

GRIEVANCE REDRESSAL CELL

VISION

To promote grievance free environment in the campus for health academic development.

MISSION

To prepare prompt grievance redressal mechanism for the students and staff.

OBJECTIVE

5. The grievance redressal mechanism addresses issues of students and staff.
6. To carry out prompt grievance redressal mechanism.
7. To cell carry out awareness programmes for staff and students on the respective issues of grievance redressal.

GRIEVANCE AND ACTION TAKEN

Grievance Expressed	Measures Taken	Month & Year
The road coming to the college is very muddy so it is difficult to get to the correct in time	The decision was taken but the committee on proper disposal of this complaint.	2017-18
Some of Bench's bench space in college class room-05 is too narrow, students have trouble writing and sitting	The committee has been advised to reduce Bench space in class room-05 within two days	

धनाजी नाना चौधरी विद्या प्रबोधिनीसंचालित
शिरीष मधुकरराव चौधरी
महाविद्यालय, जळगाव

नेक मानांकन श्रेणी 'ब'

कवयित्रीबाहिणाबाईचौधरीउत्तरमहाराष्ट्रविद्यापीठ
जळगावसंलग्न

डॉ. राजेंद्र भा. वाघुळदे, प्राचार्य



Dhanaji Nana ChaudhariVidyaPrabodhiniSanchalit
**SHIRISH MADHUKARRAO CHAUDHARI
COLLEGE, JALGAON**

NAAC Accredited Grade 'B'

Affiliated to KavayitriBahinabaiChaudhari North
Maharashtra University, Jalgaon

Dr. Rajendra B. Waghulade, Principal

संदर्भ/Ref:SMCCJ/

दिनांक/Date : / /20

Fans are off in classroom no. 03 Long distance from main city to college so it is difficult for girls to come to college everyday	The complaint was initiated but the committee within two days by correcting the fan in class room-03 and A statement was issued for the rickshaw stop for the girls	2018-19
Net and iron pole should be obtained in the field for sport	The complaint was made through a committee to buy net and two iron poles for sport in three days	
NIL	NIL	2019-20
NIL	NIL	2020-21
NIL	NIL	2021-22
NIL	NIL	2022-23

GRIEVANCE RDRESSAL SYSTEM

There is a student's Grievance and Appeal committee with the principal as chair person, senior faculty as coordinator, 2 faculties with office Senior clerk as members. This committee deals with the academic grievances of all the students pertaining to teaching learning and evaluation. Any grievance pertaining to service and facility can be represented by the students to this committee. Personal grievances of the boys can also be represented to this committee. The committee meets as the when required and studies the grievance presented in writing if any, and address to the grievances.



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Add: Gat No.78/5, Shankarrao Nagar, Near Talele Colony,
Old Khedi Road, Jalgaon (MH), 425001

● Contact : 90216 33400 ●E-mail: dncvp@rediffmail.com, smccjal@gmail.com●Website: www.dncvp.org

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Academic Year 2017-18
GRIEVANCE REDRESSAL CELL

Sr. No.	Name of Member	Post	Email id	Mobile No.
1	Prin. Dr. R. B. Waghulade	Chairperson	rbwaghulade@yahoo.co.in	9423977088
2	Mr. A. U. Sonawane	Coordinator	ausonawane88@gmail.com	9764126352
3	Dr. P. R. Chaudhari	Member	prnana65@gmail.com	9420559540
4	Ms. P. V. Barhate	Member	priyankabarhate@gmail.com	9405665780
5	Mr. Sachin Mahajan	Non-Teaching Member	Sachindm09@gmail.com	9420669669
6	Mangesh S. Patil	Student Representative	Mangeshpatil06@gmail.com	9552758854
7	Jyoti S. Baviskar	Student Representative	jyotibaviskar@gmail.com	8975653370

Academic Year 2018-19
GRIEVANCE REDRESSAL CELL

Sr. No.	Name of Member	Post	Email id	Mobile No.
1	Prin. Dr. R. B. Waghulade	Chairperson	rbwaghulade@yahoo.co.in	9423977088
2	Mr. A. U. Sonawane	Coordinator	ausonawane88@gmail.com	9764126352
3	Dr. P. R. Chaudhari	Member	prnana65@gmail.com	9420559540
4	Ms. P. V. Barhate	Member	priyankabarhate@gmail.com	9405665780
5	Mr. Sachin Mahajan	Non-Teaching Member	Sachindm09@gmail.com	9420669669
6	Bansode Mohit Kamlakar	Student Representative	mohit.bansode1998@gmail.com	8888400961
7	Priyanka Bhole	Student Representative	bholepriyanka@gmail.com	-



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Academic Year 2019-20
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4	Ms. P. V. Barhate	Member	priyankabarhate@gmail.com	9405665780
5	Mr. Sachin Mahajan	Non-Teaching Member	Sachindm09@gmail.com	9420669669
6	Shushil Zambare Anil	Student Representative	shishilzambare@gmail.com	9156089537
7	Pratikshya Toke	Student Representative	pratikshatoke20@gmail.com	9423487197

Academic Year 2020-21
GRIEVANCE REDRESSAL CELL

Sr. No.	Name of Member	Post	Email id	Mobile No.
1	Prin. Dr. R. B. Waghulade	Chairperson	rbwaghulade@yahoo.co.in	9423977088
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3	Dr. P. R. Chaudhari	Member	prmana65@gmail.com	9420559540
4	Ms. P. V. Barhate	Member	priyankabarhate@gmail.com	9405665780
5	Mr. Sachin Mahajan	Non-Teaching Member	Sachindm09@gmail.com	9420669669
6	Soham Pramod Patil	Student Representative	sppatil1999@gmail.com	9595953428
7	Borale Tejashri Gopal	Student Representative	tejashriborale@gmail.com	9022197232



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**Academic Year 2021-22
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1	Prin. Dr. R. B. Waghulade	Chairperson	rbwaghulade@yahoo.co.in	9423977088
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4	Ms. P. V. Barhate	Member	priyankabarhate@gmail.com	9405665780
5	Mr. Sachin Mahajan	Non-Teaching Member	Sachindm09@gmail.com	9420669669
6	Jayesh Prashant Attarde	Student Representative	jayeshattarde486@gmail.com	7620596241
7	Apekshya Narendra Chaudhari	Student Representative	apekshyachaudhari645@gmail.com	9322599930

**Academic Year 2022-23
GRIEVANCE REDRESSAL CELL**

Sr. No.	Name of Member	Post	Email id	Mobile No.
1	Prin. Dr. R. B. Waghulade	Chairperson	rbwaghulade@yahoo.co.in	9423977088
2	Mr. A. U. Sonawane	Coordinator	ausonawane88@gmail.com	9764126352
3	Dr. P. R. Chaudhari	Member	prnana65@gmail.com	9420559540
4	Ms. P. V. Barhate	Member	priyankabarhate@gmail.com	9405665780
5	Mr. Sachin Mahajan	Non-Teaching Member	Sachindm09@gmail.com	9420669669
6	Jadhav N. Sachin	Student Representative	Bhoisachin0458@gmail.com	9356423152
7	Bari Megha	Student Representative	Meghabari876@gmail.com	9890659493



[Signature]
PRINCIPAL

Dhanaji Nana Chaudhari Vidya Prabodhini's,
Shirish Madhukarrao Chaudhari College,
Jalgaon

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General Rules for Academic and Administrative Committee

- Every committee should plan meeting as per academic calendar.
- If any problem arises on the said date, the meeting will have conducted on next working day.
- Every committee should take at least two-three meetings in one academic year.
- The decision taken in every committee meeting should be implemented immediately.
- Every activity of the concern committee should plan the event with discussion in the meeting all the suggestions by the committee members should be welcomed.
- After the events the coordinator should call the evaluation meeting immediately to discuss and event and be try. To participate other facility member with the committee members.
- Evolution of the event should be done properly.
- Every committee will write the record and proceedings of the decisions taken, immediately.
- All the decision be submitted to office within ten days after the completion of event.
- Every committee's decision, policies and financial matters should be presented before CDC for further approval.
- All the decisions taken related with staff should be presented with priority by the teacher's representative in the CDC meeting.



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VISION OF THE INSTITUTION:

Upliftment of the Society through qualitative teaching learning process leading to overall personality development of the pupils.

MISSION OF THE INSTITUTION:

To impart higher and professional education for needy students to groom them to be responsible citizens, who work for sustainable socio-economic development of society with preservation of environment.

OBJECTIVE OF THE INSTITUTION:

1. To provide quality higher education to the students from urban and rural area.
2. To realize overall personality development of the students through extra and Co-curricular activities.
3. To expose the students to new ideas, concepts, new technologies and trends so as to enable them to face the challenges of competitive world.
4. To improve the role and involvement of students in building better society and stronger nation



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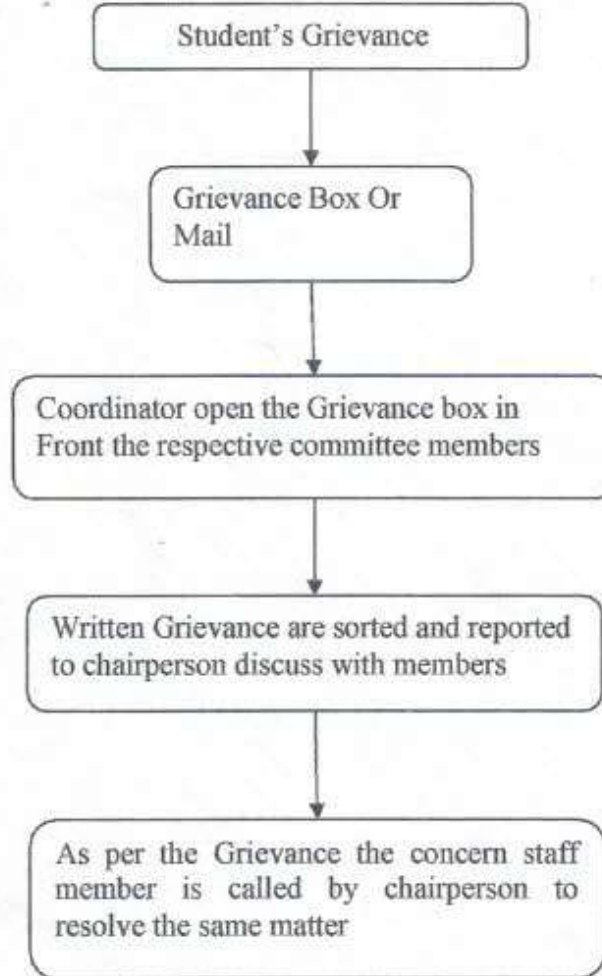
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MECHANISM:



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Grievance Expressed	Measures Taken	Month & Year
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Some of Bench's bench space in college class room-05 is too narrow, students have trouble writing and sitting	The committee has been advised to reduce Bench space in class room-05 within two days	

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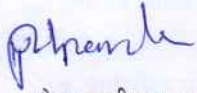
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शिरीष मधुकरराव चौधरी महाविद्यालय, जळगाव.

महिला तक्रार व लैंगिक छळ निवारण समिती अहवाल
शै. वर्ष २०२०-२१

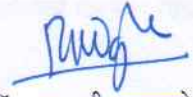
धनाजी नाना चौधरी विद्याप्रबोधिनी संचलित शिरीष मधुकरराव चौधरी महाविद्यालयात विद्यार्थ्यांची संख्या मर्यादित असल्यामुळे शिक्षक आणि विद्यार्थी यांच्यातील आंतरक्रिया मोठ्या प्रमाणात होत असतात. तसेच महाविद्यालयातील विद्यार्थी-विद्यार्थिनींना विविध उपक्रमांच्या व कार्यक्रमांच्या माध्यमातून समाजातील विविध समस्यांची जाणिव करून त्या सोडविण्यासाठी मार्गदर्शन केले जाते.

शै. वर्ष २०२०-२१ मध्ये कोविड-१९ च्या महामारीमुळे महाविद्यालय पुर्णतः वर्षभर ऑनलाईन पध्दतीनेच सुरु होते. त्यामुळे महाविद्यालयात विद्यार्थी-विद्यार्थिनींना प्रवेश बंदी होती. विद्यार्थी-विद्यार्थिनींनी घरातूनच ऑनलाईन पध्दतीने शिक्षण घेत असल्यामुळे या वर्षात विद्यार्थिनींच्या छळासंदर्भात कोणतीही तक्रार समितीकडे प्राप्त झाली नाही.

या समितीचे कार्य प्रभावीपणे होण्यासाठी महाविद्यालयाचे प्राचार्य डॉ. आर. बी. वाघुळदे तसेच समितीतील सर्व सदस्यांचे सहकार्य लाभले.



सौ. राजश्री एन. पाचपांडे
अध्यक्ष
तक्रार निवारण समिती



डॉ. आर. बी. वाघुळदे
प्राचार्य

प्राचार्य
धनाजी नाना चौधरी विद्या प्रबोधिनीचे,
शिरीष मधुकरराव चौधरी महाविद्यालय,
जळगांव

धनाजी नाना चौधरी विद्याप्रबोधिनी संचलित,
शिरीष मधुकरराव चौधरी महाविद्यालय, जळगाव.

महिला तक्रार व लैंगिक छळ निवारण समिती

शै. वर्ष २०१८-१९

महाविद्यालयात महिला कर्मचाऱ्यांच्या व विद्यार्थिनींच्या लैंगिक छळास प्रतिबंध, मनाई आणि निवारण करण्यासाठी होणाऱ्या हिंसक घटना व लैंगिक छळ संदर्भात प्राप्त तक्रारीची चौकशी करण्यात यावी या उद्देशाने महाविद्यालयात महिलांवर तक्रार व लैंगिक छळ निवारण समिती स्थापन करण्यात आली.

महाविद्यालयीन स्तरावर महिला तक्रार व लैंगिक छळ तक्रार निवारण समिती

अध्यक्ष	: सौ. राजश्री नरेंद्र पाचपांडे
महिला प्रतिनिधी	: १) सौ. देवयानी जगदीश पाटील २) कु. वर्षा राजेंद्र आटे,
कायदा सल्लागार	: डॉ. मिलींद एस काळे
अधिक्षक	: १) श्री. सचिन डी. महाजन २) श्री. विजय अ. पाटील
कायदा अधिकारी	: अॅड. शितल आर. पाटील
विद्यार्थी प्रतिनिधी	: १) कल्पेश अशोक चौधरी २) प्रतिक्षा राजू टोके

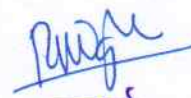
सर्वोच्च न्यायालयाने दिलेल्या न्याय निर्णयातील मार्गदर्शक तत्वे व त्या अनुषंगाने लैंगिक छळवादामध्ये खालील गोष्टींचा समावेश होतो.

१. शारिरीक संपर्क आणि कामोद्दिपक प्रणयचेष्टा
२. लैंगिक सौख्याची मागणी अथवा विनंती
३. लैंगिक वासना प्रेरित करणारे शेर
४. कोणत्याही स्वरूपातील संभोगवर्णन/संभोगदर्शन/अश्लील साहित्याचे प्रदर्शन
५. कोणतेही अन्य अशोभनीय शारिरीक, तोंडी अथवा सांकेतिक आचरण

समितीचे उद्देश:

१. महिलांमध्ये त्यांच्या हक्कांसंबंधात जागृती निर्माण करणे.
२. लिंग समानतेसंदर्भात जागरुकता जागृकता निर्माण करणे.
३. एखाद्या महिलेला कार्यालयाच्या कक्षेच्या बाहेरील गुंड त्रास देत असेल तर महिला तिला आवश्यक ती पोलिस यंत्रणेची मदत मिळवून देण्यास मदत सहाय्य करणे.




प्राचार्य
धनाजी नाना चौधरी विद्या प्रबोधिनीचे,
शिरीष मधुकरराव चौधरी महाविद्यालय,
जळगांव



DHANAJI NANA CHAUDHARI VIDYA PRABODHINI'S

Shirish Madhukarrao Chaudhari College, Jalgaon

NAAC Accredited 'B' Grade

Affiliated to :
North Maharashtra University,
Jalgaon (M.S.)

Dr. Rajendra B. Waghulade
Principal
M.Sc., Ph.D.

Discipline Committee

Minutes of the Meeting

17/09/2019

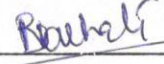
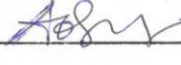
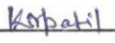
Members Present:

- 1) Dr. Ravindra D. Ladhe
- 2) Priyanka V. Barhate
- 3) Anil U. Sonawane
- 4) Kirtesh Patil

- 1) It was found that in general the students' conduct has so far been OK and no issues have been reported.
- 2) Further it was added that teachers and administration should be vigilant to ensure the maintenance of the discipline in the campus.

Signature

- 1) Dr. Ravindra D. Ladhe (In-Charge)
- 2) Priyanka V. Barhate (Member)
- 3) Anil U. Sonawane (Member)
- 4) Kirtesh Patil (Student Representative)




PRINCIPAL
D.N.C.V.P.S.
Shirish Madhukarrao
Chaudhari College
Jalgaon



DHANAJI NANA CHAUDHARI VIDYA PRABODHINI'S

Shirish Madhukarrao Chaudhari College, Jalgaon

NAAC Accredited 'B' Grade

Affiliated to :
North Maharashtra University,
Jalgaon (M.S.)

Dr. Rajendra B. Waghulade
Principal
M.Sc., Ph.D.

Discipline Committee

Minutes of the Meeting

06/07/2021

Members Present:

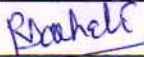
- 1) Dr. Ravindra D. Ladhe
- 2) Priyanka V. Barhate
- 3) Anil U. Sonawane
- 4) Rajshri Pachpande

1. Committee discussed about the anti-ragging measures the institute has taken and it was confirmed that everything related to anti-ragging is in place.
2. Also, the Committee discussed about internal complaint and women complaints and prevention of sexual harassments
3. Also, was ensured the working of CCTV camera in the class room and common room of students.

Remarks: - It was found that in general the above discussed things are so far been OK and no issues have been reported.

Signature

- 1) Dr. Ravindra D. Ladhe
- 2) Priyanka V. Barhate
- 3) Anil U. Sonawane
- 4) Rajshri Pachpande






PRINCIPAL
D.N.C.V.P.S.
Shirish Madhukarrao
Chaudhari College
Jalgaon

धनाजी नाना चौधरी विद्या प्रबोधिनीसंचालित
शिरीष मधुकरराव चौधरी
महाविद्यालय, जळगाव

नॅक मानांकन श्रेणी 'ब'

कवयित्री बहिणाबाई चौधरी उत्तर महाराष्ट्र विद्यापीठ
जळगाव संलग्न

डॉ. राजेंद्र भा. वाघुळदे, प्राचार्य

संदर्भ/Ref: SMCCJ/



ISO 9001:2015
Certified

Dhanaji Nana Chaudhari Vidya Prabodhini Sanchalit
SHIRISH MADHUKARRAO CHAUDHARI
COLLEGE, JALGAON

NAAC Accredited Grade 'B'

Affiliated to Kavayitri Bahinabai Chaudhari North
Maharashtra University, Jalgaon

Dr. Rajendra B. Waghulade, Principal

दिनांक / Date: 05/08/2022

Discipline Committee

Minutes of the Meeting

05/08/2022

Members Present:

- 1) Dr. Ravindra D. Ladhe
- 2) Priyanka V. Barhate
- 3) Anil U. Sonawane
- 4) Rajshri Pachpande
- 5) Ganesh Mahajan (Student Representative)

1. Committee discussed about the anti-ragging measures the institute has taken and it was confirmed that everything related to anti-ragging is in place.
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Remarks: - It was found that in general the above discussed things are so far been OK and no issues have been reported.

- 1) Dr. Ravindra D. Ladhe
- 2) Priyanka V. Barhate
- 3) Anil U. Sonawane
- 4) Rajshri Pachpande
- 5) Ganesh Mahajan (Student Representative)

Signature



PRINCIPAL
D.N.C.V.P.S.
Shirish Madhukarrao
Chaudhari College
Jalgaon

पत्ता : गट नं. ७८/५, शंकरराव नगर, तळेले कॉलनी जवळ,
जुना खेडी रोड, जळगाव (महा.), ४२५००१

Add: Gat No.78/5, Shankarrao Nagar, Near Talele Colony,
Old Khedi Road, Jalgaon (MH), 425001

● Contact : 90216 33400 ● E-mail: dncvp@rediffmail.com, smccjal@gmail.com ● Website: www.dncvp.org



प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



विश्वविद्यालय अनुदान आयोग
University Grants Commission

(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

बहादुरशाह ज़फ़र 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

F.No. 14-4/2012(CPP-II)

7th December, 2018

PUBLIC NOTICE

ON

UGC (GRIEVANCE REDRESSAL) REGULATIONS, 2018

UGC had notified UGC (Grievance Redressal) Regulations, 2012 in official Gazette of India on **23rd March, 2013**. These regulations were aimed at addressing and effectively resolving grievances of students related to Higher Educational Institutions.

The UGC had received a number of responses on these regulations and hence constituted an Expert Committee to revisit UGC (Grievance Redressal) Regulations, 2012. The draft University Grants Commission (Grievance Redressal of Students) Regulations, 2018 prepared by the Committee is attached herewith for observations and suggestions of stakeholders. The feedback and comments on the above draft may be sent to UGC via email grmhei.2018@gmail.com on or before **31st December, 2018**.

(Prof. Rajnish Jain)

**UNIVERSITY GRANTS COMMISSION
BAHADUR SHAH ZAFAR MARG
NEW DELHI – 110 002**

NOTIFICATION

F.No.14-4/2012 (CPP-II)

New Delhi, the __ October, 2018

In exercise of the power 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 (Grievance Redressal) Regulations, 2012, the University Grants Commission hereby makes the following regulations:

1. SHORT TITLE, APPLICATION AND COMMENCEMENT:

- a) These regulations shall be called as the University Grants Commission (Grievance Redressal of Students) Regulations, 2018.
- b) They shall apply to all HEIs, whether established or incorporated by or under a Central Act or a State Act, and every institution recognised 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 of the said Act.
- c) They shall come into force from the date of their publication in the Official Gazette.

2. DEFINITION: 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 concerned with the grievances defined under these regulations, and includes a person seeking admission to any institution of higher education;
- (c) "college" means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any

qualification from a university and which, in accordance with the rules and regulations of such university, is recognised as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;

(d) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.

(e) "declared admission policy" means such policy for admission to a course or program of study as may be offered by the institution and published in the prospectus referred to in sub-regulation (1) of regulation 3;

(f) "grievances" include the following complaints of the aggrieved students, namely:

- i. making admission contrary to merit determined in accordance with the declared admission policy of the institution;
- ii. irregularity in the admission process adopted by the institution;
- iii. refusing admission in accordance with the declared admission policy of the institution;
- iv. non publication of prospectus, (either hard copy / online) as specified in these regulations;
- v. publishing any information in the prospectus, which is false or misleading, and not based on facts;
- vi. withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a students 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 in the declared admission policy to be charged by such institution;

- viii. breach in reservation policy in admission as may be applicable;
 - ix. nonpayment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
 - x. delay in conduct of examinations or declaration of results beyond the specified schedule in the academic calendar;
 - xi. on provision of student amenities as may have been promised or required to be provided by the institution;
 - xii. non transparent or unfair evaluation practices;
 - xiii. Refund of fees, in case a student withdraws the admission within the stipulated time as mentioned in the prospectus, as notified by the Commission from time to time.
- (g) "Department Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a Department.
- (h) "Institutional Grievance Redressal Committee" means a committee constituted under these regulations, at the level of an Institution.
- (i) "College Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a college.
- (j) "University Grievance Redressal Committee" means a committee constituted under these regulations, at the level of a University.
- (k) "Higher Educational Institution" means a University within the meaning of clause (f) of Section 2, a college within the meaning of clause (b) of sub-section (1) of Section 12A, and an institution deemed to be a University declared under Section 3, of the University Grants Commission Act, 1956;
- (l) "Institution" for the purposes of these regulations, means any university, college or such other institutions, as the case may be;
- (m) "Office of profit" means an office which is capable of yielding a profit or pecuniary gain, and to which some pay, salary, emolument, remuneration or non-compensatory allowance is attached;

(n) "Ombudsperson" means the Ombudsperson appointed under these regulations;

(o) "University" means a university established or incorporated by or under a Central Act or a State Act and includes an institution deemed to be university declared as such under Section 3 of the Act.

3. MANDATORY PUBLICATION OF PROSPECTUS, ITS CONTENTS AND PRICING:

i. Every higher educational 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 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, alongwith the category they belong to Regular / visiting ----- and teaching experience of every member of its teaching faculty.
- (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 to be imparted to the students and in particular the facilities 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.
- (k) any other information as may be specified by the Commission:

Provided that an institution shall publish / upload information referred to in items (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 on the website through advertisements displayed prominently in different newspapers and through other media:

- ii. 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.

4. GRIEVANCE REDRESSAL COMMITTEES (GRC):

A. Department Grievance Redressal Committee (DGRC)

- (i) In case of universities, all complaints relating to a department shall first be addressed to Department Grievance Redressal Committee (DGRC) to be constituted at the level of departments/school/center whose composition shall be as follows:
 - a) Head of the Department / School / Center – Chairperson
 - b) a Professor from outside the department / school / center to be nominated by the Head of HEI – Member
 - c) A faculty member well-versed with grievance redressal mechanism to be nominated by the Head of the Department – Member.
- (ii) The Chairperson and members of the committee shall have a term of two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.
- (iv) The DGRC shall follow the principles of natural justice while deciding the grievances of the students.
- (v) The DGRC shall make efforts to resolve the grievance within the stipulated period and shall submit its report to the Head of the Institution within a period of 15 days from the date of receipt of complaint to the DGRC.
- (vi) The DGRC shall provide a copy of the report to the aggrieved person(s).

B. Institutional Grievance Redressal Committee (IGRC)

- (i) The complaints not related to departments/schools / center and the grievances not resolved at the DGRC shall be referred to the Institutional Grievance Redressal Committee (IGRC) to be constituted by Head of the HEI, whose composition shall be as follows:
 - (a) Pro-Vice Chancellor / Dean/ Senior academician of HEI – Chairperson.
 - (b) Dean of students/Dean, Students Welfare
 - (c) Two senior academicians other than Chairperson.
 - (d) Proctor / Senior academician
- (ii) The above Committee shall be approved by the statutory body of institution (Executive Council or its equivalent).
- (iii) The Chairperson of IGRC and DGRC shall not be the same. The tenure of the Committee members shall be two years.
- (iv) The quorum for the meetings shall be three, including Chairperson.
- (v) The IGRC shall consider the recommendation of DGRC while giving its recommendations. However, the IGRC shall have the power to review recommendations of the DGRC.
- (vi) The IGRC shall follow the principles of natural justice while deciding the grievances.
- (vii) The IGRC shall send the report and the recommendations to the Head of the HEI within in a period of 15 workings days from the date of receipt of grievance, or appeal or recommendations of the DGRC.
- (viii) The IGRC shall provide a copy of the report to the aggrieved person(s).

C. College Grievance Redressal Committee (CGRC)

- (i) In case of colleges, all complaints shall first be addressed to College Grievance Redressal Committee (CGRC) whose composition shall be as follows:
 - a) Principal of the college -Chairperson
 - b) Two senior faculty members nominated by the principal of the College.
- (ii) The tenure of the members shall be two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.
- (iv) The CGRC shall follow the principles of natural justice while considering the grievances of the students.
- (v) The CGRC shall send the report and recommendations to the Vice-Chancellor of the affiliating university within a period of 15 days of receiving the complaint.

D. University Grievance Redressal Committee (UGRC)

- (i) In case of grievances not resolved by CGRC, it shall be referred to University Grievance Redressal Committee (UGRC) for which the Vice-chancellor of the affiliating university shall constitute a University Grievance Redressal Committee (UGRC) consisting of five members for a individual colleges or a group of colleges keeping in view the location of the college(s). The UGRC shall be constituted by the Vice-chancellor of the affiliating university consisting of :
 - a) A senior Professor of the university – Chairperson
 - b) Dean, Student Welfare or its equivalent - Member
 - c) Three Principals drawn from the affiliating colleges, on rotation basis to be nominated by the Vice-Chancellor – Members
- (ii) The Chairperson and members of the committee shall have a term of two years.
- (iii) The quorum for the meeting shall be two, including Chairperson.

(iv) The CGRC shall follow the principle of normal justice while deciding the grievance of the students.

(v) The CGRC shall send the report and the recommendations to the principal of the college within a period of 15 days of receiving the complaint.

E. Any person aggrieved by the decision of the Institutional Grievance Redressal Committee or University Grievance Redressal Committee may within in a period of six days prefer an appeal to the Ombudsperson.

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

(i) Each HEI shall appoint an Ombudsperson for redressal of grievances of students under these regulations.

(ii) The Ombudsperson shall be a person not related to the university and who is a retired Vice-Chancellor, Registrar or a faculty member who has at least ten years of experience as a Professor.

(iii) The Ombudsperson shall not be in any conflict of interest with the university, either before or after his appointment.

(iv) The Ombudsperson, or any member of his immediate family shall not -

(a) hold or have held at any point in the past, any post or, employment in any office of profit in the university;

(b) have any significant relationship, including personal, family, professional or financial, with the university;

(c) hold any position in university by whatever name called, in the administration or governance structure of the university.

(v) The Ombudsperson in a State University shall be appointed by the Executive council of the university on part-time basis from a panel of three names recommended by the search committee consisting of the following members, namely:-

- (a) Nominee of the Governor of the State or his nominee - Chairperson
- (b) Vice-Chancellor of a University of State to be nominated by the State Government – Member
- (c) Vice-Chancellor of the concerned State University – Member
- (d) Registrar of the concerned State University – Secretary (non-voting)
- (vi) The Ombudsperson in a Central University and institution deemed to be university shall be appointed by the Executive Council of the Central University or the equivalent statutory body of the Deemed to be University, as the case may be, on part - time basis from a panel of three member recommended by the search committee consisting of the following members, namely:-

- (a) Nominee of University Grants Commission – Chairperson

- (b) One Vice Chancellor from Central University to be nominated by UGC (for Central Universities) – Member

OR

One Vice Chancellor from institution deemed to be university to be nominated by the UGC (for Deemed to be Universities) - Member

- (c) The Vice Chancellor of the university – Member

- (d) The Registrar of the university – Secretary (Non-Voting)

- (vii) The Ombudsperson shall be a part time officer appointed for a period of three years from the date he/she assumes the office and may be reappointed for another one term in the same university.

- (viii) The Ombudsperson shall be paid the sitting fee per day as per the norms of the university for hearing the cases, in addition to the reimbursement of the conveyance.

- (ix) The Ombudsperson may be removed on charges of proven misconduct or misbehavior or as defined under these regulations, by the concerned appointing authority i.e. the Executive Council of the University.

6. FUNCTIONS OF OMBUDSPERSON:

- (i) The Ombudsperson shall hear any appeal of an applicant for admission as student or student of the university against the university or institution affiliated to it as the case may be, after the student has availed all remedies available in such institution for redressal of grievance such as IGRC / UGRC;
- (ii) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsperson. However, the issues of malpractices in the examination and evaluation processes may be referred to the Ombudsperson.
- (iii) Ombudsperson may seek the 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 student(s).

7. PROCEDURE FOR REDRESSAL OF GRIEVANCES BY OMBUDSPERSON AND GRIEVANCE REDRESSAL COMMITTEE:

- (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 of that institution may submit an application seeking grievance redressal.
- (ii) On receipt of any online complaint, the institution shall refer the complaint to the appropriate Grievance Redressal Committee, as the case may be, along with its comments within 15 days of receipt of complaint on online portal.
- (iii) The 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 person.

- (iv) An aggrieved person may appear either in person or be represented by such person as may be authorized to present his/her case.
- (v) The Grievances not resolved at the appropriate Grievance Redressal Committee(s) shall be referred to the Ombudsperson.
- (vi) The institution shall co-operate with the Ombudsperson or the Grievance Redressal Committee(s), as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsperson to the Vice Chancellor.
- (vii) On the conclusion of proceedings, the Ombudsperson shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue, after giving due hearing to both the parties.
- (viii) Every order under the signature of the Ombudsperson shall be provided to the aggrieved person and the institution and shall be placed on the website of the institution.
- (ix) The institution shall comply with the recommendations of the Ombudsperson. Any recommendations of the Ombudsperson not complied with by the institution shall be reported by the Ombudsperson to the Commission.
- (x) In case of any false or frivolous complaint, the Ombudsperson may recommend appropriate action against the complainant.

8. INFORMATION REGARDING OMBUDSPERSON GRIEVANCE REDRESSAL COMMITTEE:

The institution shall provide detailed information regarding provisions of Grievance Redressal Committee(s) and Ombudsperson on their website and in their prospectus prominently.

9. CONSEQUENCES OF NON-COMPLIANCE:

The Commission shall in respect of any institution which willfully contravenes these regulations or repeatedly fails to comply with the recommendation of the Ombudsperson or the Grievance Redressal

Committee(s), as the case may be, may proceed to take one or more of the following actions, namely:

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;
- (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) 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;
- (e) recommend to the affiliating university for withdrawal of affiliation, in case of a college;
- (f) The Commission may take necessary and appropriate action as it may deemed fit, in case of an institution deemed to be university;
- (g) recommend to the concerned State Government for necessary and appropriate action, in case of a university established or incorporated under a State Act;
- (h) The Commission may take necessary and appropriate actions against any institution for non-compliance.

Provided that no action shall be taken by the Commission 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. Rajnish Jain)
Secretary

रजिस्ट्रॉ सं. डीएल (एन)-04/0007/2003--05

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इस भाग में भिन्न पृष्ठ संख्या दी जाती है जिससे कि यह अलग संकलन के रूप में रखा जा सके
(Separate paging is given to this Part in order that it may be filed as a separate compilation)

भाग III—खण्ड 4

[PART III—SECTION 4]

[सांविधिक निकायों द्वारा जारी की गई विविध अधिसूचनाएं जिसमें कि आदेश, विज्ञापन और सूचनाएं सम्मिलित हैं]
[Miscellaneous Notifications including Notifications, Orders, Advertisements and Notices issued by
Statutory Bodies]

UNIVERSITY GRANTS COMMISSION

New Delhi-110002, the —December 2012

F. No. 14-4/2012(CPP-II)—In exercise of the power conferred under sub-section (1) of section 26 of the University Grants Commission Act, 1956 (3 of 1956), the University Grants Commission hereby makes the following regulations, namely :—

1. Short title, application and commencement :—

- (1) These regulations shall be called the University Grants Commission (Grievance Redressal) Regulations, 2012.
- (2) They shall apply to every University, whether established or incorporated by or under a Central Act or a State Act, and every institution recognised 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 of the said Act.
- (3) They shall come into force from the date of their publication in the Official Gazette.

2. Definition :—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 concerned with the grievances defined under these regulations, and includes a persons seeking admission to any institution of higher education;
- (c) "college" means any institution, whether known as such or by any other name, which provides for a course of study for obtaining any qualification from a university and which, in accordance with the rules and regulations of such university, is recognised as competent to provide for such course of study and present students undergoing such course of study for the examination for the award of such qualification;
- (d) "Commission" means the University Grants Commission established under section 4 of the UGC Act, 1956.
- (e) "declared admission policy" means such policy for admission to a course or program of study as may be offered by the institution and published in the prospectus referred to in sub-regulation (1) of regulation 3;

(f) "grievances" include the following complaints of the aggrieved students, namely: —

- (i) making admission contrary to merit determined in accordance with the declared admission policy of the institute;
- (ii) irregularity in the admission process adopted by the institute;
- (iii) refusing admission in accordance with the declared admission policy of the institute;
- (iv) non publication of prospectus, as specified;
- (v) publishing any information in the prospectus, which is false or misleading, and not based on facts;
- (vi) withhold or refuse to return any document in the form of certificates of degree, diploma or any other award or other document deposited with it by a person for the purpose of seeking admission in such institution, with a view to induce or compel such person to pay any fee or fees in respect of any course or program of study which such person does not intend to pursue;
- (vii) demand of money in excess of that specified in the declared admission policy or approved by the competent authority to be charged by such institution;
- (viii) breach of the policy for reservation in admission as may be applicable;
- (ix) complaints, of alleged discrimination of students, from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or Disabled categories;
- (x) non payment or delay in payment of scholarships to any student that such institution is committed, under the conditions imposed by University Grants Commission, or by any other authority;
- (xi) delay in conduct of examinations or declaration of results beyond that specified in the academic calendar;
- (xii) on provision of student amenities as may have been promised or required to be provided by the institution;
- (xiii) denial of quality education as promised at the time of admission or required to be provided;
- (xiv) non transparent or unfair evaluation practices;

(xv) harassment and victimisation of students, including sexual harassment;

(g) "Grievance Redressal Committee" means a committee constituted under these regulations;

(h) "Higher Educational Institution" means a University within the meaning of clause (f) of Section 2, a college within the meaning of clause (b) of sub-section (1) of Section 12A, and an institution deemed to be a University declared under Section 3, of the University Grants Commission Act, 1956;

(i) "institution" for the purposes of these regulations, means university, college or institution, as the case may be;

(j) "Office of profit" means an office which is capable of yielding a profit or pecuniary gain, and to which some pay, salary, emolument, remuneration or non-compensatory allowance is attached;

(k) "Ombudsman" means the Ombudsman appointed under regulation 4 of these regulations;

(l) "university" means a university established or incorporated by or under a Central Act or a State Act and includes an institution deemed to be university declared as such under Section 3 of the Act.

3. *Mandatory publication of prospectus, its contents and pricing:--*

(1) Every higher education institution, shall publish, before expiry of sixty days prior the date of the commencement of the admission to any of its courses or programmes of study, a prospectus containing the following for the purposes of informing those persons intending to seek admission to such institution and the general public, namely:—

(a) each component of the fee, deposits and other charges payable by the students admitted to such institution for pursuing a course or programme of study, and the other terms and conditions of such payment;

(b) 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 programme of study and the time within, and the manner in, which such refund shall be made to that student;

(c) the number of seats approved by the appropriate statutory authority in respect of each course or programme of study for the academic year for which admission is proposed to be made;

(d) the conditions of eligibility including the minimum and maximum age limit of persons for admission as a student in a particular course or programme of study, where so specified by the institution;

- (e) the educational qualifications specified by the relevant appropriate statutory authority, or by the institution, where no such qualifying standards have been specified by any statutory authority;
- (f) the process of admission and 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 programme of study and the amount of fee to be paid for the admission test;
- (g) details of the teaching faculty, including therein the educational qualifications and teaching experience of every member of its teaching faculty and also indicating therein whether such members are on regular basis or as visiting member;
- (h) information in regard to physical and academic infrastructure and other facilities including hostel accommodation, library and hospital or industry wherein the practical training to be imparted to the students and in particular the facilities accessible by students on being admitted to the institution;
- (i) broad outlines of the syllabus specified by the appropriate statutory authority or by the institution, as the case may be, for every course or programme of study, including the teaching hours, practical sessions and other assignments;
- (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 such other information as may be specified by the Commission;

Provided that an institution shall publish information referred to in items (a) to (j) of this sub regulation, 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 the different newspapers and through other media: Provided further that an institution may publish prospectus in accordance with this sub regulation at any time before the period of sixty days.

- (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.

4. *Appointment, tenure, removal and conditions of services under grievance redressal mechanism –*

(1) Each University shall appoint an Ombudsman for redressal of grievances of students under these regulations.

(2) The Ombudsman shall be a person who has been a judge not below the rank of a District Judge or a retired professor who has at least ten years' experience as a professor.

(3) The Ombudsman shall not, at the time of appointment, during one year before such appointment, or in the course of his tenure as Ombudsman, be in a conflict of interest with the university where his personal relationship, professional affiliation or financial interest may compromise or reasonably appear to compromise, the independence of judgement toward the university.

(4) The Ombudsman, or any member of his immediate family shall not -

- (a) hold or have held at any point in the past, any post or, employment in the office of profit in the University;
- (b) have any significant relationship, including personal, family, professional or financial, with the university;
- (c) hold any position in university by whatever name called, in the administration or governance structure of the university.

(5) The Ombudsman in a State University shall be appointed by the university on part-time basis from a panel of three names recommended by the search committee consisting of the following members, namely:-

- (a) nominee of the Governor of the State - Chairman;
- (b) two Vice-Chancellors, by rotation from public universities of the State to be nominated by the State Government - Members;
- (c) one Vice-Chancellor, by rotation from a private university of the State to be nominated by the State Government - Member;
- (d) Secretary (Higher Education) of the State - Member-- Convener.

(6) The Ombudsman in a Central University and institution deemed to be university shall be appointed by the Central University or institution as the case may be on part-time basis

from a panel of three names recommended by the search committee consisting of the following members, namely:-

- a) Chairman of the University Grants Commission or his nominee - Chairman;
- b) one Vice Chancellor from central university, by rotation, to be nominated by the Central Government - Member;
- c) one Vice Chancellor from institution deemed to be university, by rotation, to be nominated by the Central Government - Member;
- d) Joint Secretary to the Government of India in the Ministry of Human Resource Development dealing or in charge of the higher education - Member;
- e) Joint Secretary in the office of the University Grants Commission - Member - Convener

(7) The Ombudsman shall be a part time officer appointed for a period of three years or until he attains the age of seventy year, whichever is earlier, from the date he resumes the office and may be reappointed for another one term in the same university.

(8) The Ombudsman shall be paid a fees of Rs. 3000 per day for hearing the cases, in addition to reimbursement of the conveyance.

(9) The Ombudsman may be removed on charges of proven misconduct or misbehavior or as defined under sub regulation (3) and (4) of this regulation, by the concerned appointing authority.

(10) No order of removal of Ombudsman 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 such Ombudsman has been informed of the charges against him and given a reasonable opportunity of being heard in respect of those charges.

5. **Grievance Redressal Committee –**

- (1) In case of a college, the Vice Chancellor of the affiliating university shall constitute a Grievance Redressal Committee consisting of five members for an individual college or a group of colleges keeping in view the location of the college(s).
- (2) The Grievance Redressal Committee shall be constituted by the Vice-Chancellor of the affiliating university consisting of -
 - a) a senior Professor of the University - Chairman;
 - b) three senior teachers drawn from the affiliating colleges, on rotation basis, to be nominated by the Vice-Chancellor – Members;

- c) a student representing the college where the grievance has occurred to be nominated, based on academic merit, by the concerned college - special invitee.
 - (3) The Grievance Redressal Committee shall have a term of two years.
 - (4) The provisions of sub-regulations (8), (9) and (10) of regulation 4 and regulation 6 in respect of the matters of the reimbursement and procedure and functions shall, *mutatis mutandis*, apply to the Grievance Redressal Committee except that the Grievance Redressal Committee shall communicate its decision within ten days of receipt of the complaint.
 - (5) Any person aggrieved by the decision of the Grievance Redressal Committee may within a period of six days prefer an appeal to the Ombudsman.
6. *Powers and functions of ombudsman –*
- (1) The Ombudsman shall exercise his powers to hear any grievance-
 - (a) of any student against the university or institution affiliated to it or an institute, as the case may be, after the student has availed of remedies available in such institution for redressal of grievance; and
 - (b) of any applicant for admission as student to such institution.
 - (2) No application for revaluation or remarking of answer sheets shall be entertained by the Ombudsman unless specific irregularity materially affecting the outcome or specific instance of discrimination is indicated.
 - (3) The Ombudsman shall have power to seek the assistance of any person belonging to the Scheduled Castes, the Scheduled Tribes, Socially and Economically Backward Classes, minority or disabled category, as *amicus curiae*, for hearing complaints of alleged discrimination.
7. *Procedure in redressal of grievances by Ombudsman and Grievance Redressal Committee-*
- (1) Each institution shall establish a registry, headed by an employee of the institute of appropriate rank as the Ombudsman may decide, where any aggrieved student or person may make an application seeking redressal of grievance.
 - (2) The address of the registry so established shall be published widely including on the notice board and prospectus and placed on the website of the institution.

(3) On receipt of an application by the registry, the employee-in-charge shall inform the Ombudsman or the Grievance Redressal Committee, as the case may be, shall immediately provide a copy to the institution for furnishing its reply within seven days.

(4) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institute and the aggrieved person either in writing or electronically, as may be feasible.

(5) An aggrieved person may appear either in person or represented by such person as may be authorised to present his case.

(6) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall be guided by the principles of natural justice while hearing the grievance.

(7) The Ombudsman or the Grievance Redressal Committee, as the case may be, shall ensure disposal of every application as speedily as possible and not later than a month of receipt of the grievance.

(8) The institution shall co-operate with the Ombudsman or the Grievance Redressal Committee, as the case may be, in redressal of grievances and failure to do so may be reported by the Ombudsman to the Commission.

(9) On the conclusion of proceedings, the Ombudsman or the Grievance Redressal Committee, as the case may be, shall pass such order, with reasons for such order, as may be deemed fit to redress the grievance and provide such relief as may be desirable to the affected party at issue.

(10) Every order under sub-regulation (9), under the signature of the Ombudsman or the Grievance Redressal Committee, as the case may be, shall be provided to the aggrieved person and the institution and shall be placed on the website of the institution.

(11) The institution shall comply with the order of the Ombudsman or the Grievance Redressal Committee, as the case may be,

(12) Any order of the Ombudsman or the Grievance Redressal Committee, as the case may be, not complied with by the institution shall be reported to the Commission.

(13) A complaint shall be filed by the aggrieved student or his parent or with a special permission from the Ombudsman or the Grievance Redressal Committee, as the case may be, by any other person.

(14) In case of any false or frivolous complaint, the ombudsman may order appropriate action against the complainant.

8. *Information regarding Ombudsman Grievance Redressal Committee to be published in prospectus -*

The University, the institution deemed to be university and the college concerned shall provide detailed information regarding provisions of Grievance Redressal Committee, Ombudsman and the duties and rights of students in their prospectus prominently.

9. *Consequences of non-compliance -*

The Commission shall in respect of any institution which willfully contravenes or repeatedly fails to comply with orders of the Ombudsman or the Grievance Redressal Committee, as the case may be, may proceed to take one or more of the following actions, namely:-

- (a) withdrawal of declaration of fitness to receive grants under section 12B of the Act;
- (b) withholding any grant allocated to the Institution;
- (c) declaring the institution ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) 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 standards for redressal of grievances;
- (e) recommend to the affiliating university for withdrawal of affiliation, in case of a college;
- (f) recommend to the Central Government for withdrawal of declaration as Institution deemed to be university, in case of an institution deemed to be university;
- (g) recommend to the appropriate State Government for withdrawal of status as university in case of a university established or incorporated under a State Act;
- (h) taking such other action within its powers as the Commission 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 no action shall be taken by the Commission under this regulation unless the institution has been given an opportunity to explain its position and opportunity of being heard has been provided to it.

AKHILESH GUPTA
Secy.