steps, namely;





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- a) The Commission shall make it mandatory for the institutions to incorporate in their prospectus, the directions of the Central Government or the State Level Monitoring Committee with regard to prohibition and consequences of ragging, and that non-compliance with these Regulations and directions so provided, shall be considered as lowering of academic standards by the institution, therefore making it liable for appropriate action.
- b) The Commission shall verify that the institutions strictly comply with the requirement of getting the affidavits from the students and their parents/guardians as envisaged under these Regulations.
- c) The Commission shall include a specific condition in the Utilization Certificate, in respect of any financial assistance or grants-in-aid to any institution under any of the general or special schemes of the Commission, that the institution has complied with the anti-ragging measures.
- d) Any incident of ragging in an institution shall adversely affect its accreditation, ranking or grading by NAAC or by any other authorised accreditation agencies while assessing the institution for accreditation, ranking or grading purposes.
- e) The Commission may accord priority in financial grants-in-aid to those institutions, otherwise eligible to receive grants under section 12B of the Act, which report a blemishless record in terms of there being no reported incident of ragging.
- f) The Commission shall constitute an Inter-Council Committee, consisting of representatives of the various Councils, the Non-Governmental agency responsible for monitoring the database maintained by the Commission under clause (g) of Regulation 8.1 and such other bodies in higher education, to coordinate and monitor the anti-ragging measures in institutions across the country and to make recommendations from time to time; and shall meet at least once in six months each year.
- g) The Commission shall institute 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 Monitoring Cell and University level Committees for effective implementation of anti-ragging measures, and the Cell shall also coordinate with the Non-Governmental agency



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responsible for monitoring the database maintained by the Commission appointed under clause (g) of Regulation 8.1.

**9. Administrative action in the event of ragging.-**

9.1 The institution shall punish a student found guilty of ragging after following the procedure and in the manner prescribed hereinunder:

- a) The Anti-Ragging Committee of the institution shall take an appropriate decision, in regard to punishment or otherwise, depending on the facts of each incident of ragging and nature and gravity of the incident of ragging established in the recommendations of the Anti-Ragging Squad.
- b) The Anti-Ragging Committee may, depending on the nature and gravity of the guilt established by the Anti-Ragging Squad, award, to those found guilty, one or more of the following punishments, namely;
  - i. Suspension from attending classes and academic privileges.
  - ii. Withholding/ withdrawing scholarship/ fellowship and other benefits.
  - iii. Debarring from appearing in any test/ examination or other evaluation process.
  - iv. Withholding results.
  - v. Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc.
  - vi. Suspension/ expulsion from the hostel.
  - vii. Cancellation of admission.
  - viii. Rustication from the institution for period ranging from one to four semesters.
  - ix. Expulsion from the institution and consequent debarring from admission to any other institution for a specified period.

Provided that where the persons committing or abetting the act of ragging are not identified, the institution shall resort to collective punishment.

- c) An appeal against the order of punishment by the Anti-Ragging Committee shall lie,
  - i. in case of an order of an institution, affiliated to or constituent part, of a University, to the Vice-Chancellor of the University;



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- ii. In case of an order of a University, to its Chancellor.
- iii. In case of an institution of national importance created by an Act of Parliament, to the Chairman or Chancellor of the institution, as the case may be.

9.2 Where an institution, being constituent of, affiliated to or recognized by a University, fails to comply with any of the provisions of these Regulations or fails to curb ragging effectively, such University may take any one or more of the following actions, namely;

- i. Withdrawal of affiliation/recognition or other privileges conferred.
- ii. Prohibiting such institution from presenting any student or students then undergoing any programme of study therein for the award of any degree/diploma of the University.

Provided that where an institution is prohibited from presenting its student or students, the Commission shall make suitable arrangements for the other students so as to ensure that such students are able to pursue their academic studies.

- iii. Withholding grants allocated to it by the university, if any
- iv. Withholding any grants channelised through the university to the institution.
- v. Any other appropriate penalty within the powers of the university.

9.3 Where in the opinion of the appointing authority, a lapse is attributable to any member of the faculty or staff of the institution, in the matter of reporting or taking prompt action to prevent an incident of ragging or who display an apathetic or insensitive attitude towards complaints of ragging, or who fail to take timely steps, whether required under these Regulations or otherwise, to prevent an incident or incidents of ragging, then such authority shall initiate departmental disciplinary action, in accordance with the prescribed procedure of the institution, against such member of the faculty or staff.

Provided that where such lapse is attributable to the Head of the institution, the authority designated to appoint such Head shall take such departmental disciplinary





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action; and such action shall be without prejudice to any action that may be taken under the penal laws for abetment of ragging for failure to take timely steps in the prevention of ragging or punishing any student found guilty of ragging.

9.4 The Commission shall, in respect of any Institution that fails to take adequate steps to prevent ragging or fails to act in accordance with these Regulations or fails to punish perpetrators or incidents of ragging suitably, take one or more of the following measures, namely;

- i. Withdrawal of declaration of fitness to receive grants under section 12B of the Act.
- ii. Withholding any grant allocated.
- iii. Declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programmes of the Commission.
- iv. Informing the general public, including potential candidates for 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 possess the minimum academic standards.
- v. Taking such other action within its powers as it may deem fit and impose such other penalties as may be provided in the Act for such duration of time as the institution complies with the provisions of these Regulations.

Provided that the action taken under this clause by the Commission against any institution shall be shared with all Councils.

  
(Dr. R.K. Chauhan)  
Secretary



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**MARIYA ARTS & SCIENCE COLLEGE, DEOLI**  
**ANTI RAGGING AFFIDAVIT FOR NEW ADMISSION...**  
**ANNEXURE I**

**AFFIDAVIT BY THE STUDENT**

I..... -(full name of student with admission /registration / enrolment Number) S/O D/O  
 Mr/Mrs/Ms ..... having been admitted to BA, Bsc (Name of the Institution) .....have received a copy of the UGC Regulations on curbing the menace of Ragging in higher Educational Institutions, 2009. (here in after called the "Regulators"), Carefully read and fully understood the Provisions Contained in the said Regulations.

2). I have, in Particular, Perused clause 3 of the Regulations and am aware as to What constitutes ragging

3). I have also in Particular, Perused clause 7 and clause 9.1 of the Regulations and am fully aware of the Penal and administrative action that is liable to be taken against me in case. I am found guilty of or abetting ragging, actively or passively, or being Part of a conspiracy to promote ragging.

4). I hereby solemnly aver and undertake that

a) I will not indulge in any behaviour or act that may be constituted, as ragging under clause 3 of the Regulations.

b) I will not Participate in or abet or propagate through any act of Commission or omission that may be constituted as ragging Under clause 3 of the Regulations.

5). I hereby affirm that, if found guilty of ragging, I am liable for Punishment according to clause 9.1 of the Regulations, without Prejudice to any other, criminal action that may be taken against me under any Penal law or any law for the time being in force.

6). I hereby declare that I have not been expelled or debarred from admission in any institution in the country on account of being found guilty of, abetting or being Part of a conspiracy to promote, ragging; and further affirm that, in case the declaration is found to be untrue, I am aware that my admission is liable to be cancelled.

Declared this.....-day of..... month of..... year.....

Signature of deponent  
 Name:



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**VERIFICATION**

Verified that the contents of this affidavit are true to the best of my Knowledge and no part of the Affidavit is false and nothing has been concealed or mutated there in..

verified at..... (place)..... on this the..... (day)..... of..... (month)..... year.....

Signature of deponent

solemnly affirmed and signed in the Presence on this the.....(day).....of (month).....(Year).....after reading the contents of this Affidavit .

OATH COMMISSIONER





**Sharad Gramin Bahuudeshiya Shikshan Sanstha, Deoli**  
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## ANNEXURE II

### AFFIDAVIT BY PARENT/GUARDIAN

I, Mr/Mrs/MS-..... (Full name of Parent/ guardian)  
 father / Mother guardian of .....full name of student with,  
 admission/registration enrolment number..... having been admitted to UFC  
 Regulations on curbing the Menace of Ragging in Higher Educational Institutions, 2009,(here in  
 after called the "Regulations"), carefully read and fully Understood the Provisions contained in the  
 said Regulations.

2). I have, in particular, Perused clause 3 of the Regulations and am aware as to  
 What constitutes ragging.

3). I have also, in particular, Petused clause 7 and clause 9-1 Regulations and am fully aware of the  
 Penal and administrative action that is liable to be taken against my Ward in case he/she is found  
 guilty of or a betting ragging, actively or Passively, or being Part of a conspiracy to promote ragging.

I hereby solemnly aver and undertake that

a) My ward will not indulge in any behaviour of act that may be constituted as ragging under clause  
 3 of the Regulations.

b) My ward will not Participate in or abet or Propagate through any act of Commission or  
 Commission that may be constituted as ragging under clause 3 of the Regulations

5). I hereby, affirm that, if found guilty of ragging, my ward is liable for Punishment according to  
 clause 9.1 of the Regulations, without prejudice to any other criminal action that may be taken  
 against my ward Under any Penal law or any law for the time being in force.

I hereby declare that my ward has not been expelled or debarred from admission in any  
 institution in the country on account of being found guilty of, abetting or being Part of a conspiracy  
 to promote, ragging; and further affirm that, in case the declaration is found to be untrue, the  
 admission of my ward is liable to be cancelled.

Declared this..... Day of..... month of..... year.....

signature of deponent

Name:

Address:

Telephone/mobile No.:



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**VERIFICATION**

Verified that the contents of this affidavit are true to the best of my Knowledge and no Part of the affidavit is false and nothing has been concealed or Mistated there in.

Verified at.....( Place)..... on this the .....(day).....of.  
(month)..... year.....

signature of deponent

solemnly affirmed and signed in my Presence on this the .....(day) ..... of  
..... (Month) ..... Year..... after reading the Contents of this  
affidavit.

Oath COMMISSIONER



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REGD. No. D. L.-33004/99

  
**भारत का राजपत्र**  
**The Gazette of India**

सी.जी.-डी.एल.-अ.-11042023-245095  
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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 नियमित गया हो और विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 2 के खंड (ब) 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।

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THE GAZETTE OF INDIA EXTRAORDINARY

[PART III—SEC.4]

(ग) वे शासकीय राजपत्र में उनके प्रकाशन होने की तिथि से प्रभावी होंगे।

**2. उद्देश्य:**

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

**3. परिभाषा:**

(1) 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 तत्संबंधी किसी मामले में कोई शिकायत हो।

(ग) "महाविद्यालय" से अभिप्राय अधिनियम की धारा 12ए की उपधारा (1) के खंड (ख) में इस प्रकार से परिभाषित किसी संस्थान से है।

(घ) "आयोग" से अभिप्राय विश्वविद्यालय अनुदान आयोग अधिनियम, 1956 की धारा 4 के तहत स्थापित विश्वविद्यालय अनुदान आयोग से है।

(ङ) "घोषित प्रवेश नीति" का अभिप्राय संस्थान द्वारा प्रस्तुत 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।

(च) "शिकायत" का अभिप्राय, और इसमें निम्नवत् के संबंध में किसी पीडित छात्र द्वारा की गई शिकायत (शिकायतें) 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, संस्थान 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 न 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, उसको 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. संस्थान 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 जाना;



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[भाग III-खण्ड 4]

भारत का राजपत्र : असाधारण

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- ix. ऐसे किसी संस्थान की घोषित प्रवेश नीति के तहत अथवा आयोग द्वारा विहित किसी जगह, यदि कोई हो तो, के तहत किसी भी छात्र हेतु छात्र छात्रवृत्ति या वित्तीय सहायता का भुगतान नहीं किया जाना अथवा वित्तिय से भुगतान किया जाना;
- x. संस्थान के लेखनिक केलेटर अथवा आयोग द्वारा विहित ऐसे किसी केलेटर से विनिर्दिष्ट अनुसूची से उत्तर परीक्षाओं के आयोजन अथवा परीक्षा के परिणामों की घोषणा में वित्तिय करना;
- xi. विवरणिका में क्या उल्लिखित अथवा संस्थान द्वारा लागू किसी कानून के किसी उपबंध के तहत क्या अपेक्षित छात्रोंकी सुविधा प्रदान करने में संस्थान द्वारा विफल रहना;
- xii. छात्रोंके भ्रूणदान के लिए संस्थान द्वारा अपनाई गई गैर-पारदर्शी अथवा अनुचित प्रक्रियाएं;
- xiii. ऐसे किसी छात्र को शुल्क के प्रतिपाद में विलंब करना, अथवा दंडित करना जो कि विवरणिका में उल्लिखित समय के भीतर, कबलें यह समय-समय पर आयोग द्वारा जारी दिना-निर्देशों के अधीन हो, सामांजन वापस लेता है;
- xiv. अनुसूचित जाति, अनुसूचित जनजाति, अन्य पिछड़ा वर्ग, महिला, अल्पसंख्यक अथवा विभांग क्षेत्रियों के छात्रोंके कवित अेदभाव की निवारण;
- xv. प्रवेश दिए जाने के समय जैसा भरोसा दिलाया गया वा अथवा प्रदान किया जाना अपेक्षित वा के अनुसूच गुणवत्तापूर्ण निष्ठा प्रदान नहीं किया जाना;
- xvi. छात्र के उत्पीड़न के अन्य माध्यमों के अलावा जिन पर वर्तमान में लागू किसी कानून के उद्देश्यक उपबंधों के तहत कार्रवाई की जानी हो, छात्र का उत्पीड़न किया जाना अथवा उसे विभागा बनाया जाना।
- xvii. संस्थान के कानूनों, अध्यादेशों,नियमों, विनियमों, वा दिना -निर्देशों के विपरीत कोई कार्रवाई किया जाना अथवा शुरू किया जाना; तथा
- xviii. आयोग और/अथवा संबंधित निवारक निकाय द्वारा बनाए गए/जारी किए गए नियमों और/वा दिना -निर्देशों के विपरीत कोई भी कार्रवाई किया जाना अथवा शुरू किया जाना।
- (घ) "संस्थान" से तात्पर्य विधविद्यालय से है जो विधविद्यालय अनुदान आयोग अधिनियम कीधारा 2 की उप-धारा (एच)में परिभाषित है, एक संस्थान जिसे अधिनियम3 के तहत विधविद्यालय माना गया है और विधविद्यालय अनुदान आयोग अधिनियम 1956 कीधारा12ए (1) (बी) में परिभाषित एक महाविद्यालय से है।
- (ग) "लोकपाल" का अभिप्राय इन विनियमों के तहत नियुक्त लोकपाल से है।
- (घ) "विवरणिका" का अभिप्राय और इसमें ऐसा कोई प्रकाशन शामिल है, बाह्ये यह मुद्रित स्वरूप में अथवा अन्यथा हो, जिसे जनसाधारण (जिसमें ऐसे संस्थान में प्रवेश पाने के इच्छुकों सहित) को एक संस्था से संबंधित विषयक 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।
- (च) "छात्र"से अभिप्राय किसी ऐसे संस्थान जिसमें यह विनियम लागू होने हैं,में किसी भी माध्यम से अर्थात और/कारिक/शुल्क और दूरस्थ शिक्षा (ओडीएल)/ऑनलाइन से नामांकित किसी व्यक्ति अथवा नामांकित होने के लिए प्रवेश प्राप्ति के इच्छुक से है;



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THE GAZETTE OF INDIA EXTRAORDINARY

[PART III—Sec.4]

- (द) "छात्र शिक्षण विचारण समिति (एग्जीक्यूटिवी)" का अधिप्राय एक संस्थान के स्तर पर इन विनियमों के तहत गठित एक समिति से है; तथा
- (ख) "विश्वविद्यालय" से अधिप्राय अधिनियम की धारा 2 की खंड (ब) में यथा परिभाषित किसी विश्वविद्यालय से है अथवा जहां संदर्भ के अनुसार, सम्बंध की धारा 3 के तहत इन प्रकार घोषित कोई सम विश्वविद्यालय संस्थान से है।
- (2) इन विनियमों में प्रयुक्त और परिभाषित नहीं किए गए लेकिन विश्वविद्यालय अनुदान आयोग अधिनियम, 1956में परिभाषित शब्दों और अभिव्यक्तियों के वही अर्थ होंगे जो क्रमशः अधिनियम में उनके लिए निर्धारित किए गए हैं।
- 4. विवरणिका का अनिवार्य प्रकाशन, इसकी विषयवस्तु तथा मूल्य निर्धारण**
- (1) 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 अंतर्भूत होगी, यथा:
- (क) 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 सांख्यिक प्राधिकरण अथवा संस्थान, जैसा भी मामला हो, द्वारा विनिर्दिष्ट पाठ्यक्रम की व्यापक रूपरेखा।
- (ख) जिस शिक्षा वर्ष हेतु प्रवेश दिए जाने का प्रस्ताव हो, उसके प्रत्येक पाठ्यक्रम अथवा अध्ययन के कार्यक्रम के संबंध में उपयुक्त सांख्यिक प्राधिकरण द्वारा अनुमोदित सीटों की संख्या।
- (ग) 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 पाठ्यक्रम की अर्थ।
- (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 संभव 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 विवरण और अर्थ।
- (च) शान्ति तगए जाने और संग्रहण किए जाने हेतु नियम/विनियम, विनिर्दिष्ट शीर्ष अथवा श्रेणियां, तगए जाने वाली शान्ति की न्यूनतम और अधिकतम राशि।
- (छ) ऐसे संस्थानों में हाथिया लेने वाले छात्रों द्वारा यदि पाठ्यक्रम या अध्ययन कार्यक्रम के पूरा होने से पहले अथवा के बाद हाथिया छोड़ दिया जाता है तो छात्रोंको प्रतिदाय किए जाने वाले शिक्षण शुल्क और अन्य प्रभारों का प्रतिशत तथा समय सीमा जिसके भीतर तथा पद्धति जिसमें छात्रोंको ऐसा प्रतिदाय किया जाएगा।
- (ज) उनकी शैक्षिक योग्यता शिक्षण संकाय का विवरण, उनकी नियुक्ति का स्वरूप (नियमित/अस्थायित/अतिथि) और उसके प्रत्येक सदस्य के शिक्षण अनुभव के साथ।
- (झ) शैक्षिक और शैक्षणिक बुनियादी ढांचे और छात्रावास तथा इसके शुल्क, पुस्तकालय, चिकित्सालय अथवा उद्योग, जहां छात्रोंको व्यावहारिक प्रशिक्षण दिया जाता हो, सहित अन्य सुविधाओं के संबंध में जानकारी और विशेषण से छात्रों द्वारा संस्थान में प्रवेश प्राप्त करने पर प्राप्त होने वाली सुविधाओं का औसत अंतर्भूत हो।





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[भाग III]—खण्ड 4]

भारत का राजपत्र : असाधारण

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- (प्र) संस्थान के परिसर के भीतर अथवा बाहर छात्रों द्वारा अनुज्ञापन बनाए रखने के संबंध में सभी संगत निदेशों और विनियमों से किसी छात्र अथवा छात्रों की रैमिंग निषिद्ध करने संबंधी ऐसे अनुज्ञापन 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 उल्लंघनों का उल्लंघन किए जाने के परिणामों का व्योरा अंतर्लिखित होगा; तथा
- (ट) आयोग द्वारा यथा विनिर्दिष्ट कोई अन्य जानकारी:
- बतौर प्रत्येक संस्थान इस विनियम के खंड (क) से (ट) में उल्लिखित जानकारी को अपनी वेबसाइट पर प्रकाशित/अपलोड करेगा और विभिन्न समाचार-पत्रों और अन्य मीडिया के माध्यम से प्रमुखता से प्रदर्शित करते हुए विज्ञापनों के माध्यम से दृच्छुक 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 विक्री से कोई लाभ अर्जित नहीं किया जायेगा।

**5. छात्र शिकायत निवारण समितियाँ (एसजीआरसी)**

- (i) संस्थान से संबंधित किसी भी शिकायत छात्र शिकायत निवारण समिति (एसजीआरसी) के अध्यक्ष को संबोधित की जाएगी।
- (ii) प्रत्येक संस्थान छात्रों की शिकायतों पर विचार करने के लिए निम्नलिखित संरचना के साथ उतनी संख्या में छात्रों की शिकायत निवारण समितियों (एसजीआरसी) का गठन करेगा, जितने कि आवश्यकता हो सकती है, यथा:
- क) एक प्रोफेसर – अध्यक्ष
- ख) संस्थान के चार प्रोफेसर/वरिष्ठ संकाय सदस्य- सदस्य के रूप में।
- ग) शैक्षिक योग्यता/खेल-कूद से उन्मुखता/सह-पाठकत्वों व विविधियों से प्रदर्शन के आधार पर नामित किए जाने वाले छात्रों में से एक प्रतिनिधि- विशेष आमंत्रित।
- घ) अध्यक्ष अथवा कम से कम एक सदस्य का महिला होना चाहिए तथा कम से कम एक सदस्य अथवा अध्यक्ष अनुसूचित जाति/अनुसूचित जनजाति/अन्य पिछड़ा वर्ग से होना चाहिए।
- ङ) अध्यक्ष और सदस्यों का कार्यकाल दो वर्ष की अवधि के लिए होगा।
- च) विशेष आमंत्रित सदस्य का कार्यकाल एक वर्ष का होगा।
- छ) बैठक के लिए गणपूर्ति अध्यक्ष सहित लेकिन विशेष आमंत्रित व्यक्ति को छोड़ कर तीन का होगा।
- ज) एसजीआरसी अपने समझ आने वाली शिकायतों पर विचार करते हुए तैमरिक न्याय के सिद्धांतों का पालन करेगा।
- झ) एसजीआरसी अपनी रिपोर्ट विचारियों के साथ, यदि कोई हो, संबंधित संस्था के मजबूत प्राधिकारी को भेजेगा और उसकी एक प्रति पीठित छात्र को, अधिमानतः शिकायत प्राप्त होने की तारीख से 15 कार्य दिवसों की अवधि के अंदर भेजेगा।
- ञ) छात्रों की शिकायत निवारण समिति के निर्णय से पीठित कोई भी छात्र इस प्रकार के निर्णय की प्राप्ति की तारीख से पंद्रह दिनों की अवधि के भीतर लोकपाल के समझ अपील कर सकता है।

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

- (i) प्रत्येक विश्वविद्यालय इन विनियमों के तहत विश्वविद्यालय के छात्रों और महाविद्यालय/विश्वविद्यालय से जुड़े संस्थानों के छात्रों की शिकायतों के समाधान के लिए लोकपाल की नियुक्ति करेगा।



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[PART III—SEC.4]

- (ii) एसजीआरसी के निर्णयों के विरुद्ध की गई अपीलों को सुनने और उन पर निर्णय लेने के लिए लोकपाल के रूप में नामित एक या अधिक अंशकालिक पदाधिकारी होंगे।
- (iii) लोकपाल सेवानिवृत्त कुलपति या सेवानिवृत्त प्रोफेसर (जिन्होंने अधिष्ठाता (डीन)/विभाग प्रमुख के रूप में काम किया हो) होंगे और उनके पास राज्य/केंद्रीय विश्वविद्यालयों/राष्ट्रीय महत्व के संस्थानों/सम विश्वविद्यालयों या पूर्व जिले में न्यायाधीश के रूप में 10 वर्ष का अनुभव रहा हो।
- (iv) लोकपालनियुक्ति के समय, नियुक्ति से पहले एक वर्ष के दौरान या लोकपाल के रूप में अपने कार्यकाल के दौरान, संस्थान के साथ हितों के टकराव में नहीं होंगे जहाँ उनके व्यक्तिगत संबंध, पेशेवर संबद्धता या वित्तीय हित समझौता कर सकते हैं या उचित रूप से संस्थान के प्रति निर्णय की स्वतंत्रता से समझौता करने के लिए प्रतीत हो सकते हैं।
- (v) लोकपाल को पद ग्रहण करने की तिथि से तीन वर्ष की अवधि के लिए अथवा 70 वर्ष की आयु प्राप्त करने तक, इनमें से जो भी पहले हो, के लिए नियुक्ति किया जाएगा और एक और कार्यकाल के लिए पुनर्नियुक्ति के लिए पात्र होगा।
- (vi) सुनवाई का संचालन करने के लिए लोकपाल को संबंधित विश्वविद्यालय द्वारा निर्धारित नियमों के अनुसार प्रति दिन प्रति बैठक के अधार पर शुल्क का भुगतान किया जाएगा और इसके अतिरिक्त, वे यात्रा पर किए गए व्यय की प्रतिपूर्ति के लिए पात्र होंगे।
- (vii) कदाचार या दुर्व्यवहार के सिद्ध आरोपों पर विश्वविद्यालय लोकपाल को पद से हटा सकता है।
- (viii) लोकपाल को हटाने का कोई भी आदेश तब तक नहीं दिया जाएगा जब तक कि इस संबंध में किसी ऐसे व्यक्ति द्वारा जांच नहीं कर ली जाती है, जो उच्च न्यायालय के सेवानिवृत्त न्यायाधीश के पद से नीचे के पद का व्यक्ति ना हो, और जिसमें लोकपाल को सुनवाई का उचित अवसर दिया गया हो।

**7. लोकपाल के कार्यकरण:**

- (i) लोकपाल, छात्र द्वारा इन विनियमों के तहत उपबंधित सभी विकल्पों को अपनाने के पश्चात् ही पीडितछात्र की अपील की सुनवाई करेंगे।
- (ii) यद्यपि, परीक्षा के संचालन में अथवा मूल्यांकन की प्रक्रिया में गड़बड़ी के मुद्दों को लोकपाल को संदर्भित किया जा सकता है, तथापि, लोकपाल द्वारा उत्तर पुस्तिकाओं के पुनर्मूल्यांकन अथवा अंको 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 पीडितछात्र (छात्रों) से अपील प्राप्त होने के 30 दिनों के भीतर शिकायतों का समाधान करनेके लिए सभी प्रयास करेंगे।

**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 ऑनलाइनपोर्टल तैयार करेगा, जहाँ कोई भी पीडितछात्र अपनी शिकायत के निवारण के लिए आवेदन कर सकता है।



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[भाग III-खण्ड 4]

शास्त्र का राजपत्र : असाधारण

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- (ii) ऑनलाइन शिकायत प्राप्त होने पर संस्थान, ऑनलाइन शिकायत की प्राप्ति के 15 दिनों के भीतर अपनी रिपोर्टिंगों सहित शिकायत को उपयुक्त छात्र शिकायत निवारण समिति को भेजेगा।
- (iii) छात्र शिकायत समिति, जैसा भी मामला हो, शिकायत की मुनबार्द के लिए एक तिथि निर्धारित करेगी जिसकी जानकारी संस्थान और पीडितछात्र को दी जाएगी।
- (iv) पीडित छात्र या तो व्यक्तिगत रूप से पेश हो सकता है अथवा अपना पत्र रखने के लिए अपने किसीप्रतिनिधि को अधिकृत कर सकता है।
- (v) छात्र शिकायत निवारण समिति द्वारा समाधान नहीं की गई शिकायतों को इन विनियमों में उपबंधित समयबधि के भीतर लोकपाल को भेजा जाएगा।
- (vi) संस्थान, शिकायतों के शीघ्र निपटान हेतुलोकपाल अथवा छात्र शिकायत निवारण समिति (समितियों), जैसा भी मामला हो, कायहयोग करेगा।
- (vii) लोकपाल, संबंधित पक्षों को मुनबार्द का उचित अवसर देने के बाद, कार्यवाही के समापन पर, तत्संबंधी कारणों के साथ, इस प्रकार का आदेश पारित करेगा, जैसा कि शिकायत के निवारण के लिए उपयुक्त समझा जा सकता है और ऐसी राहत प्रदान कर सकता है जो पीडित छात्र के लिए उपयुक्त हो सकती है।
- (viii) संस्थान के साथ ही साथ पीडितछात्र को लोकपाल के हस्ताक्षर के तहत जारी की गई आदेश की प्रतियां उपलब्ध कराई जाएगी।
- (ix) संस्थान, लोकपाल की सिफारिशों का अनुपालन करेगा।
- (x) जहां शिकायत झूठी या लुब्ध पारद जारी है उस स्थिति में लोकपाल शिकायतकर्ता के विरुद्ध उपयुक्त 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 स्पष्ट रूप से इसके क्षेत्राधिकार में आने वाली छात्र शिकायत निवारण समिति(समितियों) 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 या छात्र शिकायत निवारण समितियों की सिफारिश का पालन करने में विफल रहते हैं, जैसा भी मामला हो, जब तक संस्थान आयोग की संतुष्टि तक इन विनियमों का अनुपालन नहीं करता है, तब तक संस्थान के विरुद्ध निम्नवत् एक या एक से अधिक कार्यवाहियां की जा सकती हैं,

- क) अधिनियम की धारा 12बी के तहत अनुदान प्राप्त करने के लिए उपयुक्तता की घोषणा को वापस लेना;
- ख) संस्थान को आबंधित किसी अनुदान को रोकना जा सकता है;
- ग) आयोग के किसी भी सामान्य अथवा विशेष महायत्ना कार्यक्रम के तहत किसी भी महायत्ना को प्राप्त करने हेतु विचार किए जाने के लिए संस्थान को अयोग्य घोषित करना;
- घ) संस्थान को एक निर्दिष्ट अवधि के लिए ऑनलाइन/मुक्त और दूरस्थ शिक्षा माध्यम से पाठ्यक्रम की पेशकश करने के लिए अयोग्य घोषित करना;
- ङ) ऑनलाइन/ मुक्त और दूरस्थ शिक्षा माध्यम से पाठ्यक्रमों की पेशकश करने की स्वीकृति को वापस लेना/रोकना/निर्बंधित करना;





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[PART III—Sec 4]

- ब) उपयुक्त सीटिंगा में प्रमुद्यता 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 शिक्षाओं के निवारण के लिए न्यूनतम मानक मौजूद नहीं हैं।
- घ) महाविद्यालय के मामले में, संबद्धता को वापस लेने के लिए संबद्ध विश्वविद्यालय को सिफारिश करना,
- ङ) सम विश्वविद्यालय संस्थान के मामले में ऐसी कार्रवाई करना, जो आवश्यक, उचित एवं उपयुक्त हो,
- च) 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,
- ज) राज्य अधिनियम के अंतर्गत स्थापित अथवा नियमित विश्वविद्यालय के मामले में राज्य सरकार को आवश्यक एवं उचित कार्रवाई करने की सिफारिश करना,
- ट) नैर अनुपालना के लिए संस्थान के प्रति ऐसी कार्रवाई करना जो आवश्यक एवं उपयुक्त समझी जाए।

बतर्त 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 अर्थ, विश्वविद्यालय अनुदान आयोग (छात्रों की शिक्षाओं 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 शिक्षाओं का निवारण) के विनियम, 2023 के अनुरूप की जाएगी।

डॉ. मनिर 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 (Redressal 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.



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[भाग III]—अनुच्छेद 4]

शारद ग्राम बहूदेशीय : प्रशासनालय

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**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.



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- (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) "Ombudperson" means the Ombudperson 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 in different newspapers and through other media.





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- (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/Demand to be Universities or 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.



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- (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;



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भारत का राजपत्र : असाधारण

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- (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]